



Biennial Sustainability Report

July 2024 - July 2026

*Travel Better.
Protect Tomorrow*



Introduction

At East African Voyage, we believe that the way we travel matters.

This conviction guides everything we do and has led us to commit to the Travelife programme, an internationally recognised certification that supports tourism businesses in continuously improving their environmental, social and economic practices.

For East African Voyage, Travelife is much more than a certification. It provides a demanding framework that encourages us to measure our actions, challenge ourselves and continually improve.

This report covers the period from July 2024 to July 2026. It highlights the main initiatives implemented over the past two years, the projects of which we are particularly proud, and the challenges we continue to face. Building a more responsible tourism industry is an ongoing journey, shaped by continuous improvement, new ideas and an open dialogue with our employees, partners and local communities.

Throughout these pages, you will discover how this vision translates into concrete actions: caring for our team, reducing our environmental impact, building long-term partnerships with local communities, supporting our suppliers in their sustainability journey, and encouraging every traveller to become an active participant in responsible tourism.

We hope this report will help our travellers, partners and everyone interested in our work gain a deeper understanding of the values that drive East African Voyage. More than a summary of our actions, it reflects our commitment to continually improving the way we operate—with humility, determination and the belief that a more responsible tourism industry can only be built together.



1.

Our People at the Heart of Our Commitment

→ Our Belief ←

Behind every meaningful journey is a dedicated team, we are convinced that **sustainability begins with the women and men who bring our company to life every day**. A fulfilled, respected and motivated team is the foundation of responsible tourism and the key to delivering exceptional experiences to our travellers.

Our team consists of 12 permanent employees, supported by a network of independent safari and mountain guides. Many of them have been working with us for years, some since the company was founded. This loyalty is more than just a figure—it reflects the trust, sense of belonging and shared values that we have built together over the years.

Caring for our people also means building a sustainable business. A stable, committed and well-trained team is the best guarantee of both outstanding service and more responsible tourism.

Building a Strong Team Culture ↓

Strong human relationships are essential to the success of any organisation.

Throughout the year, we organise informal gatherings that allow our team members to connect outside the workplace. **On the last Friday of every month, the team gathers at a local restaurant**, often preceded by discussions on topics that inspire reflection, such as the challenges of mass tourism or the future of responsible tourism.

These moments strengthen relationships, encourage open dialogue and help nurture the company culture that is so important to us.

Continuing to Learn Together ↓

Tourism is constantly evolving. To continue delivering high-quality experiences while responding to the sector's emerging challenges, continuous learning remains one of our priorities. Beyond technical expertise, we are committed to developing human skills, leadership, safety awareness and a deeper understanding of sustainability.

Over the past two years, our teams have participated in a wide range of training programmes, including: Sustainability in Tourism, Emotional Awareness and Stress Management, French Language...

Training Summary

FROM	TO	THEMATIC	TOTAL DAY	NBR OF STAFF	TRAINER
 1-Mar-2024	 1-May-2024	French Course	84	1	Alliance Francaise
 April/May 2024		WFR Course	10	6	African Environment
 23-Sep-2024	 4-Oct-2024	Financial Management in Tourism	14	2	TATO /TRA
 12-May-2025	 13-May-2025	First Aid Training	2	60	Alexander Lemunge
 April/May 2025		WFR Course	10	2	African Environment
 7-Apr-2026	 9-Apr-2026	Basic Sustainability in Tourism	3	35	Angela Njehia
 24-May-2026	 25-May-2026	Emotional awareness, stress management and creating a positive work environment	2	10	Robin Peterson
 07-May-2026		Capacity Building On Key Tax related matters on Tourism	1	2	TATO/TRA
 11-Jun-2026	Guides+office	Driving safe, Dressing codes, professional attitude, info to clients about responsible tr	1	35	EAV Team

Kilimanjaro: Concrete Commitments for Our Mountain Team ↓

Our commitments extend well beyond the walls of our office. They also support the teams who make every Kilimanjaro ascent possible. **At East African Voyage, every climb is organised in full compliance with the standards of the Kilimanjaro Porters Assistance Project (KPAP).** But beyond certification, we are committed to turning these standards into meaningful actions.

We guarantee every porter a daily wage that meets KPAP standards. We also provide three meals a day for the entire mountain crew. While this may seem obvious, it is unfortunately still not common practice throughout the industry. Some operators continue to provide only an evening meal in order to reduce costs. In addition, we cover transportation for guides and porters to and from the starting point of the climb, and we ensure that work opportunities are distributed fairly through a rotation system.

These commitments represent a significant investment. They also explain why our Kilimanjaro climbs may sometimes be priced higher than those of other operators. For us, the cost of a climb should also reflect respect for the women and men who make it po



Creating an Environment Where Everyone Can Thrive ↓

The well-being of our team is not based on a single initiative, but on a range of practices that foster respect, trust and a healthy work-life balance.

A More Flexible Working Environment ↓

Whenever operationally possible, our employees have the opportunity to work remotely. This flexible approach promotes a better work-life balance while also helping to reduce daily commuting.

Commitments That Protect Our Employees ↓

During the period covered by this report, all employment contracts were updated to ensure full compliance with Tanzanian labour legislation.

All employees are also covered by mandatory contributions to the National Social Security Fund (NSSF) and the National Health Insurance Fund (NHIF), providing them with social protection and healthcare coverage.

Behind the Scenes | Building a Positive Workplace

Responsible tourism starts with a team that feels valued and supported. During the reporting period, our office team took part in a two-day training programme focused on emotional awareness, stress management and creating a positive work environment.

Through discussions, role-playing exercises and practical activities, participants developed concrete tools to improve communication, better manage challenging situations and strengthen daily collaboration. Beyond the skills acquired, **the training served as an important reminder that a team that listens, supports one another and moves forward together** provides the strongest foundation for delivering exceptional experiences to our travellers.



1. **Identify the subject and the verb.** The subject is "The committee" and the verb is "has agreed."

With this vision in mind, 35 members of our team—including guides, drivers and office staff—participated in a three-day training programme led by a sustainable tourism specialist.

social and economic dimensions of responsible tourism. More importantly, they reflected on how each individual can contribute to improving the company's daily practices.



These three days strengthened a shared sustainability culture across the organisation and demonstrated that lasting change often begins with the simplest actions when embraced collectively.

2.

Reducing Our Impact, One Step at a Time

→ Every Action Counts ←

At East African Voyage, reducing our environmental impact is not about one major initiative, but about hundreds of small decisions made every day. Both in the office and in the field, we continuously look for ways to reduce resource consumption, minimise waste and encourage more responsible practices.

As our business continues to grow and evolve, we know that consumption figures alone do not tell the whole story. That is why we have implemented regular monitoring of our key environmental indicators. This enables us to identify trends, measure the impact of our actions and guide future decisions.

Measuring to Improve ↓

For several years, we have regularly monitored a number of key environmental indicators:

- Electricity consumption
- Water consumption
- Office fuel consumption
- Paper consumption
- Plastic waste generation

These monitorings help us better understand our operations, identify areas for improvement and assess the effectiveness of the actions we implement.

Everyday Actions That Make a Difference ↓

Beyond monitoring our indicators, we continuously integrate more responsible practices into our daily operations.

Supporting Local Purchasing ↓

Whenever possible during our Kilimanjaro climbs, we purchase food supplies from local suppliers. This supports the Tanzanian economy while reducing unnecessary transportation.

Reducing Resource Consumption in the Office ↓

Every member of our team is encouraged to use electricity, water, paper and printing supplies responsibly. Although our activity has increased significantly with the recovery of tourism, we continue working to minimise our environmental footprint.

Behind the Scenes | Reducing Plastic: A Daily Commitment

Single-use plastic remains one of the greatest challenges facing the tourism industry. Reducing its use is not achieved through a single solution, but through countless small decisions made every day, both in the office and in the field

Leading by Example ↓

Before asking our partners to change, we first reviewed our own habits. In our office, **individual plastic water bottles have been replaced by 20-litre water dispensers**, and every employee now uses a reusable water bottle. This simple measure eliminates a significant number of plastic bottles every year.

We also wanted to better understand our own plastic waste production. Over the course of nearly one year, we monitored the amount of plastic waste generated by our team of twelve employees.

In total, **East African Voyage Office produced only around 1 cubic metre of plastic waste over an entire year—the equivalent of four 240-litre bins filled over 354 days.** This figure represents volume rather than weight, as the waste is simply placed into the bins and lightly compressed by hand without mechanical compaction.

This result reflects our already low level of plastic consumption considering the nature of our business. Nevertheless, every piece of plastic matters. That is why all of our plastic waste is carefully sorted and sent to Dunia Designs, where it is transformed into beautiful, durable furniture



Rethinking Safari Picnic Lunches ↓

Reducing plastic on safari requires a different approach. Drinking water is supplied from 20-litre refillable containers, while soft drinks are purchased in returnable glass bottles whenever possible. These measures already eliminate a considerable amount of single-use packaging.

However, one major source of waste remained: picnic lunches.

Traditionally, lodges prepare picnic meals in disposable lunch boxes accompanied by plastic bags, cling film, aluminium foil and single-use cutlery. Individually, these items may seem insignificant. Multiplied by hundreds of travellers each year, however, they generate a substantial amount of waste.

The first improvement came through Figure & Olive, the catering service created by one of our employees. The picnic lunches served on the first day of our safaris are now packed in recycled paper packaging, already reducing a significant portion of the waste generated.

But we wanted to go even further

The Eco Lunch Box: Changing Habits, Together

This is how the Eco Lunch Box was born.

Rather than replacing one disposable package with another, we chose to eliminate waste at its source. Our Eco Lunch Box consists of reusable food containers, metal cutlery and everything needed to transport a complete meal without generating single-use packaging.

The concept is simple: we ask our partner lodges to serve the picnic lunch prepared for our travellers in our reusable containers instead of their disposable lunch boxes.

Although this may seem like a simple idea, it represents a real logistical challenge that relies on close cooperation between everyone involved in the journey. Our reservations team informs accommodation providers in advance, while our guides ensure the system is implemented on the ground. At the same time, East African Voyage maintains an ongoing dialogue with its partners to present the initiative, explain its benefits and encourage its gradual adoption.

Changing habits takes time. Not every property is ready to embrace this approach yet, but we firmly believe that lasting change is built through dialogue and cooperation.

Today, the Eco Lunch Box is much more than reusable equipment. It reflects our approach to sustainability: improving practices step by step by building solutions together with our partners rather than imposing them.



3.

Travelling to Build Connections

Encounters That Give Meaning to Travel ↓

At East African Voyage, we believe that the most memorable moments of a journey are not always the ones captured in photographs. More often, it is the human encounters that leave the deepest and longest-lasting impression.

Tourism can be a powerful driver of local development, provided that its benefits are shared fairly.

That is why we strive to ensure that tourism creates value for as many people as possible: our employees, our partners, local initiatives and the communities that shape everyday life in Tanzania.

Our goal is not to multiply community visits, but to build long-term partnerships based on trust, respect and genuine human exchanges.



Encounters That Respect Local Realities ↓

As tourism has developed, some cultural visits offered by the industry have gradually adapted to visitors' expectations. Without questioning their value, we have chosen a different approach.

When we invite our travellers to meet a community, we want them to experience a living reality as it exists today—one that embraces both its traditions and the natural evolution of modern society.

This commitment to authenticity guides the selection of all our community partners.

Behind the Scenes | Laiboni: A Relationship Built Over Time

Our partnership with the Maasai community of Laiboni perfectly illustrates this philosophy.

Rather than offering a visit designed around tourists' expectations, we invite our travellers to respectfully step into the daily life of a community that continues to live according to its own values while naturally evolving with the times.

Visitors discover a village where traditions remain deeply rooted while existing alongside the realities of contemporary life. **The experience offers a more balanced and authentic understanding of Maasai culture, far removed from stereotypes or romanticised images of the past.**

This partnership extends well beyond the visits we organise.

Over the years, this relationship has supported several community projects, including the construction of a classroom, the donation of computer equipment no longer used in our offices and various initiatives made possible through the generosity of some of our travellers.

These contributions are never an objective in themselves. They only have real meaning because they are part of a relationship built on trust over many years. For us, supporting a community is not about providing occasional assistance but about growing together, year after year



Behind the Scenes | Women with Albinism: When a Visit Becomes a Meaningful Exchange

Among the initiatives we have chosen to support is a collective of women living with albinism.

In Tanzania, people with albinism continue to face significant challenges. Deep-rooted prejudice, discrimination and harmful beliefs make daily life particularly difficult. For women, these challenges can be even greater due to the social and economic inequalities they may experience.

Within this collective, several women work together in a sewing workshop that provides both a source of income and a place of mutual support.

Our travellers have the opportunity to visit them. Of course, these visits contribute financially to the project, but their true value goes far beyond economic support.

For a few hours, the sewing machines become almost secondary. **What truly matters are the conversations, the questions, the shared laughter and the moments of connection.** Travellers gain insight into a reality they often knew very little about, while the women share their personal stories, skills and daily lives. Those who wish can even learn basic sewing techniques alongside them.

At the end of the visit, guests also have the opportunity to purchase handmade products created by the collective, directly supporting their economic independence.

This experience reminds us that meaningful human connections often leave a far more lasting impression than material souvenirs.



Behind the Scenes | The Maasai Stove Women: Solutions Designed by the Communities Themselves

In many Maasai villages, smoke from traditional cooking fires remains a major health concern, particularly for women who spend long hours cooking inside poorly ventilated homes. The Maasai Stove Women project was born from this reality.

A group of Maasai women, several of whom are widows, build improved cookstoves equipped with chimneys that safely channel smoke outside the home. They proudly refer to themselves as "engineers"—a title they have embraced to recognise the skills and expertise they have developed.



Here again, we offer much more than a simple visit. Our travellers are invited to spend time with these women, listen to their stories, understand their work and discuss the challenges they face.

The income generated through these visits supports the project, but it is the human connections that give it its greatest value. They create opportunities for dialogue, mutual learning and the recognition that tourism can also become a space for shared knowledge and understanding.

A Guiding Belief

We believe that the most meaningful encounters are built on respect, time and genuine listening.

By prioritising long-term partnerships rather than one-off visits, we aim to create tourism that generates lasting value for local communities while offering our travellers richer, more authentic and deeply human experiences.

4.

Advancing Responsible Tourism, Together

Supporting Rather Than Selecting ↓

Building a more sustainable value chain is not simply about choosing partners who are already committed. In Tanzania, it is often a journey that must be undertaken together.

Sustainability is gaining momentum within Tanzania's tourism sector, but certification schemes are still at an early stage.

Travelife Partners and Certified in Tanzania ↓

Key Figures

- 9 inbound tour operators (DMCs) are **Travelife Certified**
- 13 tour operators are **Travelife Partner**
- 5 accommodation providers are **Travelife Certified** on mainland Tanzania
- 4 accommodation providers are **Travelife Certified** on Zanzibar Island

These figures show that, although encouraging progress is being made, relatively few tourism businesses formally committed to a recognised sustainability certification.

In this context, limiting our collaboration exclusively to certified partners would be unrealistic. However, we have chosen to encourage, support and recognise suppliers who are willing to improve, regardless of where they begin.

Because more sustainable tourism cannot be built alone, we believe that part of our role is to help our entire network of partners move forward.

Improving Practices, Not Just Assessing Them ↓

Every two years, we invite the accommodation providers we work with to complete a self-assessment questionnaire covering the main pillars of sustainability: environmental management, social responsibility, working conditions, community engagement and governance.

The purpose of this exercise is not simply to collect information. Above all, it serves as a starting point for dialogue, allowing us to identify existing good practices and encourage continuous improvement.

At the same time, each partner is invited to sign our **Supplier Code of Conduct**, which formalises the values and commitments we aim to promote throughout our network.

Going Into the Field to Better Understand ↓

Questionnaires are only the first step. Nothing replaces observations made directly in the field.

Every year, our teams visit numerous accommodation providers, including both new partners and properties with which we have worked for many years.

These visits naturally allow us to assess the quality of hospitality, facilities and services offered to our travellers. They also provide an opportunity to observe environmental and social practices, including waste management, plastic reduction, resource conservation, community involvement and working conditions.

These regular visits strengthen our dialogue with accommodation providers and help us better understand their realities, challenges and progress over time.

Encouraging Continuous Improvement ↓

Following this assessment process, each accommodation provider is classified within our internal database according to its level of sustainability commitment.

The objective is to monitor progress over time and highlight positive initiatives. We recognise that every business progresses at its own pace. What matters most to us is the willingness to improve, experiment with new practices and continuously question existing ways of working.

This internal assessment also provides valuable guidance for our sales team, enabling them to recommend accommodation whose commitments best reflect the values we seek to promote.



Behind the Scenes | Change Often Begins with a Conversation

Improving practices is not achieved through questionnaires or certifications alone. More often than not, it begins with a conversation.

During our site visits and regular exchanges, we share ideas, present new initiatives and discuss practical solutions with accommodation providers, such as reducing single-use plastics, implementing our Eco Lunch Box programme, improving waste management and sharing good practices observed among other partners.

These conversations are never intended to lecture or criticise. Instead, they allow us to learn from one another, better understand each other's realities and move forward together toward increasingly responsible practices.

We believe that the most lasting changes are built gradually through trust, dialogue and a shared commitment to continuous improvement.

5.

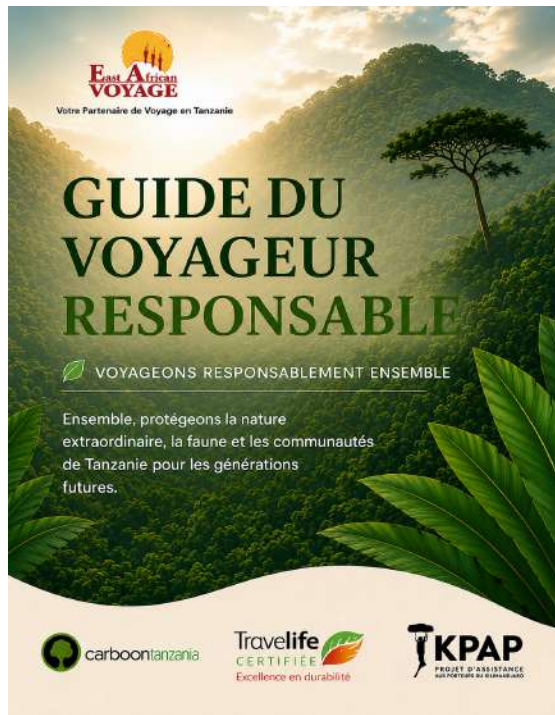
One Shared Vision, Carried by the Whole Team

Responsible Tourism Does Not Happen by Chance ↓

At East African Voyage, sustainability is not a message communicated only once. It is a common thread that accompanies our travellers throughout their entire journey.

From the very first contact with our team until the final day of their safari, everyone plays a role in communicating the same vision of travel—one that is more respectful, more conscious and more authentic. Because a message is always stronger when it is shared by everyone.

A Chain in Which Everyone Plays Their Part ↓



Even before travellers arrive in Tanzania, our travel consultants encourage them to discover the country beyond its best-known destinations. They introduce experiences that foster meaningful encounters, support local initiatives and offer a more authentic perspective on Tanzania.

A few weeks before departure, travellers also receive our Responsible Traveller Guide, encouraging them to adopt simple yet meaningful actions: respecting wildlife, reducing plastic waste, supporting local communities, protecting children and travelling more responsibly.

Once they arrive, this awareness naturally continues through our guides. During the safari briefing, they reinforce these same principles and explain how every traveller can help protect the places they visit through small everyday actions.

Throughout the journey, guides continue to support travellers whenever necessary by explaining good practices and the reasons behind certain rules. In this way, the same values are carried consistently by every member of our team—from the planning stage through to the travellers' return home.

Behind the Scenes | One Day, One Shared Voice

In June 2026, our safari guides gathered for a full day of training dedicated entirely to responsible tourism. What made this day unique was that the main speakers were East African Voyage's own team members.

Our sales team presented the key sustainability messages they share with travellers during the planning stage of their journey. One of our guides then introduced the Eco Lunch Box programme from a field perspective, while our Operations Manager reviewed the essential points covered during the safari briefing, particularly the guide's role in raising travellers' awareness of responsible tourism.



Beyond the presentations themselves, the training allowed colleagues from different departments to gain a deeper understanding of each other's roles. Everyone had the opportunity to share experiences, ask questions and better appreciate how their work contributes to the overall traveller experience.

This day perfectly reflects one of our core beliefs: sustainability is not the responsibility of a single individual or department. It is built when teams communicate, share knowledge and work together toward a common goal.

This consistency is what ultimately enables us to deliver a clear, authentic and credible message to our travellers.

Conclusion

Sustainability is not a destination that is reached once and for all. It is a journey we choose to follow—one built on continuous learning, constant reflection and countless small decisions made every day.

Over the past two years, we have continued strengthening our commitment by investing in our people, progressively reducing our environmental impact, developing long-term partnerships with local communities, supporting our suppliers in their sustainability journey and encouraging our travellers to discover Tanzania in a more responsible way.

We are proud of the progress we have made while remaining fully aware that much work still lies ahead. Some initiatives require time before their full impact becomes visible, others will continue to evolve, and new challenges will inevitably emerge.

One thing, however, will remain unchanged: our determination to ensure that tourism becomes a positive force for the people, communities and landscapes that make Tanzania so extraordinary.

We would like to sincerely thank our employees, guides, partners, local communities and every one of our travellers. Through their choices, their trust and their commitment, they each play an important role in bringing this vision of more responsible tourism to life.

Because sustainability does not begin with organisations or certifications—it begins with us. It starts with the choices each of us makes, every single day.

Because, in the end, a journey leaves more than memories for those who experience it. It also leaves a footprint on the places it passes through. Together, it is our responsibility to ensure that this footprint is as positive as possible.

