VOLCAN TOURS

Volcan Tours & Travel Limited

Responsible Tourism Policy

Environmental, social and economic responsibility across our operations and supply chain

Effective 1 October 2026 | Version 1.1 | Updated 27 October 2026

1. Our commitment

Volcan Tours & Travel Limited designs and operates safaris and tours in Kenya, Tanzania, Uganda and Rwanda. The wildlife, landscapes and communities of East Africa are the foundation of our business, and we recognise that tourism can protect them or harm them depending on how it is managed. This policy sets out how we minimise negative impacts and maximise the benefits of our tours for the environment, for local people and for our guests. It is aligned with the Global Sustainable Tourism Council (GSTC) Industry Criteria for tour operators and with the Travelife for Tour Operators standard, and it is reviewed every year.

2. Scope

This policy applies to our own operations in Nairobi, to every itinerary we sell, and to the lodges, camps, transporters, guides, community enterprises and activity providers we contract. We share it with our suppliers and expect them to uphold its principles. It is supported by our separate Animal Welfare Policy, Child Protection Policy, Staff Welfare Policy and Health and Safety Policy.

3. Environmental responsibility

3.1 In our office

- We operate a largely paperless office: itineraries, vouchers, invoices and contracts are issued electronically and printing is reserved for documents required by law.
- We switch off equipment, lights and air conditioning when not in use, use energy efficient lighting, and monitor our electricity and water consumption so that we can set reduction targets.
- Waste is separated for recycling, single use plastics are avoided, and refillable water dispensers are provided for staff and visiting guests.

3.2 On tour

- Every guest receives a reusable water bottle or is advised to bring one, and our vehicles carry refillable water containers. We do not supply single use plastic bottles where safe alternatives exist, and we support the plastic bag ban in force in Kenya, Tanzania, Uganda and Rwanda by briefing guests before arrival.
- Our vehicles are serviced on schedule to keep emissions down, drivers are trained in fuel efficient driving, and engines are switched off at wildlife sightings and during waiting periods.
- We follow park and conservancy rules at all times: staying on designated tracks, keeping to speed limits, never off roading in protected areas and leaving no litter.
- Where guests wish to offset the carbon emissions of their trip we direct them to credible, verified projects in East Africa, and we are working towards measuring the carbon footprint of our standard itineraries.

3.3 Choosing suppliers

- We give preference to lodges and camps that hold an Ecotourism Kenya eco rating, Travelife certification, or an equivalent recognised scheme, and to properties that use renewable energy, treat their waste water and manage their waste responsibly.
- We ask every accommodation supplier to confirm its environmental practices when we contract it, and we record the answers in our supplier database.
- We do not sell products or souvenirs made from endangered species, coral, shells, hardwoods of uncertain origin or any item whose export is restricted under CITES, and we brief guests accordingly.

4. Supporting local people and economies

- We are a Kenyan owned company and we employ Kenyan and East African staff and guides. We pay fair wages, invest in training and promote from within (see our Staff Welfare Policy).
- We buy locally wherever quality and safety allow: locally owned accommodation, community run conservancies, local transport partners, local food and local craft markets. Community owned or community benefit properties are included in our itineraries whenever they meet our standards.
- Community visits are organised only with the informed consent and active involvement of the community, through recognised community representatives, with a fair and transparent fee that goes to the community rather than to intermediaries. We do not organise visits that treat people as attractions, intrude on private life or disrupt schooling or work.
- We brief guests on local customs, appropriate dress, photography etiquette (always ask before photographing a person), responsible giving (through schools, clinics and community projects rather than handouts to individuals) and fair bargaining.
- We respect the rights of indigenous and local communities to their land, culture and heritage, and we do not sell experiences that misrepresent or demean cultural traditions.

- A portion of our annual profit is set aside for community and conservation projects in the areas where we operate, and we report to our staff and partners each year on how it was used.

5. Protecting wildlife and natural heritage

Wildlife viewing is conducted strictly in accordance with Kenya Wildlife Service, Tanzania National Parks, Uganda Wildlife Authority and Rwanda Development Board regulations and with our Animal Welfare Policy. Guides maintain respectful distances, never pursue or harass animals, limit time at sightings, and limit vehicle numbers at any sighting to the park rule. We support anti poaching and conservation initiatives through the conservancy fees built into our itineraries and we work with conservancies that share revenue with local landowners.

6. Protecting people

We have zero tolerance of any form of exploitation of children or vulnerable adults (see our Child Protection Policy). We do not offer orphanage visits or volunteering with children. We oppose all forms of forced labour, trafficking and discrimination in our own operations and in our supply chain, and we apply the principles of the UN Guiding Principles on Business and Human Rights.

7. Working with guests

- Before travel, every guest receives our Responsible Travel Guidelines covering wildlife etiquette, cultural respect, water and plastic, photography, tipping and responsible giving.
- Our guides reinforce these guidelines during the welcome briefing and throughout the tour.
- We invite feedback after every tour and ask specifically about sustainability, so that we keep improving.

8. Honest marketing

We describe our tours and our sustainability practices accurately. We do not make claims such as "eco friendly" or "carbon neutral" unless we can show the evidence. Photographs and descriptions reflect real experiences. Prices quoted are complete and transparent.

9. Implementation and review

Action	Responsibility	Frequency
Brief all new staff and guides on this policy	Directors	On joining and annually
Send policy and sustainability questionnaire to suppliers	Operations	On contracting and every two years
Record office energy, water and waste figures	Office administrator	Monthly

Action	Responsibility	Frequency
Collect guest feedback on sustainability	Tour consultant	After every tour
Review this policy, set targets and report progress	Directors	Annually, each October

The Directors are responsible for this policy. Staff, suppliers and guests may raise concerns or suggestions at any time by email to our Nairobi office, and no one will be disadvantaged for doing so.

Approval

This policy has been approved by the Directors of Volcan Tours & Travel Limited and applies to all directors, employees, guides, drivers, freelance staff, agents and contracted suppliers acting on behalf of the company.

Paul Kyalo, Director

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