

## SUSTAINABLE TOURISM POLICY

At Chiawa Camp and Old Mondoro “conservation” has always been more than just a word, it’s been a way of life since our introducing eco-tourism to the Lower Zambezi NP in 1989.

Writing a formal Responsible Tourism Policy helps us better articulate what we have been doing and will help us rationalize, guide and promote what we do now and into the future, appreciating the wonderful responsibility, privilege and opportunity we have to make a meaningful difference to the habitat, wildlife and people of the Lower Zambezi.

Our guiding “SEE three bottom lines” principle takes the long term view and forms the very basis for sustainability – each decision we take should show profit in the following three categories and therefore be to the long term benefit of all who/that comes into contact with us.

**Social** (the impact of our actions on our guests, staff & community)

**Environment** (the impact of our actions on wildlife & habitat)

**Economic** (the impact of our actions on our business and those who do business with us)

The three are all inter-related and none can thrive or be sustained without the other. We seek to innovate or at least follow “best practice” and these efforts, acknowledged locally and abroad through accolades and award nominations, are summarized as follows:

### Social

- Employ staff locally where possible, pay fair wages, and apply written policies on HIV, Safety and Discrimination.
- Empower local communities through consistent application of our SEE policies
- Ensure significant contributions to Conservation Lower Zambezi’s ENVIRONMENTAL
- EDUCATION PROGRAM, which has extensive outreach and in-house programs to help communities (from youth to aged) make more environmentally responsible decisions.
- Ensure guests leave enriched with new life-experiences & knowledge, and knowing that they have made a meaningful contribution to the long-term sustainability of the Lower Zambezi.
- Supply of school uniforms, sporting goods and stationary annually for 300 AIDS orphans; Provide bi-annual Voluntary HIV/AIDS counseling and testing for all employees
- Provide strong in-house training, new skills and recurrent, for local guides and other positions, offering excellent opportunity for promotion from within the business
- Periodically provide health care supplies to surrounding communities
- Support the Zambia Wildlife Authority where possible in the provision and maintenance of access and game viewing roads, and airfields, in the Lower Zambezi NP.
- Partner with NGO’s supporting the Lower Zambezi i.e. CLZ, SidEcole & Pack For A Purpose
- Support through donated safaris, Charities in Lusaka and the surrounds of the Lower Zambezi that provide meaningful and accountable assistance to orphanages and hospices
- Continually monitor and evaluate all SOCIAL actions and impacts with a view to innovation and improvement

## Environment

- Reduce – Reuse – Recycle features prominently in all areas of our operation
- Ensure that our experienced and qualified guides guide responsibly, ensuring every wildlife sighting is left much as it was found, that our footprint is as light as possible.
- Use red filters on spotlights for night drives which greatly improve the experience for, and which produce more natural behaviour from, the wildlife.
- Ensure significant cash & in-kind contributions to Conservation Lower Zambezi's ANTIPOACHING & CONSERVATION program, which provides effective and accountable, measurable conservation activity such as law enforcement patrols and wildlife rescue in the Lower Zambezi.
- Work with Zambia Wildlife Authority towards conserving the wildlife & habitat of the Lower Zambezi
- Lobby with authorities and private sector alike through all media & forums for improved protection, visitor use & management of all of Zambia's protected areas
- Coordinate anti-poaching through support of privately funded intelligence network;
- Ensure design and layout of the camp remains low impact, physically & visually, and that locally obtainable materials are used wherever possible
- Provide guests with biodegradable amenities and minimize use of harmful products
- Reuse of packaging materials and other goods at every opportunity to avoid wastage
- No use of charcoal whatsoever, substitute with eco-briquettes available commercially in Lusaka. Firewood permitted for guest campfire use only
- Maintain strict trash in – trash out policy;
- Maintain well-designed water waste and management of grey water into graduated drainage;
- Maintain use of clean battery inverter power system for over night and "quiet times" power;
- Use low energy light bulbs and carefully manage of generator & inverter run times.
- Provide stainless steel water bottles as gifts to cut back on plastic bottle waste – proven to reduce our consumption by 80% - some 3,000 bottles!
- Operate efficient, quiet and less polluting 4-stroke outboard boat motors only
- Monitor of fuel consumption on all mechanical equipment to ensure equipment is operating correctly and economically
- Inform and educate staff, guests and all we come in contact with by word and printed material
- Continually monitor and evaluate all ENVIRONMENTAL actions and impacts with a view to innovation and improvement

## Economic

- Always be aware that without an intact eco-system or without involved, healthy and motivated communities, our business cannot thrive.
- Always be aware that without safe, delighted guests who see that our business is part of the solution and not part of the problem, our business cannot thrive.
- Always be aware that ethical business practices must be maintained at all times, with our suppliers and vendors, otherwise our business cannot thrive.
- The success of our business model must never be to the detriment of the wildlife, habitat and people of the Lower Zambezi, or those who we do business with.
- Give priority to those vendors and suppliers that operate more ethically than others
- Continually monitor and evaluate all ECONOMIC actions and impacts with a view to innovation and improvement

## Overall Responsible Tourism Statement

- The operation of our business will always be a credit to Zambia.
- Priority will always be given to the wildlife & habitat, which we cherish and rely upon.
- Respect and fair treatment will always be given to all

If you have any questions or suggestions regarding our Responsible Tourism Policy please contact us.

