VOLCAN TOURS

Volcan Tours & Travel Limited

Staff Welfare Policy

Fair employment, equal opportunity, wellbeing and development for our team and supply chain

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

1. Purpose

Volcan Tours & Travel Limited depends on the skill, knowledge and warmth of its people: office staff, tour consultants, driver-guides, freelance guides and the staff of our partner suppliers. This policy sets out how we treat the people who work for and with us. It is based on the Employment Act 2007, the Occupational Safety and Health Act 2007, the Work Injury Benefits Act 2007 and the Labour Relations Act 2007 of Kenya, the core conventions of the International Labour Organization, and the social criteria of the GSTC and Travelife standards for tour operators.

2. Fair employment

- Every employee receives a written contract in a language they understand, stating their role, hours, pay, leave and notice period, before they start work. Freelance guides and drivers receive a written engagement letter for each assignment setting out dates, duties, fee, allowances and payment date.
- We pay at least the statutory minimum wage and aim to pay a living wage. Wages are paid on time, monthly for employees and within 7 days of the end of the assignment for freelancers, with an itemised payslip. No unauthorised deductions are made, no fees are charged for recruitment, and no documents or deposits are withheld from workers.
- We make all statutory contributions on behalf of employees (NSSF, Social Health Insurance, Affordable Housing Levy and PAYE) and provide work injury cover in accordance with the Work Injury Benefits Act.
- Working hours follow the law and our rosters. Office staff work a standard working week with overtime paid or time off in lieu. Guides and drivers on safari receive a daily allowance, meals and accommodation while on tour, a rest day after extended tours, and we plan itineraries so that daily driving time stays within safe limits.
- Employees receive annual leave of at least 21 working days, public holidays, sick leave, maternity leave of three months and paternity leave of two weeks, in accordance with Kenyan law.

- We do not use forced, bonded or compulsory labour. Workers are free to leave on reasonable notice. We do not employ children below the legal minimum working age, and young workers aged 16 to 18 are engaged only in light work consistent with the law and our Child Protection Policy.

3. Equal opportunity and respect

- Recruitment, pay, training and promotion are based on ability and performance. We do not discriminate on grounds of gender, age, ethnicity, religion, disability, HIV status, marital status, pregnancy or any other characteristic protected by law.
- We actively encourage women into guiding and management roles, which remain under represented in the safari industry, and we recruit from the communities around the areas where we operate.
- Harassment, bullying, sexual harassment and victimisation are not tolerated from anyone, including guests. A guide or staff member who experiences harassment from a guest has our full support to withdraw from the situation and report it, and we will act on the report.
- Staff are addressed and treated with courtesy by management, colleagues and guests, and guests are briefed that our team deserves the same respect they would expect themselves.

4. Health, safety and wellbeing at work

- A safe workplace is provided in the office and on tour, as set out in our Health and Safety Policy. Guides and drivers receive first aid training, safe driving training and personal protective equipment where required.
- Staff on safari are accommodated in decent, clean staff quarters at lodges and camps; where a property's staff accommodation falls below an acceptable standard we raise it with the property and, if unresolved, pay for alternative accommodation.
- Medical cover is provided through the Social Health Authority and, for staff on tour, access to emergency evacuation cover.
- We recognise that long periods away from home are demanding. We rotate assignments fairly, avoid back to back safaris without a break, keep in daily contact with guides on tour and provide support in the event of a family emergency.
- Mental wellbeing matters. Staff may speak to a Director in confidence about any pressure they are under, and we will seek to adjust duties where we reasonably can.

5. Training and development

Every team member has an annual review in which training needs are agreed. We support guides to progress through the Kenya Professional Safari Guides Association (KPSGA) bronze, silver and gold levels and to obtain first aid, defensive driving and specialist qualifications. We provide induction for

new staff covering our five policies, customer service standards and park regulations, and we encourage staff to attend KATO, Tourism Regulatory Authority and Magical Kenya training events. Where possible we promote from within.

6. Tips and gratuities

Tips are a valued part of a guide's income. Guests receive clear, moderate tipping guidance. Tips given to a guide belong entirely to that guide; tips given for the team are shared transparently among the team members who served the guest. The company never takes a share of tips.

7. Voice, grievances and freedom of association

Staff are free to join a trade union or association of their choice and to bargain collectively. We hold regular team meetings where staff can raise concerns and suggestions. A staff member who has a grievance may raise it first with a Director in writing or in person; it will be acknowledged within 3 working days and answered within 14 days, and the staff member may be accompanied by a colleague. No one is penalised for raising a concern in good faith. Disciplinary action follows a fair procedure with the right to be heard and to appeal.

8. Our supply chain

We expect lodges, camps, transporters and activity providers to meet the same standards: written contracts, lawful wages paid on time, legal working hours, safe conditions, decent staff housing and no discrimination or harassment. We ask suppliers to confirm this when we contract them, we ask our guides to report poor treatment of staff they observe at properties, and we raise concerns with the supplier and reconsider the relationship where they are not addressed. Where porters are used on mountain treks (Mount Kenya, Kilimanjaro, Rwenzori) we work only with operators who follow Kilimanjaro Porters Assistance Project or equivalent standards on load limits, pay, food, shelter and equipment.

9. Review

The Directors review this policy annually together with staff feedback, wage benchmarks and changes in the law, and report to the team on the outcome.

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

Marion Mutuku, Director

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