

# Holiday Bazaar Ltd – Sustainability Policy

Holiday Bazaar Ltd is committed to operating as a responsible, ethical, and sustainable travel company. As a family-owned business with over 30 years of experience, we recognise our responsibility to reduce negative social, cultural, economic, and environmental impacts while enhancing the positive benefits of tourism for our clients, communities, partners, and the natural environment.

## 1. Purpose of the Policy

This Sustainability Policy establishes the principles, commitments, and responsibilities that guide Holiday Bazaar's decisions and daily operations. It ensures our activities align with internationally recognised sustainability practices, Travelife certification standards, and our own company values.

## 2. Environmental Commitments

- Reduce the company's environmental footprint through responsible resource use.
- Minimise waste by reducing single-use materials and increasing recycling.
- Reduce energy and water consumption across all office operations.
- Support reforestation, conservation, and wildlife-protection initiatives across Kenya.
- Encourage clients to choose eco-friendly accommodation and activities.
- Promote low-impact travel practices and carbon-conscious travel options.

## 3. Social & Community Commitments

- Support local communities through donations, partnerships, and capacity-building projects.
- Promote respect for local cultures, traditions, and heritage.
- Continue family-led initiatives such as library construction, community support, and health-aid programmes.
- Collaborate with Kenyan partners, schools, and NGOs on social-impact activities.
- Ensure that all tours and activities safeguard the dignity and rights of local communities.

## 4. Employee Welfare, Health & Safety

- Provide safe, healthy, and supportive working conditions for all staff members.
- Comply with national labour laws, employment rights, and health & safety regulations.
- Provide regular training on customer care, sustainability, safety, and workplace well-being.

- Promote equality, non-discrimination, and respect in the workplace.
- Ensure emergency procedures, first-aid access, and risk-aware practices in the office and during travel operations.

## 5. Ethical Business Practices

- Maintain honest, transparent, and fair communication with clients and partners.
- Work only with suppliers who align with responsible, ethical and lawful practices.
- Uphold anti-corruption and anti-bribery principles in all business engagements.
- Ensure marketing material and travel information is accurate and respectful.
- Protect customer data in accordance with the Kenya Data Protection Act.

## 6. Supplier Responsibility

- Prioritise partnerships with suppliers who demonstrate environmental and social responsibility.
- Encourage accommodation providers, transport partners, and activity operators to meet sustainability standards.
- Communicate our expectations on ethical conduct, safety, fair labour practices, and environmental management.

## 7. Monitoring & Continuous Improvement

Holiday Bazaar is committed to regularly monitoring its sustainability practices, documenting progress, and improving performance every year. The Sustainability Coordinator (Aman Shah) oversees implementation, tracking, reporting, and updates to this policy in coordination with top management.



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## 8. Approval & Review

This policy is approved by top management and will be reviewed annually or whenever operational changes require updates to sustainability commitments.

Approved By:

Jinal Shah

Director Signature

Date: 26 November 2025