



KRUGER ECHO TRANSFERS & ACCOMMODATION (PTY) LTD

SUSTAINABILITY POLICY & GUIDE



Table of Contents

MISSION STATEMENT AND INTRODUCTION	3
Sustainable business management.....	4
A1 Sustainability management systems – Travelife and FairTrade for tourism	4
A2 Legal compliance	4
A3 Divisional audits, reporting and communication	4
A4 Staff engagement, training and communication	5
A5 Customer experience	5
A6 Accurate promotion.....	5
A7 Buildings and infrastructure.....	5
A8 Land water and property rights.....	6
A9 Information and interpretation	6
A10 Destination engagement	6
Social and economic benefits to the local community	6
B1 Community support	6
B2 Local employment	6
B3 Local purchasing.....	6
B4 Local entrepreneurs.....	7
B5 Exploitation and harassment	7
B6 Equal opportunity.....	7
B7 Decent work.....	7
B8 Community services.....	7
B9 Local livelihoods	7
Ensure benefits to cultural heritage and minimize negative impacts.....	7
C1 Cultural interactions	7
C2 Protecting cultural heritage	8
C3 Presenting culture and heritage	8
C4 Artefacts.....	8
Ensure benefits to the environment and minimize negative impacts	8
D1 Conserving resources.....	8
D2 Reducing pollution.....	9
D3 Conserving biodiversity, ecosystems and landscapes	9



MISSION STATEMENT AND INTRODUCTION

Kruger Echo Transfers & Accommodation (PTY) Ltd's commitment to sustainability is based on international guidelines and ensures that our businesses activities and services do not negatively impact the environment and the interests of our communities therein. We actively commit to a range of philanthropic activities that ensure the well being of Africa's natural and cultural resources.

This policy and guide has been designed to inspire and help lead us through different sustainability objectives within our operations and routines.

Kruger Echo Transfers & Accommodation (PTY) Ltd is committed to protecting our environment, uplifting our people and promoting best practices, as well as working closely with suppliers and partners who share these ideals.

This Sustainable Tourism Policy is not seen in isolation, but forms an integral part of our daily operations and future decisions.

In order to achieve this in a systematic and progressive manner, using the guidance of the United Nations Sustainable Development Goals (UN STGs) and the Global Sustainable Tourism Council (GSTC), our sustainability policy is divided into the below criteria. Under each criterion, where possible, we have identified the most important and measurable requirements that we believe we should and can influence positively in order to achieve an improving sustainability record.

KRUGER ECHO TRANSFERS & ACCOMMODATION (PTY) LTD'S POLICY AND FRAMEWORK TO CORPORATE SOCIAL RESPONSIBILITY

Based on our group objectives, Kruger Echo Transfers & Accommodation (PTY) Ltd is committed to being a responsible corporate citizen of the communities and the environment in which it operates. It realises that its continued success is not just a factor of how it performs operationally or financially but also on a demonstrable commitment to a positive and mutually beneficial relationship with every stakeholder affected by its business and the well-being of the environment.

To this effect, one of Kruger Echo Transfers & Accommodation (PTY) Ltd's key strategic imperatives is to positively impact the long-term sustainability of society, particularly the communities in which Kruger Echo Transfers & Accommodation (PTY) Ltd operates, and the tourism attractions on which much of its business is based. Kruger Echo Transfers & Accommodation (PTY) Ltd's sustainability approach has traditionally focused on the following areas:

Corporate Responsibility

Realising that its continued success lies with the ability to play a leading role in the development of the travel and tourism industry and to support important industry initiatives.



Nature Conservation

Believing that by protecting Africa's natural heritage, it will assist in sustaining destinations that will become increasingly attractive to foreign visitors whose needs will further stimulate job creation and local economies.

Corporate social investment

Including socio-economic development contributions as defined by the BEE Codes of Good Practice, aimed at positively impacting society.

Community development

Particularly in the field of job creation and lodge ownership in order that rural community members, particularly women, may share in the success and growth of Kruger Echo Transfers & Accommodation (PTY) Ltd .

Employee volunteer programmes

In order to increase the visibility of and affinity in the Kruger Echo Transfers & Accommodation (PTY) Ltd brand in the community while instilling the group's corporate culture and values within its employees.

Skills development

Especially in the area of travel and tourism education, with a focus on developing skills at a grassroots level in an industry where quality consultants are becoming increasingly scarce.

Sustainable business management

A1 Sustainability management systems – Travelife and FairTrade for tourism

Kruger Echo Transfers & Accommodation (PTY) Ltd has implemented a long-term sustainability management system that is suitable in its size and scope, addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement.

A2 Legal compliance

Kruger Echo Transfers & Accommodation (PTY) Ltd are to the best of our abilities in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.

A3 Divisional audits, reporting and communication

KRUGER ECHO TRANSFERS & ACCOMMODATION Sustainability Policy	Version 2	Dated 3 rd June 2020	Page 4 of 11
--	-----------	---------------------------------	--------------



Kruger Echo Transfers & Accommodation (PTY) Ltd will communicate its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.

We manage and maintain relevant industry accreditations that consider environmental, socio-cultural, economical, quality, health and safety criteria.

Responsibilities:

- We continue to strive to obtain and improve our BEE certification
- We maintain our recognised eco-label membership and certification (Travelife for Tour Operators and accommodation services)
- We continue to be an active Fair Trade Tourism operator
- We continue to be a member of The Code (The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism)
- Our Sustainability executive and coordinators share monthly divisional sustainability reports

A4 Staff engagement, training and communication

Key staff are engaged with the development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery.

We continuously improve on creating awareness and developing a company culture of sustainability, to inspire behavioural change in recognition of our responsibilities

A5 Customer experience

Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.

A6 Accurate promotion

Promotional materials and marketing communications are accurate and transparent with regard to Kruger Echo Transfers & Accommodation (PTY) Ltd and its products and services, including sustainability claims. They do not promise more than is being delivered.

A7 Buildings and infrastructure

Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure do...

A7.1 Compliance

...comply with zoning requirements and laws related to protected and sensitive areas and to heritage considerations.

A7.2 Impact and integrity



...take account of the capacity and integrity of the natural and cultural surroundings.

A7.3 Sustainable practices and materials

...use locally appropriate and sustainable practices and materials.

A7.4 Access for all

...provide access and information for persons with special needs, where appropriate.

A8 Land water and property rights

Acquisitions by Kruger Echo Transfers & Accommodation (PTY) Ltd of land and water rights and of property, complies with local communal and indigenous rights, including their free, prior and informed consent, and does not require involuntary resettlement.

A9 Information and interpretation

Kruger Echo Transfers & Accommodation (PTY) Ltd provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation of appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites.

A10 Destination engagement

Kruger Echo Transfers & Accommodation (PTY) Ltd is involved with sustainable tourism planning and management in the destination, where such opportunities exist.

Social and economic benefits to the local community

B1 Community support

Kruger Echo Transfers & Accommodation (PTY) Ltd actively supports initiatives for local infrastructure and social community development. Examples of initiatives include education, training, health and sanitation and projects which address impacts on our environment.

B2 Local employment

Local residents are given equal opportunities for employment and advancement, including in management positions.

B3 Local purchasing



When purchasing and offering goods and services, Kruger Echo Transfers & Accommodation (PTY) Ltd gives priority to local and fair trade suppliers whenever these are available and of sufficient quality.

B4 Local entrepreneurship

Kruger Echo Transfers & Accommodation (PTY) Ltd supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history and culture.

B5 Exploitation and harassment

Kruger Echo Transfers & Accommodation (PTY) Ltd has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.

B6 Equal opportunity

Kruger Echo Transfers & Accommodation (PTY) Ltd offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.

B7 Decent work

Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. Employees are offered regular training, experience and opportunities for advancement.

B8 Community services

The activities of Kruger Echo Transfers & Accommodation (PTY) Ltd do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities. Not currently applicable as all activities are in protected areas.

B9 Local livelihoods

Kruger Echo Transfers & Accommodation (PTY) Ltd do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing. Not currently applicable as all activities are in protected areas.

Ensure benefits to cultural heritage and minimize negative impacts

C1 Cultural interactions



Kruger Echo Transfers & Accommodation (PTY) Ltd's international and national good practice and locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimize adverse impacts and maximize local benefits and visitor fulfilment.

C2 Protecting cultural heritage

Kruger Echo Transfers & Accommodation (PTY) Ltd contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents.

C3 Presenting culture and heritage

Kruger Echo Transfers & Accommodation (PTY) Ltd values and incorporates authentic experiences of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops, while respecting the intellectual property rights of local communities.

C4 Artefacts

Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.

Ensure benefits to the environment and minimize negative impacts

D1 Conserving resources

D1.1 Environmentally preferable purchasing

Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables where possible.

D1.2 Efficient purchasing

Kruger Echo Transfers & Accommodation (PTY) Ltd fully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste.

D1.3 Energy conservation

Energy consumption is measured by type and steps are taken to minimize overall consumption. Kruger Echo Transfers & Accommodation (PTY) Ltd makes efforts to increase its use of renewable energy.

D1.4 Water conservation



Water risk is assessed, water consumption is measured by type, and steps are taken to minimize overall consumption. Water sourcing is sustainable and does not adversely affect environmental flows. In areas of high water-risk, context-based water stewardship goals are identified and pursued.

D2 Reducing pollution

D2.1 Greenhouse gas emissions

Significant greenhouse gas emissions from all sources controlled by Kruger Echo Transfers & Accommodation (PTY) Ltd are identified, calculated where possible and procedures implemented to avoid or to minimize them. Offsetting of Kruger Echo Transfers & Accommodation (PTY) Ltd's remaining emissions is encouraged.

D2.2 Transport

Kruger Echo Transfers & Accommodation (PTY) Ltd seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations.

D2.3 Wastewater

Wastewater, including greywater, is effectively treated and is only reused or released safely, with no adverse effects to the local population or the environment.

D2.4 Solid waste

Waste, including food waste, is measured, mechanisms are in place to reduce waste and, where reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment.

D2.5 Harmful substances

The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed.

D2.6 Minimize pollution

Kruger Echo Transfers & Accommodation (PTY) Ltd implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.

D3 Conserving biodiversity, ecosystems and landscapes

KRUGER ECHO TRANSFERS & ACCOMMODATION Sustainability Policy	Version 2	Dated 3 rd June 2020	Page 9 of 11
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Kruger Echo Transfers & Accommodation (PTY) Ltd support operations and partners who comply with sustainable animal welfare practices, and follow ethical recognised wildlife conservation regulations and standards, which do not put the animal or guest at risk. We consider the Five Freedoms of animal welfare under human control (in captivity)

- Freedom from hunger and thirst
- Freedom from discomfort
- Freedom from pain injury and disease
- Freedom to express normal behaviour
- Freedom from fear and distress

D3.1 Biodiversity conservation

Kruger Echo Transfers & Accommodation (PTY) Ltd supports and contributes to biodiversity conservation, including through appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management.

D3.2 Invasive species

Kruger Echo Transfers & Accommodation (PTY) Ltd take measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.

D3.3 Visits to natural sites

Kruger Echo Transfers & Accommodation (PTY) Ltd follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitor fulfilment.

D3.4 Wildlife interactions

Interactions with free roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild.

D3.5 Animal welfare

No species of wild animal is acquired, bred or held captive, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law. Housing, care and handling of all wild and domestic animals meets the highest standards of animal welfare.



D3.6 Wildlife harvesting and trade

Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local and international laws.

We are committed to the Blood Lions, Born To Live Wild Pledge:

- To not knowingly book or otherwise support any breeder or operator that contributes to the cycle of breeding, exploitation and senseless killing of predators. This includes all petting and 'walking with lion' captive facilities.
- To continue our support and promotion of the formal conservation community in their endeavours to secure the survival of Africa's predators in the wild.
- To continue in our own endeavours towards wildlife conservation and economic development wherever we operate across Africa
- To continue supporting an ethical and responsible interaction with Africa's wilderness and wild animals
- To continue promoting Africa as an authentic, wild and rewarding tourism destination