



CHIGO TOURS
Africa

Sustainability Policy:

Photography Trips & Conscious Luxury Journeys



1. How We Work:

At Chigo Tours Africa, sustainability has grown from our daily work—both in the office and out in the field.

Over time, through team discussions, lodge inspections, and guidance from experts and industry standards, we have shaped an approach that fits how our safaris actually operate in East Africa.

We do not see sustainability as a separate project. It is part of how we choose our partners, plan our journeys, and guide our guests.

Our aim is simple:

To run meaningful journeys that protect nature, respect people and culture, and create real value for local communities—while still delivering high-quality travel & photo experiences.

2. Our Commitment

We are committed to improving step by step, rather than claiming perfection. We aim to:

- Reduce our environmental impact across our operations
- Support conservation and wildlife protection
- Work with responsible partners and suppliers
- Create fair opportunities for local communities
- Encourage responsible travel among our guests
- We follow Ugandan laws and align our approach with recognised standards such as Travelife and GSTC principles.

3. Sustainability Management & Compliance

Here is how we practice sustainability management:

- Having a dedicated sustainability coordinator and action plan with measurable goals.
- Keeping this policy updated and accessible
- Carry out regular reviews of our operations and suppliers
- Setting realistic goals and track our progress
- Ensuring all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.
- Sustainability is discussed internally and improved over time based on real experience.
- Maintaining a written sustainability mission and policy shared with staff, and partners.
- Regularly monitoring and reporting on sustainability performance.
- Participating in industry networks that promote responsible tourism.
- Complying with all national laws, regulations, and international standards.

4. People & Working Conditions

We are committed to fair and safe working conditions for all, this includes:

- Following labour laws and providing clear contracts
- Encouraging employment of youth, women, and persons with special needs.
- Paying fair wages and managing working hours responsibly
- Providing insurance, leave, and health and safety measures
- Ensuring all employees have an equal chance and access to opportunities for personal development through regular training, education;
- Creating a fair and open workplace without discrimination. And establishing clear procedures for staff feedback and grievance handling.

- We also take child protection and human rights seriously in both our company and supply chain.

5. Environmental Responsibility

We work to reduce our environmental footprint impact both in the office and in the field.

In practice, we:

- Reduce waste, especially single-use plastics and encourage use of refillable water bottles on all safaris
- Support carbon reduction, compensation efforts and tree planting initiatives during our trips.
- Reduce fuel use through good planning, efficient routing and combine sustainable transport choices, like tours by bicycle on specific destinations.
- Use energy and water carefully, including rainwater where possible
- Promote waste separation and responsible disposal
- During lodge inspections, we give preference to properties that: Use solar energy, manage water responsibly, separate waste and show clear effort to improve sustainability
- Using sustainable purchasing for office supplies, catering, and printing.
- We recognise that not all areas offer perfect solutions, so we focus on choosing the best available options and encouraging progress.
- Plant a tree, as a way of supporting and restoring biodiversity and helping mitigate carbon emissions.

6. Working with accommodations and Suppliers

We aim at supporting partner lodges that are locally owned, employing locals, promoting community-based tourism, include child protection in contracts, and contribute to at least a single community project in a year.

We:

- Conduct regular site inspections and FAM trips and generate a ranking list.
- Use our assessment lists to assess sustainability practices
- Provide feedback and encourage improvement.
- Our priority is accommodations and suppliers with sustainability certification or clear eco-practices, however in reality, only a small number of lodges meet strong sustainability standards in every area. Because of this, we take a practical approach—working with partners who are willing to improve over time.
- We include sustainability expectations in our agreements and may stop working with partners who do not meet basic standards.
- Raise awareness among partners on sustainable tourism standards such as Travelife.
- Support lodges that employ local staff and source food items locally
- Prefer locally owned and responsibly managed lodges.
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7. Transport Choices

We aim to balance sustainability with safety, comfort, and the realities of travel in the region.

We:

- Choose the most practical and lower-impact transport options available
- Encourage efficient routing and shared transport where possible

- Combine sustainable transport choices, like local excursions by bicycle on specific destinations, instead of driving.
- Designing holiday packages that integrate sustainable transport, activities, and accommodations.

8. Excursions, Wildlife & Photography Ethics

As a company specialising in nature and photography, we place strong importance on responsible experiences. We:

- Avoid activities that exploit wildlife, harm the environment, or endanger people
- Do not support unethical wildlife interactions, including handling wild animals
- Respect Park rules and conservation guidelines
- Work with qualified and experienced guides
- Encourage our guides also help guests understand how to observe and photograph wildlife responsibly
- Promote and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts or visiting social projects;
- Promote and advise our guests on excursions and activities which respect and support local environment and biodiversity such as visiting protected areas or environmental protection projects.

9. Tour Guides and Staff

We aim at training guides and staff in sustainability, cultural awareness, and child protection, ensuring they share responsible travel tips with guests. We empower local staff by:

- Prioritizing the hiring and training of local guides, drivers, born in places we visit.
- Equipping guides to inform clients about responsible behaviour and local norms.
- Ensuring fair wages and safe working conditions.
- Training staff on sustainability, cultural sensitivity, and child protection.

10. Communities and Culture

We aim to ensure tourism benefits local people. We:

- Work with local guides, suppliers, and communities
- Support community-based experiences where appropriate
- Encourage respectful and authentic cultural interactions
- Avoid activities that feel exploitative or staged managed.

11. Our Guests

We see our guests as part of this effort. We educate guests and encourage them to:

- Use refillable water bottles
- Respect local customs and environments
- Follow responsible wildlife viewing guidelines
- We provide clear, honest information before and during trips, including safety, cultural awareness, and responsible behavior.
- Plant a tree, as a way of supporting and restoring biodiversity and helping mitigate carbon emissions.

12. Destination Responsibility

- We consider the long-term impact of tourism in the places we visit and aim at avoiding harmful practices, and supporting conservation initiatives such as those of Uganda wildlife Authority. We protect destinations and nature by:
- Supporting biodiversity conservation and protected areas
- Avoiding destinations where tourism creates structural negative impacts.
- Respecting cultural heritage, protected sites, and local land-use laws.
- Not promoting trade in threatened species or illegal artifacts (in line with CITES and IUCN guidelines).

We:

- Respect protected areas and local regulations
- Avoid promoting harmful or unsustainable activities
- Support conservation and local initiatives including tree planting
- Encourage guests to support local businesses

13. Monitoring & client communication.

We understand that sustainability is a continuous process, to keep monitoring we:

- Review supplier performance regularly
- Track key sustainability actions where possible
- Adjust our approach based on field experience
- Continue learning from partners, experts, and industry standards
- We keep clients informed with practical sustainability tips and protected by:
- Providing accurate, transparent information about sustainability practices.
- Advising on responsible behaviour regarding culture, nature, and safety.
- Offering sustainable options for accommodation, transport, and excursions.
- Raising awareness on child protection, local community support, and eco-friendly choices.
- Measuring client satisfaction and using feedback to improve sustainability efforts

14. Looking Ahead

Our focus is to keep improving in a practical and realistic way.

We aim to:

- Strengthen our network of responsible partners
- Support improvements within our supply chain
- Align more closely with Travelife certification
- Keep our approach honest, simple, and grounded in real operations

Approved by:
Management
Chigo Tours Africa