



2025 - 2026 **SUSTAINABILITY POLICY**



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I. Purpose

The company is committed to *Protect Madagascar's Environment and Culture*. As part of that commitment, the purpose of this policy is to take action locally to promote positive tourism. We have chosen to advocate for slow immersive travel, using small locally owned hotels, and encouraging visitors to eat locally and reconnect with nature.

II. Scope

This policy applies to all our internal and external operations, from internal management to all our partners and suppliers. Employees, suppliers and partners are expected to fully comply with the objectives of this policy wherever possible.

III. Sustainability management & legal compliance

Sustainability commitment

Tamàna Tour's leadership is fully committed to the company's sustainability performance and endorses its sustainability mission statement and policy.

The company is committed to having an active sustainability coordinator who has completed the basic Travelife Sustainability training and exam. She will be responsible for monitoring, reporting, and implementing the sustainability policy and action plan through the Travelife platform.

Sustainability management & legal compliance

We commit to	Publish our sustainability mission statement and policy on our website for easy access by employees, suppliers, partners, and customers
	Collaborate and actively being involved in external forums and working groups which are supportive to sustainability in tourism
	Carry out a baseline assessment of the company's performance in relation to sustainable practices
	Maintaining transparency in sustainability through public reporting and clear communication of our targets, actions, measures, responsibilities and time planning
	Involve the staff in our sustainability action plan and ensure that they are fully aware of our Sustainability Policy and are committed to implementing and improving it
	Comply with all national legislation, regulations and codes of practice

IV. Internal management: social policy & human rights

Employees	
Our employees represent our most valuable asset in providing our customers with rewarding travel experiences. Therefore, we have a clear human resources policy to ensure:	
➤ Legal compliance in all regards	➤ A safe, healthy, and welcoming workplace
➤ Fair contract conditions including: labor conditions in accordance with national labor law, a clear and achievable job description, a wage rate equal to or above the national legal wage	➤ Provide medical and liability insurance according to the national law
➤ Provide our employees with 1 year's seniority on an open-ended contract with a personal additional health insurance. This allows them to cover all current expenses (optical, dental, pharmacy, consultations, hospitalization, etc.) by paying only 20% of the invoice	➤ Training opportunities to all employees, including training on topics related to sustainability Participation in the sustainability planning activities
➤ Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities	➤ Offer our employees the chance to gain insights into their role and progress their careers within the company
<ul style="list-style-type: none"> • A non-discrimination connected to gender, race, age, disability, ethnicity, religious belief, or sexual orientation 	

V. Internal management: environment

Environmental management of office operations	
TAMàNA is committed to managing environmental impact as an integral part of our operations. Our policy is to ensure the environmental integrity of our processes and products at all times	
➤ Follow all local and national regulations concerning environmental law	➤ Measure and monitor use of all commodities and products purchased, especially in terms of water, waste, and energy
➤ Procure office supply, locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible	➤ Print only when absolutely necessary, and when printing, always print double-sided on grayscale

➤ Paper must always be green certified, with minimal environmental impact	➤ All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
➤ Water saving measures are in place in all common areas and restrooms, including water capture in external areas	➤ Work on our waste management
➤ Noise, light, and air pollution is minimized	

Examples:

- We do use refillable toner
- We print on environmentally friendly paper (Paper One, awarded EU Ecolabel by European Commission in 2019)
- We prefer to buy local tea and sugar in bulk, our STAFF are not used to drink coffee We filter tap water for drinking.
- Our office is located in an area that currently has no running water during the day, due to the constant water cuts. This means that we have to minimize our use of water as much as possible.
- Our toilet is equipped with a dual-flush mechanism.
- Our offices are equipped with efficient lighting, including LED lamps, to ensure optimal illumination in the dark. And our car park is equipped with automatic solar lighting with motion detectors.
- We are in the process of establishing a collaboration with a local company that specializes in waste sorting, compacting and recovery.

Carbon management of office operations

TAMàNA is committed to reducing our carbon footprint and is working to reduce the amount of travel we undertake as much as possible, by:

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| ➤ Reducing the amount of travel undertaken by our employees to the absolute minimum | ➤ Reducing transport-related impacts by giving priority to public transport for our staff |
| ➤ Installing energy-saving equipment whenever possible | ➤ Checking and maintaining company vehicles to reduce emissions and energy use |
| ➤ Giving staff training and information about their roles and responsibilities in environmental practices | |

VI. General suppliers policy

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| ➤ Tamàna sources its products and services responsibly, avoiding harm to society, culture and nature. We expect the same from our suppliers. |
| ➤ Tamàna works with partners who share the company's commitment to sustainability. This means we prefer partners with a written sustainability statement or a clear sustainability policy. |

➤ Tamàna works with suppliers in local destinations that use local products and services and benefit local communities.	
➤ Whenever possible, Tamàna prefers to select partner companies that comply with tourism-specific, internationally recognized with sustainability certifications like B Corp or others.	
➤ Tamàna expects its suppliers to follow a code of conduct that includes responsible business practices :	
➤ Compliance with all relevant regulations	➤ Respect for human rights, including labour rights, children's rights, and women's rights
➤ Fair employment conditions	➤ Anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
➤ Anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies	➤ Protection of children from sexual exploitation through tourism
➤ Protection of the environment and natural resources	➤ Acting in the best interest of local communities
➤ Protection of Tamàna's interests	
➤ Tamàna will immediately end any relationships with suppliers that break our rules, especially if they bribe, discriminate or break human rights laws.	
➤ Tamàna encourages suppliers to adopt good social and environmental practices and reduce their carbon footprint.	
➤ Tamàna actively works with its suppliers to improve their sustainability performance, and encourages them to learn about sustainability on an ongoing basis by providing or supporting learning whenever possible.	
➤ Tamàna keeps in touch with suppliers and partners and encourages feedback on sustainability.	

VII. Partner agencies

We commit to :
➤ Only working with partner agencies that follow our company's code of conduct.
• Notifying key partners of the Travelife and national tourism standards.
• Evaluating the sustainability practices of our key partners on a regular basis in order to ensure that they are truly sustainable.
• Including key sustainability clauses in contracts with our partners

VIII. Transport

➤ TAMàNA is dedicated to reducing the environmental impact of vehicles used on tours. We recognise the importance of sustainable transport in the context of sustainable tourism and strive to achieve this through our operational practices – taking into consideration distance, price, route, and comfort.	
➤ TAMàNA commits to only work with transport providers that adhere to the company's Code of Conduct :	
• Preferring ground transport over air transport wherever possible	• Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
• Training drivers on eco-driving techniques	• Promoting sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.

IX. Accommodations

TAMàNA aims to achieve a fully sustainable tourism supply chain. Partner accommodations play an important role in achieving this, and are encouraged and motivated to adopt sustainable practices.

Before classifying hotels as eco-friendly or socially aware, our teams carry out regular on-site inspections.

We commit to :
➤ Selecting accommodations that meet sustainability and quality standards, considering their sustainability management and social/environmental footprint :
• Do they communicate on sustainability actions they do?
• Do they have a water saving program?
• Do they have an energy saving program?
• Do they have a waste management program?
• Do they have a sustainable supply chain?
• Do they have a child protection policy?
• Do they train employees in Health & Safety?
➤ Motivating and encouraging partner accommodations to become sustainably certified
➤ Preferring and selecting accommodations that are locally owned and managed
➤ Encouraging the choice of accommodations that respects and protects the use of the land, as well as respectfully highlighting elements of the local architecture, customs and traditions.
➤ Selecting accommodations that employ local communities
➤ Encouraging accommodations to follow best practices/trainings on responsible tourism
➤ Clearly and actively communicating our sustainability objectives and requirements for accommodation to contractors and other relevant accommodation providers

- Ensuring that the rights of children are respected and protected throughout our accommodation supply chain and have a zero-tolerance policy for the sexual exploitation of children
- Terminating our cooperation with an accommodation provider if there is clear evidence that the supplier threatens the integrity of the provision of basic services such as food, water, energy, health care or land to neighbouring businesses

X. Activities & Excursions

TAMàNA places great importance on the welfare of children, communities and animals, and aims to offer tours that leave the smallest footprint on the environment. We respect the authenticity of the communities and the natural environment and are strongly opposed to harming wildlife and polluting the environment.

We commit by :
➤ Only working with excursions/activities providers that adhere to the company's Code of Conduct.
➤ Ensuring that local customs, traditions, cultural integrity and natural resources must be respected in all excursions and activities organised by or on behalf of TAMàNA.
➤ Not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
➤ Not offering tours that involve captive animals. This is in the interest of animal welfare and environmental protection.
➤ Having clear guidelines / codes of conduct in place for environmentally and culturally sensitive excursions that are offered by or on behalf of the company. These guidelines will be actively communicated to guests and shared and implemented by excursion providers and guides.
➤ Using qualified and/or certified guides to take our guests to sensitive cultural sites, heritage sites or ecologically sensitive destinations.
➤ Promoting and advising our guests on excursions and activities that directly involve and support local communities through the purchase of services or goods, traditional crafts and local (food) production methods, or visits to social projects.
➤ Promoting and advising our guests on excursions and activities that support the local environment and biodiversity, such as visiting protected areas or environmental projects.

XI. Tour leaders, local representatives, and guides

- Tamàna is committed to employing qualified local guides, porters, cooks, drivers and other local staff, paying them a living wage and providing safe and fair working conditions. We expect the same from our suppliers who employ local staff on our behalf.
- We fully understand that guides and tour leaders are the intermediaries between our guests and the sociocultural and environmental context of the destination, and are responsible for communicating appropriate behaviour. We therefore ensure that all guides employed by Tamàna or leading tours on our behalf receive regular training and are fully aware of the sustainability issues of the destination.
- Our tour guides are fully trained in the critical issue of the sexual exploitation of children in the tourism industry.
- We are committed to ensuring that our local employees are informed about the relevant aspects of our sustainability policy and that they comply with it.
- As part of the training programme for local tour guides and hosts, we aim to include a specific module on sustainable travel, which will focus on the key aspects of responsible tourism and the role expected of employees. This module will also include knowledge of the destination and its relevant sustainability aspects.
- Tamàna is committed to training our employed guides and local representatives to prevent the sexual exploitation of children. This includes training on how to check the requirements to ensure that children are not abused or exploited.

XII. Destinations

Sustainable destinations

- TAMÀNA is committed to a sustainable destination by considering sustainability when selecting new destinations and offering alternative non-mainstream destinations
- As part of our activities, Tamàna undertakes not to select destinations where tourism has a structurally negative impact on the local area (unless the company's involvement has a clear compensatory effect).
- Tamàna is willing to consider selecting new destinations that can be reached by more sustainable means of transport.

Contribution to local communities / local economic network

TAMàNA commits to positive contribution to the destinations in which we operate by :

- Sourcing locally and responsibly, and supporting local and traditional arts and culture
- Supporting initiatives that improve accommodation/local producers relationships.
- Encouraging guests to shop responsibly and educate them about illegal, prohibited, and forbidden souvenirs that contain threatened flora and fauna species.
- Collaborating with all local tourism stakeholders in order to facilitate the sustainable development of the destination.
- Respecting and advocating for all human rights, including those of children, women and workers. In addition, we support the right to land ownership and use.

Environmental stewardship in destinations

TAMàNA commits to environmental stewardship in the destinations in which we operate by :

- Supporting the conservation of biodiversity, including protected areas and areas of high biodiversity. This is integrated into our products and services. Ensuring that natural resources remain intact.
- Educating guests about the principles of responsible travel and responsible visitor behaviour, in accordance with our environmental stewardship commitments.

XIII. Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, TAMàNA commits to ensure :

- Legal compliance in all regards, complying with the GDPR
- Customers and their data are protected
- Customers are aware of how their information is being used

XIV. Marketing and communication

TAMàNA is committed to transparency and accountability in all aspects of our operations. We adhere to the promises made in our communications and deliver on the products and services we offer. We honour our commitments and promises, both explicit and implicit.

TAMàNA's objectives are to :

- Complying with all relevant standards and voluntary codes of conduct in marketing and advertising messages. We will not promise more than we can deliver.
- Providing clear, complete and accurate product and price information regarding the company and its products and services, including sustainability claims.
- Delivering accurate, balanced and complete destination information, including sustainability aspects, in accordance with the highest standards of fact-based reporting.
- Promoting sustainable accommodations, excursions, packages and/or transport options that are easily recognisable to consumers and presented as the “better” options.

XV. Sustainability communication

We provide our customers with information about the social and environmental impact of their journey. We also offer guidance on making sustainable choices, including transparent communication on the following :

- Certified or committed sustainable accommodations
- Compensation of their trips CO2 emissions
- Activities and excursions that benefit the local communities and environmental protection
- Responsible shopping and illegal souvenirs

XVI. Customer experience

The company's objective is to ensure that all customer experiences are positive. To this end, it adheres to a number of policies, including those related to health and safety, marketing, and excursions.

These policies address specific topics, including, but not limited to :

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| ● Health and safety | ● Emergency procedures |
| ● Privacy | ● Group numbers |
| ● Greenhouse Gas emissions and offsetting | ● Transport |
| ● Culture | ● Shopping |
| ● Sexual exploitation | ● Children in tourism |
| ● Satisfaction and complaints | |

TAMàNA maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly about sustainability. We measure client satisfaction systematically and use the results to drive service and product improvements.

XVII. Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator :

Hanitriniando Rabehajaina, who can be reached at ando@tamana-company.com

XVIII. Effective date

This policy is effective from June 1st 2024.