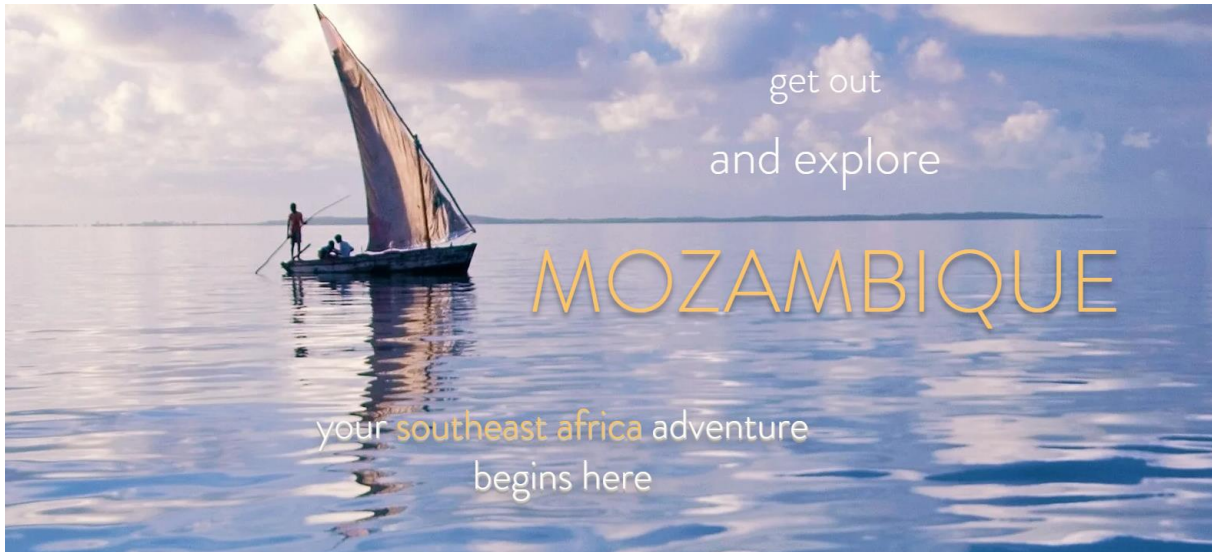




## SUSTAINABILITY POLICY

This policy has been developed to assist TAC in fulfilling its sustainability obligation.



Since 2007, Terra Agua Ceu "TAC" has been Mozambique's premier inbound tour operator. Based in the seaside diving and surfing village of Tofo, Mozambique, TAC - Terra Agua Ceu (meaning "Earth, Water, and Sky") is comprised of a passionate team of Mozambique travel experts.

From budget to luxury accommodations, to countrywide transfers, to world class scuba diving, to Big-5 safari experiences, TAC is here to arrange and facilitate your dream adventure in sunny southern East Africa.

**AUGUST 2024**

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## 1. DEFINITION OF TERMS

In this Policy, unless the context indicates otherwise, a word or expression to which a meaning has been assigned has the same meaning. Unless the context clearly indicates a contrary intention an expression. If a word or expression is defined in this policy, other parts of speech or grammatical forms of that word or expression have corresponding meanings to the word or expression that is defined: –

**“Sustainability”**: The practice of meeting current needs without compromising the ability of future generations to meet their own needs, encompassing environmental, social, and economic dimensions.

**“Environmental Impact”**: The effect that Terra Agua Ceu's operations have on the natural environment, including factors such as resource consumption, waste generation, and pollution.

**“Community Relations”**: The engagement and interaction with local communities to support their social, economic, and environmental well-being.

**“Ethical Conduct”**: Adherence to moral principles and standards, including the prevention of exploitation, corruption, and other unethical practices.

**“Sustainable Tourism”**: Tourism that minimizes environmental impact, respects local cultures, and contributes to the economic development of host communities.

**“Energy Efficiency”**: The practice of using less energy to provide the same service, thereby reducing energy consumption and environmental impact.

**“Waste Management”**: The processes involved in managing waste materials, from collection and transportation to processing and disposal, with an emphasis on reducing, reusing, and recycling.

**“Procurement”**: The process of acquiring goods and services in a way that considers environmental, social, and economic sustainability.

**“Sustainable Mobility”**: Transportation methods and practices that reduce environmental impact, such as using fuel-efficient vehicles, carpooling, and promoting public transportation.

**“Local Stakeholders”:** Individuals or groups in the local community who are affected by or have an interest in Terra Agua Ceu's operations.

**“Eco-friendly Products”:** Goods that have a reduced impact on the environment, often characterized by being biodegradable, non-toxic, or made from renewable resources.

**“Zero-tolerance Policy”:** A policy that does not allow any exceptions to the rules or standards it sets, particularly concerning serious issues like child exploitation, corruption, and bribery.

**“Corporate Social Responsibility (CSR)”:** The responsibility of Terra Agua Ceu to operate in an economically, socially, and environmentally sustainable manner.

**“Key Performance Indicators (KPIs)”:** Quantifiable measures used to evaluate the success of Terra Agua Ceu in achieving its sustainability objectives.

## **2. INTRODUCTION**

Terra Agua Ceu, a leading tour operator based in Mozambique, is committed to sustainable tourism. We believe that responsible tourism is key to protecting the environment, supporting local communities, and ensuring long-term economic viability. Our sustainability policy outlines the principles, practices, and commitments that guide our operations, aiming to balance the needs of our business with those of the environment and the communities we serve.

## **3. SCOPE OF THE POLICY**

3.1 This policy applies to all aspects of Terra Agua Ceu's operations, including but not limited to:

- procurement,
- energy use,
- waste management,
- transportation,
- accommodations,
- activities, and
- community relations.

- 3.2 The policy covers the actions of all employees, partners, suppliers, and guests involved in or impacted by our operations. The policy is designed to ensure that sustainability considerations are integrated into every decision and activity, promoting environmental stewardship, social responsibility, and economic sustainability.

#### **4 OBJECTIVE OF THE POLICY**

- 4.1 The objective of this policy is to ensure a transparent, accountable and sound process of sustainable operations of Terra Aqua Ceu.
- 4.2 To minimize our environmental impact by adopting sustainable practices in energy use, waste management, and resource conservation.
- 4.3 To support and empower local communities through job creation, fair trade, and active participation in social and economic development projects.
- 4.4 To uphold the highest standards of ethical conduct, including the prevention of child exploitation, corruption, and bribery, ensuring that our business activities contribute positively to society.
- 4.5 To offer travel experiences that are environmentally friendly, culturally respectful, and economically beneficial to local communities.
- 4.6 To regularly assess and improve our sustainability practices, ensuring alignment with best practices and evolving standards.

#### **5 SUSTAINABILITY MANAGEMENT & LEGAL COMPLIANCE**

- 5.1. At Terra Agua Ceu, our commitment to sustainability is not just a policy but a fundamental aspect of our organizational culture. We strive to embed sustainable practices throughout all facets of our operations, ensuring that every decision we make contributes positively to the environment, society, and economy. This commitment extends to all stakeholders, including employees, partners, and customers, fostering a collaborative effort towards a sustainable future.

- 5.2 We recognize the importance of engaging with local communities as part of our sustainability efforts. We actively collaborate with these communities to support social and economic development, ensuring that our activities contribute positively to the regions in which we operate. This involves creating jobs, supporting local businesses, and participating in community projects that enhance the quality of life.
- 5.3 Understanding our impact is crucial to our sustainability journey. We conduct regular assessments to gauge our environmental and social footprint. These assessments help us identify areas where we can improve and guide the development of our sustainability strategies and actions. By measuring our impact, we can set realistic and achievable goals that drive continuous improvement.
- 5.4 To achieve our sustainability goals, we have developed a comprehensive action plan. This plan outlines specific measures and initiatives, complete with timelines, responsible parties, and measurable objectives. By detailing our approach, we ensure that every department and individual within the company understands their role in contributing to our sustainability efforts.
- 5.5 Continuous monitoring and evaluation are essential to the success of our sustainability initiatives. We use key performance indicators (KPIs) to track our progress and identify areas for improvement. This data-driven approach allows us to make informed decisions and adjust our strategies as needed to achieve our sustainability goals.
- 5.6 Transparency is a cornerstone of our sustainability efforts. We regularly report our sustainability performance to stakeholders through our website and annual reports. This open communication allows us to share our successes and challenges, fostering trust and encouraging feedback that can enhance our efforts. We believe that by being transparent, we can inspire others to join us in our commitment to sustainability.

## **6 INTERNAL MANAGEMENT: SOCIAL POLICY & HUMAN RIGHTS**

- 6.1 Terra Agua Ceu is dedicated to upholding human rights and fostering a respectful, inclusive workplace. We ensure fair labour practices, equal opportunities, and safe working conditions for all employees. We believe that treating people with respect and dignity is fundamental to our success and sustainability.
- 6.2 Ongoing training and education programs are essential to promoting awareness and understanding of sustainability and human rights issues among our employees. These programs equip our team with the knowledge and skills they need to support our sustainability initiatives and uphold our social policies.
- 6.3 We are committed to upholding the highest ethical standards in all its operations. We have a zero-tolerance policy towards the sexual exploitation of children, and we ensure that our operations do not contribute to such practices. We require all employees, partners, and suppliers to adhere to these standards and report any suspected exploitation immediately. Any breach of these policies will result in immediate disciplinary action, including termination of contracts and partnerships.
- 6.4 We maintain a strict anti-corruption and anti-bribery policy. We do not tolerate any form of corruption or bribery in our operations. All employees, partners, and suppliers are expected to act with integrity and adhere to all relevant laws and regulations. Any breach of these policies will result in immediate disciplinary action, including termination of contracts and partnerships.

## **7 INTERNAL MANAGEMENT: ENVIRONMENT AND COMMUNITY RELATIONS**

- 7.1. Sustainable procurement is a key aspect of our operations. We prioritize the procurement of products and services that are locally available and made, environmentally friendly and socially responsible. By supporting suppliers who share our commitment to sustainability, we can reduce our environmental footprint and promote ethical practices across our supply chain.
- Buy local as much as possible;
  - Control supply chain as much as possible;

- Inform tourists about Code of Conduct and recommend to support local and environmental conscious businesses, restaurants.
- 7.2 In our efforts to reduce paper usage, we leverage digital alternatives whenever possible. When paper is necessary, we use recycled or FSC-certified paper for our promotional materials and we encourage double sided printing. This approach helps us minimize waste and support sustainable forestry practices.
- 7.3 Energy efficiency is a priority in our operations. We implement energy-saving practices such as usage of LED bulbs in our offices. By reducing our energy consumption and carbon footprint, we contribute to the fight against climate change.
- Cooking devices on gas.
  - No A/C to save energy but fans.
  - Switch off fans & lights when office is not occupied.
  - Do not leave doors of fridges & freezers open with no purpose.
- 7.4 Water conservation is another important aspect of our sustainability efforts. We implement measures to minimize water usage and promote efficient water management across our operations. This includes using water-saving technologies and practices to reduce our impact on local water resources.
- 7.5 Our comprehensive waste management system focuses on reducing, reusing, and recycling waste generated by our operations. By minimizing waste and diverting materials from landfills, we can reduce our environmental impact and promote a circular economy.
- Encourage guests & staff to collect the rubbish they find on the beach and in the sea, at surface & below.
  - Buy ALMA products.
  - Encourage guests & staff to divide the trash.
  - Encourage staff to re-use Paper, Plastic boxes, Cartons, Glass bottles and Wood planks
  - Principle: "do not throw away what can be re-used on the property or at home"
  - Educate communities on recycling, reuse and reduce rubbish through Alma Tofo.
- 7.6 We actively work to reduce pollution through sustainable practices. This includes minimizing emissions, using eco-friendly products, and promoting clean transportation options. Our goal is to protect the environment and contribute to cleaner air and water for future generations.
- 7.7 Sustainable mobility solutions are integral to our operations. We promote the use of low-emission vehicles where possible, encourage carpooling and public



transportation. By prioritizing sustainable transportation options, we can reduce our carbon footprint and support a more sustainable future.

- 7.8 Regular training sessions and awareness campaigns are conducted to educate employees, partners, and customers on sustainability practices. By raising awareness and promoting sustainable behaviours, we can create a culture of sustainability within our organization and beyond.
- 7.9 Our land use practices are designed to minimize environmental impact and support local communities. We engage with community stakeholders to ensure our activities are beneficial and respectful. This includes considering the environmental and social implications of our land use decisions and working to mitigate any negative impacts.

## **8 PARTNERS**

- 8.1 We collaborate with inbound partner agencies that adhere to our sustainability standards and practices; this is done by signing a supplier agreement with the clause on sustainability adherence. By working with partners who share our commitment to sustainability, we can amplify our impact and support a broader movement towards sustainable tourism.
- 8.2 Partnership agreements with inbound partner agencies include specific sustainability conditions. These conditions ensure that our partners are aligned with our goals and committed to implementing sustainable practices in their operations.

## **9 TRANSPORT**

- 9.1 Transport suppliers are selected based on their commitment to sustainability. This includes using fuel-efficient and low-emission vehicles. By prioritizing sustainable transportation options, we can reduce our environmental impact and support cleaner, greener travel.
- 9.2 We offer sustainable travel packages that prioritize sustainability, offered by certified partners where possible. These packages are designed to minimize the environmental impact of travel while providing unique and enriching experiences for our customers.

## **10. ACCOMMODATION**

- 10.1 We partner with accommodations that demonstrate a strong commitment to sustainability. This includes implementing eco-friendly practices and achieving relevant certifications where possible. By selecting sustainable accommodations, we can support responsible tourism and reduce our environmental footprint.
- 10.2 Accommodation agreements include specific sustainability criteria to ensure compliance with our standards. These criteria cover a range of practices, from energy and water conservation to waste management and community engagement.

## **11 ACTIVITIES**

- 11.1 Our activities are designed to be sustainable, promoting environmental conservation and cultural respect. By offering activities that align with our sustainability policy, we can provide meaningful experiences that contribute to the well-being of the environment and local communities.
- 11.2 All activities are evaluated against specific sustainability criteria to ensure they align with our policy. This includes considering the environmental, social, and economic impacts of each activity and adjusting as needed to minimize negative effects.

## **12 TOUR LEADERS, LOCAL REPRESENTATIVES AND GUIDES**

- 12.1 Our tour leaders, local representatives, and guides are trained in sustainable practices and responsible tourism. By equipping them with the knowledge and skills they need to promote sustainability, we can ensure that our tours are conducted in an environmentally and socially responsible manner.

## **13 DESTINATIONS**

- 13.1 Destinations are selected based on their sustainability credentials. This includes environmental protection measures, community support, and the overall impact of tourism on the local area. By choosing sustainable destinations, we can promote responsible travel and support regions that are committed to sustainability.
- 13.2 We support local projects and initiatives that contribute to environmental conservation and social development. We have invested in ALMA Tofo to help protect natural resources and improve the quality of life for local communities.

## **14 CUSTOMER COMMUNICATION AND PROTECTION**

- 14.1 We provide customers with comprehensive information about our sustainability practices and the benefits of choosing sustainable travel options. This information helps customers make informed decisions and understand the positive impact of their choices.
- 14.2 Customers receive guidance on how to travel responsibly and minimize their environmental impact during their holidays. This includes practical tips and advice on sustainable travel practices.
- 14.3 We seek feedback from customers on our sustainability efforts and use it to improve our practices. By listening to our customers, we can identify areas for improvement and continue to enhance our sustainability initiatives.

## **15 IMPLEMENTATION OF THE POLICY**

- 15.1 This policy was duly approved by TAC on the 15 August 2024 and it is due for implementation upon approval.

## **16 REVIEW OF THE POLICY**

This policy shall be reviewed when any of the following occur:

- The related information is amended or replaced; or
- Other circumstances as determined from time to time by Management.