

SUSTAINABILITY & ENVIRONMENTAL POLICY

Amended 09.02.2026

1. PURPOSE

This policy sets out Fairfield Tours' commitment to responsible tourism, environmental protection, ethical labour practices, and meaningful social contribution. It guides all business activities to ensure that our operations support long-term environmental sustainability, community well-being, and economic resilience.

2. SCOPE

This policy applies to:

- All Fairfield Tours employees
- Freelance tour guides and drivers
- Contractors and suppliers
- Clients, partners, and representatives
- Any external party acting on behalf of Fairfield Tours

3. SUSTAINABILITY VISION

Fairfield Tours recognises that tourism is deeply connected to the health of ecosystems and communities. We are committed to reducing our own environmental footprint while advancing responsible tourism practices throughout the entire value chain. Our approach is guided by three principles:

1. Environmental stewardship
2. Social responsibility
3. Economic sustainability

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4. ENVIRONMENTAL MANAGEMENT POLICY

4.1 Resource Conservation

Hybrid Work & Office Efficiency

To reduce the environmental footprint of our operations:

- Staff are required to work from home three days a week, reducing water, energy and transport demands.
- Offices are equipped with inverters and energy-efficient technologies.
- Meter readings (water and electricity) are taken monthly by the Maintenance Supervisor to track consumption trends.

Water Conservation

Fairfield Tours is committed to protecting water resources by:

- Ensuring all taps are closed and repaired promptly
- Reducing unnecessary washing-machine usage
- Installing aerators where feasible
- Switching off geysers in buildings not in full use
- Using rainwater runoff to reduce garden irrigation
- Employing water-wise gardening while protecting the heritage character of our buildings
- Minimising office water usage due to hybrid work arrangements.

Energy Efficiency

We reduce our energy impact by:

- Prioritising natural light
- Using CFL or energy-efficient bulbs
- Running appliances only when needed and encouraging responsible use
- Setting geysers to energy-efficient temperatures and considering solar replacements
- Ensuring air conditioners and heaters operate efficiently with doors/windows closed
- Switching off lights and appliances after hours
- Reducing dependence on high-energy appliances such as tumble dryers

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4.2 Waste Management

Fairfield Tours is committed to responsible waste handling through Reduce–Reuse–Recycle principles.

We will:

- Minimise printing and encourage digital document sharing
- Reuse single-sided paper for notes
- Avoid pre-printed letterheads and unnecessary brochure waste
- Recycle paper, plastic, aluminium, glass and organic matter
- Manage on-site waste separation
- Use responsible disposal channels for e-waste, CFL bulbs, printer cartridges and batteries
- Partner with local entrepreneurs for recycling solutions

4.3 Eco-Friendly Procurement

Fairfield Tours applies the principles of Reduce, Reuse, Recycle in all purchasing decisions.

We commit to:

- Purchasing FSC-certified or recycled paper
- Avoiding unnecessary products or packaging
- Selecting durable, long-life goods where possible
- Using biodegradable cups and metal reusable bottles for group tours
- Considering environmental and ethical criteria in supplier selection
- Preferring products that are:
 - Natural and non-toxic
 - Energy-efficient
 - Recyclable, reusable or made from recycled materials
 - Not over-packaged

4.4 Transport

To reduce transportation impacts, Fairfield Tours:

- Uses a hybrid work model to reduce commuting.
- Encourages staff to carpool.
- Prioritises reliable and responsible transport suppliers wherever possible.

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5. SOCIAL RESPONSIBILITY POLICY

5.1 Community Support

Fairfield Tours supports local social and conservation initiatives. Our preferred partnerships focus on:

- Education and youth development
- Conservation-linked academic support (e.g., NMMU/Saasveld)
- Community environmental projects
- Opportunities for clients to participate meaningfully (tree-planting, owl boxes, etc.)

We ensure transparent communication with clients about how their contributions support these initiatives.

5.2 Responsible Tourism & Wildlife Protection

Fairfield Tours commits to promoting ethical wildlife practices and responsible visitor behaviour.

We therefore:

- Strongly discourage animal interactions and trophy hunting
- Promote awareness of forbidden souvenirs
- Support suppliers who follow wildlife-friendly practices
- Educate travellers about CITES-listed products and responsible purchasing

6. STAKEHOLDERS ENGAGEMENT

6.1 Employees

We ensure all staff understand sustainability through:

- Ongoing training and workshops
- Department-specific briefings
- Participation in national environmental activities
- Opportunities to contribute ideas and raise concerns

A Sustainability Team with representatives from key departments ensures strong internal governance.

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6.2 Tour Guides & Drivers

Freelance guides and drivers form a key link to our clients.

Fairfield Tours:

- Conducts annual sustainability information sessions
- Provides access to ongoing communication platforms
- Encourages responsible environmental messaging on tour

6.3 Suppliers & Partners

Fairfield Tours:

- Requests annual sustainability information from suppliers
- Maintains a database of preferred "green suppliers"
- Encourages suppliers to improve environmental and ethical practices
- Considers environmental impact alongside pricing and quality during contracting

6.4 Clients

We ensure that clients receive clear and accessible sustainability information through:

- Pre-travel communication
- Tour briefings and awareness materials
- Inclusion of sustainability messages in our marketing content

The Fairfield "green lion" logo is used to identify sustainability-related information.

7. MONITORING & CONTINUOUS IMPROVEMENT

Fairfield Tours is committed to monitoring and improving sustainability performance through:

- Regular collection of data on water, energy, transport and waste
- Updating baseline indicators
- Annual policy review and performance evaluation
- Transparent communication of improvements and challenges
- Use of independent auditors when appropriate

8. COMPLIANCE

All employees, contractors, guides, and suppliers are required to comply with this policy. Non-compliance may result in corrective action in line with internal procedures.

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9. REVIEW CYCLE

This policy will be reviewed every **12 months** to ensure ongoing alignment with Travelife standards and the evolving needs of responsible tourism.

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