

Sustainability report - 2024

Sinclair's Africa Travel Consultancy Pty Ltd
Travelife Partner

Content

1. Reporting context	3
2. Company data	4
3. Introduction	5
4. Mission statement & policy	6
5. Assessment overview	7
6. Detailed overview	8

1. Reporting context

2. Company data

Sinclair's Africa Travel Consultancy Pty Ltd

Tournesol Avenue 42

7806 Cape Town

sinclairs.africa

admin@sinclairs.africa

Tourist volume	251 - 1000
Number of employees	1 - 10
Type of tourism	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Round tours, Nature/Wildlife
Special target groups	Young people, Singles, Disabled, Seniors, Families with children
Destinations offered	

Sustainability coordinator

Tessa Merten

admin@sinclairs.africa

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	10
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	26

6. Detailed overview

0. Company characteristics

10

Contact details

1

Action			Details
0.1. Sustainability coordinator			Tessa Merten admin@sinclairs.africa +27 60 6404082

Organization structure

1

Action			Details
0.2. Awards			Patrick Merten: Certified South African Specialist, South Africa Tourism

Brands, products, and/or services

6

Action			Details
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0.3. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator,Outbound Tour operators,Travel agency (leisure)
0.4. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	
0.5. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	251 - 1000
0.6. Tourism types	✓	✓	Active / soft adventure,Sun and Beach tourism,City trips,Culture, history and art,Round tours,Nature/Wildlife
0.7. Target groups	✓	✓	Young people,Singles,Disabled,Seniors,Families with children
0.8. Destinations	✓	✓	

Personnel

1

Action			Details
0.9. Number of employees	✓	✓	1 - 10 1 - 4

Public communication



Action			Details
0.10. Brands under Travelife scope	✓	✓	

1. Sustainability management & legal compliance

16







Engagement of company

3

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>Tessa Merten</p> <p>Sinclair's Africa sustainability coordinator is responsible for:</p> <ul style="list-style-type: none"> Ensure a general understanding of sustainability and related policies among all staff; Design the company's sustainability action plan with input and support from colleagues; Improve the sustainability of the company's product offerings and supply chain; Coordinate Travelife reporting and certification; Report regularly on sustainability progress and challenges with management; Support internal and external communication regarding your sustainability policies and actions.
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	✓	✓	<p>Sinclair's Africa Travel Consultancy Pty Ltd is an independent tourism company based in Cape Town, South Africa – founded by Patrick Sinclair.</p> <p>We are providing travel consultancy services to international travellers as well as tourism companies. As a tour operator, we are realising authentic tailor-made journeys across Southern Africa and as a destination management company we are the local experts and link to the service providers such as hotels and lodges, transportation and activity operators and facilitate all type of sustainable and intercultural bookings.</p>

		<p>Authentic tailor-made african Journeys</p> <p>We have made it our mission to share with you our love for Africa, its warm-hearted people and inspiring cultures, its incredible wildlife and stunning nature. and expertise Africa. It is our passion to use our expertise and creativity to design a truly unique journey for you, that seamlessly brings traveller and destination together.</p> <p>We believe in sustainable and intercultural journeys that touch the soul of our travellers and leave an imprint of the African content in your heart. Vice-versa, responsible tourism builds on the respect towards the cultures you visit, the nature and its wildlife – creating an environment for positive tourism that gives back to the people and their communities, and supports wildlife and nature conservation.</p> <p>https://sinclairs.africa/sustainable-journeys/</p>
<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>Tessa Merten, Sustainability Coordinator</p> <p>Cristine Wekenborg: Tour Consultant & Travel Designer</p> <p>Patrick Merten, Founding Director / Tour Consultant & Travel Designer</p> <p>Pending:</p> <p>Nicole Riedler, General Management & Sustainability Assistant</p> <p>Company learning monitor</p> <p>No workshop information for this company</p>

Social cooperation

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	✓	—	
1.5. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .	✓	—	
1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).	✓	—	<p>Sinclair's Africa is currently donating directly to Ocean Sentinel Alliance (Hout Bay, Cape Town, South Africa).</p> <p>Further, our sister copmany Sinclair's Africa Germany is donating to</p> <ol style="list-style-type: none"> 1. Ubuntu e.V. (NPO based in Germany) to support the development and education of children in Southern Africa (currently donating to Sentinel Ocean Alliance). 2. Atmosfair for the compensation of CO2 emmissions. <p> Hout Bay Lifesaving Funding needs 2023_24.pdf</p> <p> Sinclair_s Africa Travel Consultancy Invoice.pdf</p> <p> atmosfair_Spenden_Zertifikat_AX1000897545_1013311939.pdf</p> <p> Ubuntu Spendenquittungen 2023.pdf</p>

Baseline assessment



2

Action		Details
<p>1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	<p>✓</p>	<p>—</p> <p>In each of our travel destinations we are working with a partner company (destination management company) that is as dedicated to sustainable tourism as we are. Here are our partners:</p> <p style="padding-left: 40px;">That's Africa (South Africa, Namibia, Botswana) Namibia Tracks & Trails (Namibia) Travel Adventures Botswana Vayeni Travel (Zimbabwe, Zambia, Botswana) Crafted Africa (Zambia, Malawi) Many Africa Tours (Uganda, Ruanda) Asilia Africa (Tanzania, Kenya) ZANTours (Tanzania, Kenya) Tanganyika (Tanzania)</p> <p>Our DMCs (Destination Management Companies) play a crucial role in ensuring the sustainability and environmental friendliness of our tours. Over the years, we have established strong relationships with these DMCs, carefully selecting them based on their expertise and commitment to responsible tourism.</p> <p>Through close communication channels, we maintain an ongoing dialogue with our DMCs. This allows us to stay updated on local developments related to sustainable practices, environmentally-friendly lodges, and programs. For example, if a DMC notifies us that certain accommodations have adopted practices that are detrimental to the environment or local communities, we take immediate action: We make it a point to no longer book these accommodations for our individual tours, opting for alternatives that align with our values and commitments. Vice versa, we promote accommodation and service providers that focus on sustainability.</p> <p>Given that our tours often take us to rural and remote areas, it can be challenging for us to directly assess the quality of services on the ground. This is where our DMCs play a vital role. They act as our eyes and ears, evaluating the services we select and ensuring they meet our high standards. For instance, if we are booking a lodge in a remote bush or savannah location, our DMC would visit and assess the lodge's impact on the surrounding ecosystem, its resource</p>

			<p>management practices, and its engagement with local communities.</p> <p>Through this partnership with our DMCs, we can confidently offer our clients sustainable and responsible travel experiences. These experiences are carefully curated with the input and guidance of our DMCs, ensuring that we provide high-quality services that prioritize environmental conservation and benefit local communities.</p> <p>By relying on our trusted DMCs, we can mitigate the risks associated with booking accommodations and services in remote areas. This collaborative approach allows us to offer unique travel experiences while ensuring minimal negative impact on the environment and maximum benefits for the local communities we visit.</p>
<p>1.8. Baseline assessment</p> <p>The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).</p>	✓	✓	

Policy

2

Action			Details
<p>1.9. Sustainability policy</p> <p>The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.</p>	✓	✓	<p>Sinclair's Africa is committed to growing our business in a sustainable manner. We recognize that the environment, communities and cultures within which we operate are vital to the success of our business.</p> <p>We are committed to realizing authentic African journeys, which are authentic, i.e. individual, sustainable, intercultural and decelerated.</p> <p>Responsible travel is one of our company's core values, we aim to maximize the positive effects that tourism can have on individuals and local communities, while minimizing the</p>

negative social, environmental and economic impacts.

This policy outlines what we have already managed, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company.

We therefore commit to the following objectives:

Comply with all relevant legislation and embed sustainable development principles into core business practices

Use our position to drive sustainability within our destination(s) – mainly with and via our destination management company (DMC) partners

Preserve our environment and continually improve our environmental performance,

Optimize our social impact to enhance local livelihoods and prevent tourism leakages

Provide information, training and support to colleagues and external partners, to engage them towards sustainability

Provide sustainable information about our products to encourage our clients to opt for sustainable travel options

In our offices and team

We ensure our employees understand the goals of our sustainable policies and implement them individually

We reduce waste in a responsible way, mainly by means of our digital workspace and processes.

We measure our use of natural resources especially energy and look for ways to reduce them

We respect our employees, their diversity and advance their wellbeing wherever we can.

We share best practices and raise awareness on sustainability among our teams and partners in our everyday communication

On the ground

We prefer to work with locally owned businesses reflecting local cultures (hotels, lodges, and other service providers)

We ensure that journeys we organize do not have adverse effects on the environment or society, especially sensitive activities that may bring travellers into contact with animals, children or remote communities.

We give back to communities by supporting projects addressing local development challenge, especially the education of children/youth.

We promote Responsible Tourism in our industry and to stakeholders we engage with in our destination(s).

We put our clients and guests at the forefront of our business and help them to make informed decisions when travelling.



Sustainability Policy 10_05_2024.pdf

1.10. Communication



The policy is available to all stakeholders on our new website under the link:

The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).

<https://sinclairs.africa/sustainability-policy/>



Sustainability Policy 10_05_2024.pdf





Action plan

2

Action			Details
<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	✓	✓	<p>Our action plan formulates our operational targets and the implementation of our action plan tasks including responsibilities and a timeline. It facilitates the accomplishment of our sustainability goals.</p>
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	✓	<p>The FTT Travelife sustainability certification process has been initiated by founder Patrick Merten. He is as such highly committed not only to the certification process, but to sustainable travel in general, as he introduced the label for "authentic African journeys", defined as individual, sustainable, intercultural and decelerated. He actively supports his team in identifying relevant tasks for the action plan and achieving them.</p> <p>Tessa Merten is sustainability coordinator and as such responsible for all processed ranging from the sustainability policy to the action plan, its development, update and completion – as well as the involvement of all team members and partners.</p> <p>Cristine Wekenborg is Tour Consultant and Travel Designer and has completed the FTT Travelife Sustainability Certification.</p> <p>All future team members, especially tour consultants and travel designer, are encouraged to undergo the certification already within their probation period of employment.</p>



Monitoring and evaluation

2

Action			Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	✓	✓	<p>Our sustainability coordinator regularly discusses the progress with management and key staff members (focus on travel consultants & tour designers) and creates a quarterly report on the progress achieved as stated in our sustainability policy. As we are a small company with less than 10 employees, the monitoring and evaluation process is informal.</p> <p> Sustainabilty Briefing _ Quarterly Report 12_2023.pdf</p>
<p>1.14. Staff Communication Staff members are regularly updated on the company’s sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>	✓	—	<p>Our entire team meets quarterly to discuss the progress of our sustainability efforts, focused but not limited to our action plan as well as current and future tasks. The meeting is based on the monitoring and evaluation report created quarterly by our sustainability coordinator.</p> <p> Sustainabilty Briefing _ Quarterly Meeting 12_2023.pdf</p>

External reporting and communication

2

Action			Details
<p>1.15. Travelife reporting The company reports its progress via Travelife at least every two years.</p>	✓	✓	















<p>1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p>The first travelife report has been completed is will be published on: https://sinclairs.africa/sustainabilty-policy/</p>
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2. Internal management: social policy & human rights

22




Social policy and human rights


19

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			All employee's from Sinclair's Africa are free to join a workers union if they wish. At the moment, no direct staff member is part of a trade union.
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).			
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).			Sinclair's Africa does not tolerate any forced labor and does not support it in any way.
2.4. HR Manual The company has a written Human Resource policy.			 Sinclairs HR Policy 19_02_24.pdf
2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.			Please find standard employment contract template attached.  Employment Contract Template.pdf

<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>The National Minimum Wage in South Africa was set in March 1, 2023 to R25.42 per hour. This applies to all workers in South Africa, except for farm workers, domestic workers, and workers who participate in learnerships. Our entry wage is R125 per hour and therefore above the legal minimum. Please see the supported document of the template of contract which we uploaded.</p> <p> Employment Contract Template.pdf</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	<p>✓</p>	<p>✓</p>	<p>Additional working hours agreed upon that exceed a 100 percent employment are considered as overtime and shall be taken as paid time off. Overtime is limited to 10 percent of the regular working hours agreed upon in this contract as per point "6. Working hours" in the standard contract uploaded in 2.5</p>
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓</p>	<p>✓</p>	
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	<p>✓</p>	<p>—</p>	<p>SATIB is our insure Broker with the Insurer Lloyds of London. We have a professional indemnity (PI) and a general public liability (GPL) policy (see attached file).</p> <p> Insurance GPL and PI.pdf</p>
<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	<p>✓</p>	<p>✓</p>	<p>The employee is entitled to 21 days consecutive paid leave (or 15 independent working days) for every 12 months of continuous service. Such leave is to be taken at times convenient to the employer and the employer may require the employee to take her leave at such times as</p>



		<p>coincide with that of the employer. Leave must be taken by no later than 6 months after the end of the annual leave cycle and no leave will be paid out. Please see "9. Annual Leave" in contract uploaded in 2.5</p>
<p>2.11. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	<p>✓</p>	<p>— During every sick leave cycle of 36 months the employee will be entitled to an amount of paid sick leave equal to the number of days the employee would normally work during a period of six weeks. During the first six months of employment the employee will be entitled to one day's paid sick leave for every 26 days worked. The employee is to notify the employer as soon as possible in case of her absence from work through illness. The employer is entitled to request a medical certificate before paying for more than 2 days sick leave at a time or more than twice in 8 weeks.</p> <p>Please see point "10. Sick Leave" in the provided contract in 2.5</p>
<p>2.12. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	<p>✓</p>	<p>✓ At this point we must first clarify that all Sinclair's Africa employees and freelancers work from home or remotely. There is no physical office in the traditional sense. In case of accidents or incidents where our staff is affected and assistance from the employer is needed we will take care in form assisting with work load and offer sick leave and/or family leave (see 2.11 and 2.10) .</p> <p>Furthermore, the home office model provides employees with more flexibility and enables a better work-life balance. They can complete their work from home, allowing them to better manage the demands of family and career. This improves the overall health of each individual employee.</p>
<p>2.13. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior</p>	<p>✓</p>	<p>✓ In our employment process and within our team we ensure that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residence, gender, race, age, disability, ethnicity, religion/beliefs,</p>



<p>positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>		<p>sexual orientation or in any other way.</p> <p>Please find Sinclairs HR Non Discrimination Policy attached.</p> <p> Sinclairs HR Non_Discrimination Policy.pdf</p>
<p>2.14. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	<p>✓ ✓</p>	<p>Sinclair's Africa does not tolerate any child labor and does not support it in any way. Please see Sinclairs No Child Labour Policy attached.</p> <p> Sinclairs No Child Labour Policy.pdf</p>
<p>2.15. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	<p>✓ —</p>	<p>At Sinclair's Africa we have a very close relationship to each other. As a company with under 5 employees, a personal contact is very important. There are no hierarchies. Everyone is in communication with the Director of the company directly.</p> <p>Please find Sinclairs HR Complaint Procedure Policy uploaded.</p> <p>Exchange, feedback and suggestions are part of the daily work and take place in a relaxed, direct dialogue with Management. Dissatisfaction is addressed directly and resolved before they come a serious issue.</p> <p> Sinclairs HR Complaint Procedure Policy.pdf</p>
<p>2.16. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>✓ —</p>	<p>There is no need for a representative on any level. At Sinclair's Africa we have a very close relationship to each other. As a company with under 5 employees, a personal contact is very important. There are no hierarchies. Everyone is in communication with the Director of the company directly.</p>

2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	—	Please see Sinclairs Disciplinary Procedure Policy attached.  Sinclairs Disciplinary Procedure Policy.pdf
2.18. Persons with special needs The company employs persons with special needs	✓	—	
2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	—	Regular meetings between founding director/management and each team member take place (at least quarterly) to ensure employee satisfaction and discuss potential field of improvement.

Training and education

3

Action			Details
2.20. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	—	
2.21. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining	✓	—	Our Tour Consultants and Travel Designers receive updates and training from our partnering DMCs, lodge groups and activity providers (mostly informal and online). Further, they have excess to educational trips (paid for by the company).






<p>experience on the nature/organisation of their work.</p>			<p>Our team is encouraged to undergo a personal sustainability certification as part of their working time.</p> <p>100</p> <p> Educational Cristine Tanganyika 2023 Invoice.pdf</p> <p> Educational Cristine Tanganyika 2023 WELCOME BOOK.pdf</p>
<p>2.22. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>—</p>	<p>There are currently no trainees at Sinclair's Africa.</p>




3. Internal management: environment and community relations



37

Procurement

6


Action			Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>			<p>Sinclair's Africa is working paperless and partly from remote workplaces, which means no disposable and consumable goods are used.</p> <p>Please see Sinclairs Mobile Office and Home Office Policy attached.</p>  Sinclairs Mobile Office and Home Office Policy.pdf
<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>			<p>Our sustainable purchasing and procurement policy defines that we</p> <p>give preference to products with a recognised environmental or sustainability certificate, label, or with proven sustainability qualities; prefer products that are locally produced; buy from local suppliers and/or social enterprises when possible; prefer to work with suppliers and service providers that have a sustainability reputation buy products with less packaging; buy products that are produced with eco-friendly resources; buy products that are made to be durable and that can be easily repaired to increase the lifespan; refuse to purchase archeological/historical artifacts and or/products that threaten flora and fauna as indicated in the CITES treaty and the IUCN Red list. only purchase from suppliers that abide by all local, national, and international labour laws.</p> <p>The most recent initiative of Sinclair's Africa focussed on the reduction of plastic waste during</p>

			<p>our clients travel. We have produced refillable glass water bottles with a cork sleeve, which are handed out to all travellers on arrival as a welcome gift.</p> <p> Glass Bottle Invoice.pdf</p> <p> Sinclairs Bottles _ Cups 1.jpg</p> <p> Glass Bottle.jpeg</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	✓	✓	Sinclair's Africa is working paperless.
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	✓	✓	Sinclair's Africa is working paperless.
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p>	✓	—	<p>At this point we must first clarify that all Sinclair's Africa employees and freelancers work from home. There is no physical office in the traditional sense. The registered "office space" and company location is the founder and director's residential address, where he also works from. Additionally, the entire company operates exclusively digitally.</p> <p>This work model offers numerous advantages. Firstly, it saves costs as there is no need to rent office space or spend on office supplies such as paper or printers. Moreover, the expenses for daily employee transportation to the office are eliminated. This also contributes to reducing emissions of pollutants since there is no need for commuting by vehicles.</p> <p>The digital work approach enables flexible and efficient communication and collaboration. By utilizing Dropbox, all relevant files and information can be easily shared and collaborated on, facilitating teamwork regardless of spatial and temporal limitations. Additionally, no office waste is generated, eliminating the need for disposal.</p>

		<p>Furthermore, the home office model provides employees with more flexibility and enables a better work-life balance. They can complete their work from home, allowing them to better manage the demands of family and career. This improves the overall health of each individual employee.</p> <p>Overall, Sinclair's Africa's home office model supports both economic and environmental sustainability while offering numerous benefits to its employees.</p> <p>At the registered office address, the following coffee is in use: BEAN THERE COFFEE COMPANY (PTY) LTDhttp://www.cultivar.co.za/responsibility.html</p> <p> Bean There Coffee Tax Invoice _ INV0112513 _ 02_01_2024.pdf</p>
<p>3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓</p>	<p>— All cleaning materials used are non-hazardous, non-eutrophic, biodegradable and eco-labelled - see our latest order attached from https://evolvebiodegradable.co.za/</p> <p> Evolve Bio.pdf</p>

Paper (promotional materials)






3



Action			Details
<p>3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>	<p>✓</p>	<p>✓</p>	<p>Sinclair's Africa is working paperless.</p>

<p>3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p>	✓	✓	Sinclair's Africa is working paperless and promotional material is digital.
<p>3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p>	✓	✓	Sinclair's Africa is working paperless and online only.

Energy

9




Action			Details
<p>3.10. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>	✓	✓	<p>The registered office of Sinclair's Africa is solar panel operated. These solar panels provide more than enough electricity to run all office activities.</p> <div data-bbox="1025 842 1077 922">  Solar Panels.jpg </div> <div data-bbox="1025 922 1077 1002">  Solar Installation.jpg </div>
<p>3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	✓	—	<p>The SolarMan App monitors the production and consumption of electricity generated via our solar installation.</p> <p>The amount of watts generated by the solar panels is more than necessary to run the office entity in the house. Please note, that this is also powering a private home and not only the office.</p> <div data-bbox="1025 1321 1077 1401">  IMG_1426.jpg </div>

			 IMG_1427.jpg
3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	Sinclair's Africa is running on it's own solar panel installation.
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	Sinclair's Africa office is running on it's own solar panel installation, thus no CO2 emmissions are produced or need to be offset. We do not particiate in trade shows and prefer trainings online. If we embark on a sales and marketing trip or educational in future, we will compensate the flight CO2 emissions by donating to atmosfair (see latest donation attached).  atmosfair_Spenden_Zertifikat_AX1000897545_1013311939.pdf
3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	—	Offices are 100% equipped with LED lights.
3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	✓	All employees are working on notebooks and portable devices that go into sleep mode as per the standard settings and are switched off after work. Please see Sinclairs Mobile Office and Home Office Policy uploaded in 3.1.
3.16. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	All employees are requested to switch-off lights in their (home) office upon completion of their work day.

			Please see Sinclairs Mobile Office and Home Office Policy uploaded in 3.1.
3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	✓	Existing equipment has been and new equipment will be chosen based on our preference for low energy equipment based on highest local available standards (taking into account return on investment and quality considerations).
3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	We have various templates, general documents, text modules, etc. that help to create the necessary travel documents for our customers quickly and efficiently.

Water



3


Action			Details
3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	—	<p>We encourage our employees to save water. Further we have at our main office a borehole in place.</p> <p>Please see Sinclairs Mobile Office and Home Office Policy uploaded in 3.1.</p>  Sinclairs Mobile Office and Home Office Policy.pdf
3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are	✓	✓	There are no office premises. Every employee and freelancer are working from home. The water consumption is each person personal consumption and not monitored or regulated by the company.

regularly read to track potential leaks.			Please see Sinclairs Mobile Office and Home Office Policy uploaded in 3.1.
3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	✓	

Waste management



7

Action			Details
3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.	✓	✓	As per our policy, we dispose all residual waste safely.  Sinclairs Waste Reduction and Recycling Policy.pdf
3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).	✓	✓	 Sinclairs Waste Reduction and Recycling Policy.pdf
3.24. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.	✓	✓	
3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic	✓	—	Our team uses branded glass water bottles and glass coffee cups with cork cover.

bottles it consumes. This criterion is related to drinking water for office use.			<p>Our clients receive the same bottles upon arrival for their trip as a gift to reduce any unnecessary plastic bottles.</p>  <p>Sinclairs Bottles _ Cups 1.jpg</p>
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	✓	✓	<p>Sinclair's Africa is working completely paperless. Everything is done electronically and there is zero waste. Any other recycling is done by our employees and freelancer in their own homes. There is no additional office waste generated.</p> <p>Please see Sinclairs Mobile Office and Home Office Policy uploaded in 3.1.</p>
<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	✓	—	not applicable, as we operate paperless
<p>3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	✓	✓	

Reducing pollution




2


Action			Details
<p>3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse</p>	✓	✓	

effects on the local population and the environment.			
3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.	✓	—	There are no office premises, therefore there are no chemicals used. Communication with all are clients, partners etc are done telephonically and electronically.

Mobility




5

Action			Details
3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.	✓	—	We encourage remote working and home office use to reduce the environmental impact of commuting. Please see Sinclairs Mobile Office and Home Office Policy uploaded in 3.1.
3.32. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.	✓	—	As we are working from home, no daily business travel takes place. Meetings with clients, partners and suppliers usually takes place online, thus again, no travel related emissions. If we are attending an educational trip, or marketing/sales trips, etc. flight emissions will be calculated with the atmosfair CO2 emissions calculator only and thereafter compensated (see.3.33) Attached is the latest donation to atmosfair for foudnign director Patrick Sinclairs marketing trip to Germany.  Zertifikat_AX1000897542.pdf

<p>3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	<p>✓</p>	<p>—</p>	<p>As we are working from home, no daily business travel takes place. Meetings with clients, partners and suppliers usually takes place online, thus again, no travel related emissions. If we are attending an educational trip, or marketing/sales trips, etc. flight emissions will be calculated with the atmosfair CO2 emissions calculator only and thereafter compensated.</p> <p>Attached is the latest donation to atmosfair for foudnign director Patrick Sinclairs marketing trip to Germany.</p> <p> Zertifikat_AX1000897542.pdf</p>
<p>3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	<p>✓</p>	<p>✓</p>	
<p>3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	<p>✓</p>	<p>—</p>	<p>Our team works from their home offices.</p>

Sustainability training and awareness raising





1

Action			Details
<p>3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>	<p>✓</p>	<p>—</p>	<p>As we are a very small company (less than 5 employees), the founder and director of the company has a personal contact to each person. There is a close communication with each of them. Every training, guidance and/or is given promptly and as needed. This includes all sustainable issues and initiatives.</p> <p> Sinclairs Mobile Office and Home Office Policy.pdf</p>

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Land use and community relations

1












Action			Details
3.37. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.			

4. Inbound partner agencies

7






Inbound partner agencies

4

Action			Details
<p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>			<p>Please find our Partner Agency Policy uploaded. We haven't listed any agency yet as we have just started with the whole process.</p> <p>0</p> <p> Sinclairs Partner Agency Policy.pdf</p>
<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>			<p>Please see the partner agency policy uploaded in 4.1</p>
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>			<p>Please see the partner agency policy uploaded in 4.1</p>
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>			<p>Please see the partner agency policy uploaded in 4.1</p>

Specific conditions

3

Action			Details
<p>4.5. Contracts Written contracts with partner agencies are in place.</p>	✓	—	<p>Please see the partner agency policy uploaded</p> <p> Sinclairs Partner Agency Policy.pdf</p>
<p>4.6. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>	✓	—	<p>Please see the partner agency policy uploaded in 4.1</p> <p> Sinclairs Partner Agency Policy.pdf</p>
<p>4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p>	✓	—	<p>Please see the partner agency policy</p> <p> Sinclairs Partner Agency Policy.pdf</p>

5. Transport

4

Selecting transport suppliers




3

Action	📋	✅	Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	We do not book international flights for our clients.
<p>5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>	✓	✓	
<p>5.3. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	✓	—	<p>If the character of the journey and the local infrastructure allows for different modes of transport, we recommend the more sustainable mode of transport (self-drive vs. drive-guide vs. transfers etc.).</p> <p>We are encouraging bookings at accommodations like that put emphasis on sustainable transportation, e.g. Grumeti Hills in the Serengeti from our partner Tanganyika is operating e-safari vehicles:</p> <p>These 4x4 safari cars are 100% electric and 100% solar. These 2 cars operate daily from Grumeti Hills, safaris (day and night) as well as transfers to and from Fort Ikoma airfield. Please see more details:</p> <p style="text-align: right;">Frame : 410xWanband76rWspca0p3p5afasi MantiaGumre:BlackEtopriAK06</p>

		<p>160 Nm torque from 0-3,500 rpm, max 6,000 rpm 110 kg weight air-cooled & IP 65 proofed</p> <p>Please see the partner agency policy uploaded in 4.1</p>
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Sustainable packages

1











Action	 	Details
<p>5.4. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>	<p></p>	<p>All our trips are authentic Africa trips. By authentic, we mean a combination of sustainable and intercultural, decelerated and individual. Sustainability is an aspect in all of our trips, but especially in our signature trips listed on our website. For example, our Tanzania trip includes the use of electric vehicles with Tansanika, and our South Africa trip features the Ghost Mountain Inn, an accommodation accredited by Travelife.</p>

6. Accommodations

11

Accommodations



7

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>			We mostly book accommodation via our destination management companies as partner, who intern are requested to put emphasis on sustainable accommodation.
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>			
<p>6.3. Certified accommodations Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>			<p>For example, we are encouraging bookings at accomodations like Tanganyika at Grumeti Hills where the first e-safari vehicles are operating. These 4x4 safari cars are 100% electric and 100% solar.</p> <p>Or Gondwana Eco Tented Camp which is a fully self efficient camp and has no carbon footprint.</p>
<p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including</p>			

sanctions) which is clearly communicated to partners and/or accommodation providers.			
6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).	✓	✓	
6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.	✓	✓	
6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).	✓	✓	

Specific conditions

4

Action			Details
6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.	✓	✓	
6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates	✓	✓	We have established long-standing relationships with our DMCs, whom we have carefully selected. We maintain regular and close communication with them to stay updated on local advancements in eco-friendly accommodations and programs. Our DMCs diligently choose

<p>elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>			<p>accommodations and restaurants that incorporate local art, architecture, or cultural heritage, while respecting the intellectual property rights of local communities. They consider various factors such as price, comfort, and other selection criteria in a responsible and respectful manner.</p>
<p>6.10. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	✓	✓	
<p>6.11. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	✓	✓	




7. Activities



12

Activities

5




Action			Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	<p>✓</p>	<p>—</p>	<p>We omit promoting or selling environmentally or culturally sensitive excursions, such as elephant or ostrich riding, shark cage diving, trophy hunting, township tours etc.</p> <p>Please see 4.11 and 4.12 in our Partner Agency Policies.</p> <p>4.11. Activities offered - At Sinclair’s Africa, we strongly believe in promoting responsible tourism practices that prioritize the well-being of both the environment and local communities. Therefore, we strictly prohibit the promotion or sale of any excursions or activities that could potentially harm or exploit wildlife or indigenous cultures. This means that we do not support activities like elephant or ostrich riding, shark cage diving, trophy hunting, or township tours that can be seen as invasive or culturally sensitive and adhere our partners to do so too. By adhering to this policy, we aim to foster sustainable and respectful tourism experiences that benefit the destinations we operate in, while preserving their natural and cultural heritage for future generations to enjoy.</p> <p>4.12 Sustainable Excursions - At our company, we highly prioritize sustainability and environmental consciousness in all aspects of our operations, including our partner policy for activities and excursions. We firmly believe in supporting and promoting certified excursion providers who adhere to acknowledged and controlled sustainability standards. We give preference to activities and excursions offered by providers who demonstrate a commitment to preserving the natural environment, minimizing their ecological impact, and promoting responsible tourism practices. By partnering with such providers, we aim to offer our customers unique and enriching experiences while ensuring the long-term conservation of the destinations we visit.</p>


		 Sinclairs Partner Agency Policy.pdf
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓ —</p>	<p>In most case, we select and offer activities and excursions based on the recommendation of our DMC partner, who subsequently book these for us / our clients. The selection process of more sustainable activities and our guideline for our DMCs are specified in Sinclair's Partner Agency Policy.</p> <p>In cases in which we select, offer and book acitivites directly, we as Sinclair's Africa of course adhere to the same guidelines that we require from our DMC partners.</p>  Sinclairs Partner Agency Policy.pdf
<p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	<p>✓ —</p>	<p>Our sustainability objectives and requirements are communicated to all relevant excursion providers via our DMC, who also book these these for us / our clients, as per our Sinclair's Partner Agency Policy.</p> <p>In cases in which we select, offer and book acitivites directly, we as Sinclair's Africa of course adhere to the same guidelines that we require from our DMC partners and communicate our objectives and requirements wherever needed.</p>  Sinclairs Partner Agency Policy.pdf
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are</p>	<p>✓ —</p>	<p>The selection process of more sustainable activities and our guideline for our DMCs are specified in Sinclair's Partner Agency Policy. Sinclair's Africa promotes sustainability in all business operations and expects partner agencies to comply with accredited certifications, reduce environmental impact, support local communities, and adhere to ethical business practices. The company strictly prohibits illegal or unethical behavior, including child exploitation, forced labor, discrimination, and irresponsible tourism activities. Partners must</p>

<p>developed with the collaboration and consent of relevant NGO's and the affected community.</p>		<p>also refrain from promoting souvenirs that include threatened flora and fauna species or violate preservation rules. Sinclair's Africa aims to work with partners to promote sustainability and responsible tourism, taking action against any unsustainable practices.</p> <p> Sinclairs Partner Agency Policy.pdf</p>
<p>7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓</p>	<p>We omit promoting or selling environmentally or culturally sensitive excursions, such as elephant or ostrich riding, shark cage diving, trophy hunting, township tours etc.</p> <p>Please see 4.11 and 4.12 in our Partner Agency Policies.</p> <p>4.11. Activities offered - At Sinclair’s Africa, we strongly believe in promoting responsible tourism practices that prioritize the well-being of both the environment and local communities. Therefore, we strictly prohibit the promotion or sale of any excursions or activities that could potentially harm or exploit wildlife or indigenous cultures. This means that we do not support activities like elephant or ostrich riding, shark cage diving, trophy hunting, or township tours that can be seen as invasive or culturally sensitive and adhere our partners to do so too. By adhering to this policy, we aim to foster sustainable and respectful tourism experiences that benefit the destinations we operate in, while preserving their natural and cultural heritage for future generations to enjoy.</p> <p>4.12 Sustainable Excursions - At our company, we highly prioritize sustainability and environmental consciousness in all aspects of our operations, including our partner policy for activities and excursions. We firmly believe in supporting and promoting certified excursion providers who adhere to acknowledged and controlled sustainability standards. We give preference to activities and excursions offered by providers who demonstrate a commitment to preserving the natural environment, minimizing their ecological impact, and promoting responsible tourism practices. By partnering with such providers, we aim to offer our customers unique and enriching experiences while ensuring the long-term conservation of the destinations we visit.</p> <p> Sinclairs Partner Agency Policy.pdf</p>

Specific criteria

7

Action			Details
<p>7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>	✓	—	<p>Please see Specific Conditions in Clause 4 of our Partner Agency Policy.</p> <p> Sinclairs Partner Agency Policy.pdf</p>
<p>7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	✓	✓	
<p>7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	✓	✓	
<p>7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	✓	✓	

<p>7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	<p>✓</p>	<p>— Please see Specific Conditions in Clause 4.15 of our Partner Agency Policy (in both cases: for direct bookings and if bookings are made indirectly):</p> <p>4.15 Selection Criteria and Qualification of Guides</p> <p>All tours must be guided by certified/licensed local tour guides. If certifications or licenses are not locally available, then guides shall demonstrate other relevant credentials. All guides should have</p> <ul style="list-style-type: none"> • have an intimate knowledge of the area in which they work (e.g., they grew up in the region, they belong to the local ethnic groups, or they have a deep understanding of the area); • have a high knowledge of the environment in which the tour takes place, including the surrounding nature (e.g., geography, flora, fauna) and culture (e.g., heritage sites, local communities, traditions); • speak the local languages/dialects; • speak the language of your target clientele • have a licence for guiding awarded by the local government, national tourism council, tourist board, official guides associations, or any other respected tourist authority; • be skilled and licenced to lead specialised activities (e.g., trekking, biking, mountaineering, rock climbing, kayaking) <p>In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p> <p> Sinclairs Partner Agency Policy.pdf</p>
<p>7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓</p>	<p>— In Clause 4.11 <i>Activities offered</i> in our Partner Agency Policy it is stated:</p> <p>At Sinclair’s Africa, we strongly believe in promoting responsible tourism practices that prioritize the well-being of both the environment and local communities. We promote such operators and activities in the personal travel consultation and in our travel itineraries.</p> <p>And the same time, we strictly prohibit the promotion or sale of any excursions or activities that could potentially harm or exploit wildlife or indigenous cultures and communicate it via the same channels. This means that we do not support activities like elephant or ostrich riding,</p>

			shark cage diving, trophy hunting, or township tours that can be seen as invasive or culturally sensitive and adhere our partners to do so too. By adhering to this policy, we aim to foster sustainable and respectful tourism experiences that benefit the destinations we operate in, while preserving their natural and cultural heritage for future generations to enjoy.
<p>7.12. Supporting environmental and biodiversity protection</p> <p>The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	✓	✓	Our journeys include visits of national parks, private nature or game reserves, and other natural habitats (e.g. botanical gardens, etc.) on a regular basis. Wherever possible we always include national park and conservation fees in our itinerary and travel price already. We further draw attention to the local sustainability and behavioural guidelines (e.g. littering, feeding of wild animals, etc.)

8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action	📋	✅	Details
<p>8.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>	✓	✓	<p>Please see our Partner Agency Policy - Clause 4.13 Employment Conditions (in the destination countries)</p> <p>We place great emphasis on ensuring that all our partners and suppliers abroad operate in an ethical and responsible manner. As part of our partner policy, we instruct the Destination Management Companies (DMC's) in our destination countries to take necessary measures to ensure that all local tour leaders, representatives, guides, and other locally active staff contracted by supplier companies fully comprehend the terms and conditions of their employment, particularly in terms of remuneration. It is of utmost importance that they receive fair and competitive compensation for the services they provide to our valued customers. By ensuring transparency and clarity in these matters, we aim to foster a positive and sustainable working relationship with our local partners, promoting fairness and respect within the travel industry as a whole.</p>
<p>8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	✓	✓	
<p>8.3. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	✓	✓	







<p>8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p>	✓	✓	
<p>8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	✓	✓	
<p>8.6. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	✓	✓	
<p>8.7. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	✓	✓	
<p>8.8. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	✓	✓	

9. Destinations

4





Selection of destinations



2

Action			Details
9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.			With regards to destinations as countries, we do not plan to add further destinations to our portfolio. In terms of destinations within the countries to which we offer journeys: as we do individual tailor-made journeys instead of prepackaged tours, we are not limited regarding the regions but include any destination based on the client request (if travel is safe and sustainably possible). In the travel consultation process, we put emphasis on journeys off the beaten track and avoid mass tourism. When it comes to the selection of regions, accommodation and activities as destination, we apply the guidelines of our policy.
9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.			

Local projects and initiatives

2

Action			Details
9.3. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and			










distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)			
<p>9.4. Forbidden souvenirs</p> <p>The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	✓	✓	<p>Before our customers embark on their journey, we send them a document titled "Perfectly Prepared for the Trip." In this document, on the last page, you will find an overview of the Do's and Don'ts. This is about respectful traveling.</p> <p>In order to emphasis that we are not promoting souvenirs etc. as per the IUCN Red List, we have added a remark into our document Travel with respect.</p> <p> Perfekt Vorbereitet auf Afrika Reise.pdf</p> <p> Travel with respect and open hearts.pdf</p>

10. Customer communication and protection

26

Prior to booking

12



Action			Details
10.1. Customer privacy The company ensures that customer privacy is not compromised.			We only collect customer information that is relevant and necessary to provide the clients with the tourism reserves requested and booked. The collection, storage and communication of all information is in accordance with the South African POPI act and European GDPR regulations.  Sinclairs Customer Privacy Policy.pdf
10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.			Sinclair's Africa is specialized in sustainable tailor-made travel experiences in Africa, offering personalized itineraries based on the individual interests and preferences of each traveler. Our team of experienced consultants collaborates closely with our clients to design bespoke tours that feature the best destinations, accommodations, activities, and experiences that Africa has to offer. Once an offer has been created and accepted by the client, the package is booked and confirmed as agreed on. We deliver exactly what we promised, every change is directly communicated to the client and, if applicable, approved by them.
10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.			Sinclair's Africa is specialized in sustainable tailor-made travel experiences in Africa, offering personalized itineraries based on the individual interests and preferences of each traveler. After booking and before departure the clients receive their individual traveling package with all information, vouchers and tour manuals applicable for their journey as well as a personal call from their consultant in order to talk through their upcoming trip.




<p>10.4. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	✓	—	<p>Sinclair's Africa is specialized in sustainable tailor-made travel experiences in Africa, offering personalized itineraries based on the individual interests and preferences of each traveler. After booking and before departure the clients receive their individual traveling package with all information (like destination/country information), vouchers and tour manuals applicable for their journey as well as a personal call from their consultant in order to talk through their upcoming trip.</p>
<p>10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	✓	—	
<p>10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	✓	—	
<p>10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	✓	✓	
<p>10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	✓	—	
<p>10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in</p>	✓	—	

the booking form. Payment is channelled through the travel company.			
10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.	✓	—	
10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓	—	<p>We offer personal in-depth travel advise and planning services in Zoom calls with clients and encourage conversation about more sustainable and intercultural travel options in the context of our endeavour to promote authentic tailor-made journeys.</p> <p>We are encouraging bookings at accomodations like Tanganyika at Grumeti Hills where the first e-safari vehicles are operating. These 4x4 safari cars are 100% electric and 100% solar. These 2 cars operate daily from Grumeti Hills, safaris (day and night) as well as transfers to and from Fort Ikoma airfield.</p> <p>We also recommend eco tented camps with a small enviromental footprint like the Eco Tended Camp in the Gondwana Game Reserve.</p>
10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company’s sustainability status (e.g in relation to Travelife and STAH).	✓	—	














After booking and during holidays





11

Action			Details
10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local	✓	—	We provide information on each destination of the customers journey in our travel documents, i.e. our own travel App as well as the tour manuals of our destination partner companies.

<p>culture and cultural heritage in the holiday destination.</p>		<p>Also as part of the customers travel documents, they receive a document called "Perfectly prepared for a trip to Africa". In there everything is listed from driver license, vaccinations, travelling with children, travel insurances, what to pack/bring etc. as well as a page with the 12 virtues of traveling. Please see 10.14</p> <p> Travel with respect and open hearts.pdf</p>
<p>10.14. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p>	<p>✓</p>	<p>— We provide all our customers with a travel preparation call one month before their journey, focusing on sustainable and intercultural aspects of travel and offering advice on responsible travel practices.</p> <p>Each customer receives personalized travel documents for their unique travel experience, so we do not have a general document to share. However, included in their travel documents is a guide titled "Perfectly prepared for a trip to Africa" which covers essential information such as driver's licenses, vaccinations, traveling with children, travel insurance, packing tips, and a page outlining the 12 virtues of traveling.</p> <p>Since we work exclusively with German-speaking clients, all our documents are in German. Please see the attached original document "Perfekt vorbereitet auf Afrika Reise" in German. The translated travel codes of ethics can be found on page 11 and have been provided as a separate upload.</p> <p> Perfekt Vorbereitet auf Afrika Reise.pdf</p> <p> Travel with respect and open hearts.pdf</p>
<p>10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>— We offer all our customers a travel preparation call within a month prior to their journey. During this call we answer all customer questions regarding health and safety matters (as far as we are legally allowed to, i.e. we are not allowed to provide medical and vaccination advise among others).</p>




			Please see 10.14
10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	✓	We are available for all our customers travelling via WhatsApp and our own travel App and provide a 24/7 emergency service together with our destination partner company.
10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓	This service is provided by our destination partner companies as well as often by lodges and other accommodation. We also give with the travel documents the cellphone number of the director or restrictive travel consultant, that in case of an emergency the client can contact us day and night directly. Please see 10.14
10.18. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.	✓	—	We discuss travel requests with our customers in details and advise them on the impact of their activities as well as their general behaviour. We do not book non-sustainable activities for clients and advise them on the background and reason. With their booking, they receive a travel preparation document including the so-called "Code of Ehtics - Twelve Virtues for Travelling", as published at an international conference on "Travelling in Developing Countries" in Penang/Malaysia. (Please find them uploaded in 10.14). The attached guidlines haven't been share yet to our customers, as we have startet with travellife. We have communicate personally all do's and don'ts in a ZOOM call prior to departure and in a general document as explained in 10.14. 0

		<ul style="list-style-type: none">  Motorised Boating.pdf  Nature Open Vehicle Drives.pdf  Non Motorised Boating.pdf  Tour Guides.pdf  Transport Services.pdf  Visiting Traditional Rural Communities.pdf  Walking Hiking Trekking.pdf  Wildlife Viewing.pdf  Aircraft.pdf  Boat_Based Marine Wildlife Viewing.pdf  BServices.pdf  Camping.pdf  Heritage Sites.pdf
<p>10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p>Customers are alerted to the relevant laws regarding the buying, selling, import, and export of individuals for sexual exploitation at the destination. This information is provided during a personal phone briefing prior to departure. Additionally, our sustainability policy and partner agency policy clearly prohibits participation in any form of illegal sexual activities or exploitation.</p>

			 Sinclairs No Child Labour Policy.pdf  Sinclairs Partner Agency Policy.pdf
10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).	✓	✓	Customers are alerted to the relevant laws regarding the buying, selling, import, and export of historical or religious artifacts, as well as items containing materials from endangered plants or animals at the destination. This information is provided during a personal phone briefing prior to departure. Additionally, our sustainability policy clearly prohibits the purchase of illegal souvenirs.  Sinclairs Partner Agency Policy.pdf
10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	Our travel documents (our travel App and tour manual of our destination partner company) provides customers with recommendations for local restaurants, shops and activities along their route and journey.
10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	
10.23. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).	✓	—	With every booking clients automatically donate to Ubuntu e.V., an NPO organization supporting the education of children in Southern Africa.  EN 8 Price.jpg

After holidays

3

Action			Details
<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	✓	✓	<p>Our customers can rate every accommodation, activity and service via our own travel App. We also request individual customer feedback at the end of each journey and forward feedback to the the relevant service providers and take action accordingly.</p> <p> Selected Screenshot from App Service Evaluation.pdf</p>
<p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	✓	—	<p>As our customers expect an authentic African journey, i.e. individual, sustainable, intercultural and decelerated, our customers automatically provide us with feedback on any non-authentic experience/situation and we take action accordingly.</p>
<p>10.26. Complaints The company has clear procedures in case of complaints from clients.</p>	✓	✓	<p>Ass per the European travel law and guidelines we are legally obliged to inform the client about our communication channels for support, problems and complaints in our offers, booking confirmation and travel docs.</p> <p>Further, in our personal travel preparation zoom meeting or call, we encourage our customers to contact us immediatelly in case of any problem or complaint and act accordingly. Communication during the trip has been made simple and easy by the use of WhatsApp and the chat in our own travel App. We instantly try to solve the problem and involve all relevant service providers and take action accordingly.</p>