

ENVIRONMENTAL & SUSTAINABILITY POLICY

Amended April 2024

INTRODUCTION

STRUCTURE OF THE COMPANY

The Fairfield Tours was established in 1996, serving the inbound leisure market (Groups & FIT's).

In addition to the core business related to tourism, leisure and events, it is also imperative that the environmental concerns are addressed to ensure that Fairfield will be the preferred tourism company in South Africa. The following document outlines the environmental policy implemented by Fairfield.

1. IN-HOUSE RESOURCE MANAGEMENT

2024: Since March 2024, our company has implemented a Hybrid policy where most staff will only come into the office twice a week, this will reduce staff carbon emissions, water and electricity consumption as well as waste.

When finances allow, we will look at the possible installation of water tanks and solar energy, the company has already started the process by installing inverters in the buildings that are being utilised by the employees when they are at the office.

2022: Since March 2020: When the South African lockdown commenced, we have not utilised the 4 physical buildings which were previously our offices as all our staff are still currently working from home. Once we return to the offices a hybrid work method will be adopted, this will reduce staff carbon emissions, water, and electricity consumption as well as waste.

2019: The Cape Town offices are situated in Parow with four buildings at 66 Hopkins Street. The buildings include offices, bathrooms and kitchens, as well as a boardroom, leisure area and a well-maintained traditional garden.

One of the houses on the main premises is declared National Monuments as it is the oldest house in the area. Due to the historical value of the house the aesthetics needs to

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be carefully considered, and any alterations need to be approved by the South African Heritage Resources Agency (SAHRA).

The cleaner production principles below are implemented at the offices to enhance resource management and cost saving.

1.1 WATER CONSERVATION:

2024: Fairfield Tours has now implemented a Travelife committee, and it was decided that our Maintenance Supervisor will be taking the meters readings going forward.

2022: We will nominate someone to monitor both the electricity and water meters and to phone the readings to the municipality on a set monthly date.

Water is one of the most important natural resources in the world and therefore should be used wisely. This is especially true in South Africa and the Western Cape where this resource is scarce. Fairfield recognises this and encourages staff to implement water conservation measures through the following actions:

- Avoid running water through taps for no reason.
- Close all taps properly after use.
- Limit the time spent under the shower.
- Reduce the unnecessary use of the washing machine.
- Regularly service the taps and toilets to ensure that there are no leaks.
- Install aerators where possible/practical to reduce the use of water.
- Ensure that the automated garden sprinklers are adjusted to the seasons to avoid the wastage of water during rainy seasons.
- Redirect the rainwater gutters towards the garden areas to reduce additional watering of gardens.
- Use a bucket when washing the company's cars.
- Toilets are fitted with water saving devices.
- Implement water-wise gardening where possible, bearing in mind that the garden also needs to reflect the historic value of the buildings which are National Monuments.

2022: Due to our staff working from home there would be a significant reduction in water consumption at the office. We have switched off the geysers for the buildings, switched

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off the automatic sprinklers, no cars would be washed at the offices, no washing machines in use.

1.2 **ENERGY EFFICIENCY:**

2024: Due to majority staff working from home three days a week we have significantly reduced our electricity consumption. We no longer have a swimming pool. Going forward Fairfield Tours' Maintenance Supervisor will be taking the electricity reading monthly.

2022: We will nominate someone to monitor both the electricity and water meters and to phone the readings to the municipality on a set monthly date.

The main source of energy at the offices is electricity, which is used for lighting, computers, faxes, printers, hot water geezers, air conditioning, heating, audio equipment, general kitchen appliances, as well as a stove, fridge, tumble drier and washing machine.

South Africa, and the Western Cape in particular has been plagued with power shortages over the last few years and all citizens are encouraged to save electricity where they can. Fairfield recognises this and encourages staff to implement energy efficiency measures through the following actions:

- Use natural light whenever possible. When artificial light is needed, employees should ensure that the lights are turned off when not required. This is not only applicable to offices but also the boardroom, bathrooms, corridors and leisure area.
- Energy efficient light bulbs, such as compact fluorescent lights (CFLs), are used as they are 80% more efficient than incandescent lights.
- Air conditioners and heaters are only used when required and set to a reasonable temperature (not too hot or too cold). Windows and doors should also not be opened when heaters and air conditioning are running as it is a waste of energy.
- Printers are set on energy saving mode and switched off over weekends and during the night. Computers should, however, not be switched off overnight due to anti-virus and backup requirements.

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- Appliances, such as cell phone chargers, are unplugged when not in use as it still uses electricity while plugged in even when not in use.
- Kettles are provided in the kitchen for staff to make their own coffee and tea and they are reminded to boil only enough water for their own needs, or alternatively to fill a thermos flask so that the hot water can be used at a later stage without needing to boil the kettle again.
- The temperature on the hot water geyser has been set to 70 degrees to improve energy efficiency. The geysers are monitored and serviced from time to time to ensure that they are energy efficient. If the geysers ever need to be replaced, then solar water heaters will be considered as an alternative.
- A timing device is set on the pump of the swimming pool to ensure that it runs during off-peak hours.
- When the weather is sunny the washing is hung outside (out of view from the public) rather than drying it in the tumble-drier. The washing machine is only used when required.
- Energy efficiency should be considered when any electrical appliances need to be replaced.

1.3 **WASTE MANAGEMENT:**

2024: Due to most employees working from home, the amount of waste at the office will be less than prior to COVID-19. In South Africa not all areas have green bins where they collect your recycled waste. We are now able to re-appoint the services of a local entrepreneur whose services include the collecting of recyclable products and separating them accordingly at their depot. This process will be managed by our Maintenance supervisor.

The first step in waste reduction is to avoid the creation of waste in the first place. If waste cannot be avoided, then one should consider how it can be reduced, re-used or recycled in an effective way.

Paper is the largest waste stream at Fairfield due to the nature of their business, but the staff are encouraged to implement the following principles to reduce paper wastage:

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- Think twice about printing a document or website unless a hard copy is really needed and will be used effectively, i.e. filed. Refrain from printing draft documents unless required.
- When draft documents need to be printed, ensure that two or more pages are printed on an A4 page. With slide presentations, ensure that it is set on "hand-out" with at least six slides per page.
- Paper that has been printed on one side and contains information that is not relevant anymore for business purposes is reused for notes or to make paper blocks for personal use. Each printer has a used paper bin dedicated to paper recycling.
- No pre-printed letterheads are used to ensure that they are current without wasting any paper stock.
- Brochures provided by Fairfield suppliers are carefully monitored to eliminate unnecessary waste. Indeed, the number of brochures ordered correlates closely to the percentage required for distribution.

Where the creation of waste cannot be avoided, reduced or re-used, recycling needs to be considered. Recycling is the reprocessing of used materials into new products. Recycling generally prevents the waste of potentially useful materials, reduces the consumption of raw materials and reduces energy usage, and hence greenhouse gas emissions, compared to virgin (new) production.

- Waste created at the office is separated on-site according to type, including paper, plastic, tins, glass and organic waste. Recyclable items are taken to a local recycling depot, and the organic waste is placed on a compost heap which is used in the garden.

Category	Examples
Paper	Used paper, newspapers, outdated brochures, used envelopes,
Plastic	Empty water bottles (PET), packaging, yoghurt containers (cleaned out)
Aluminum	Tin cans
Glass	Empty beer and wine bottles
Organic Waste	Food scraps excluding meat, fruit and vegetable peels, tea bags, eggshells, stale bread, wood fire ash,

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Fairfield Tours

Your clients in our experienced hands

	kitchen paper towels and garden waste
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- Each building has its own kitchen facilities and food supplies need to be ordered weekly. Based on the number of people and program for the week, it is ordered so that all the food is used by the end of the week. If any food is left over then it is given to the domestic workers on the Friday afternoon so they can take it home for further use. If any staff must work on Saturday, they need to take what they need and place it one side.
- Electronic waste (e.g. old computers and batteries) is taken to the e-waste centre in Wynberg where they are taken apart. Any computers that can be re-used are given to community projects. Printer cartridges are returned to the manufacturer for re-use.
- Caution is taken with the disposal of CFL's (*compact fluorescent lamp*) due to the mercury content in the CFL's and thus they are handed in at drop-off centers and not placed in general waste.

1.4 **ECO PROCEDURE:**

Green or eco procurement means the procurement of products and services that have less impact on the environment than their traditional counterparts. It incorporates environmental considerations into decisions in addition to the conventional criteria of price and quality.

When procurement options are considered, the following should be taken into account:

- Reduce: Do we really need it? Can we reduce the quantity required? Can a product with less packaging be chosen?
- Reuse: Can we find a surplus item? Can we upgrade an existing item? Is the product efficient and durable?
- Recycle: Can the products be recycled? Does it contain recycled material?
- Bear in mind that while recycling is good, reduction is best. The ultimate green procurement is the avoidance of the purchase altogether.

In addition to this, ask the following questions when considering different options:

- Is this product made from natural and non-toxic materials?
- Is this product free from unsustainable materials and ingredients?
- Is this product made from recycled materials, is it recyclable or reusable?
- Is this product long-life and can it be disposed of safely?

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- Is this product over packaged and are the packaging materials biodegradable, recyclable and PVC free?
- Is this product, in its production and use of energy efficient?
- Does this product meet ethical standards?

The following specific procurement guidelines are implemented:

- Suppliers (including accommodation, transport, leisure, conferencing and catering) are required to provide basic information about their environmental practices. A database of "green suppliers" is being compiled as suppliers become more compliant with basic environmental requirements.
- All paper used in the office is certified by the Forest Stewardship Council (FSC).
- Consider the use of recycled paper for making of business cards and brochures.
- Bio-degradable cleaning materials are used on-site.

2024: Paper for home usage printers is still FSC certified. Paper usage has been reduced significantly as we have adopted a digitized approach in sharing information.

We would like to further limit the use of single use plastic bottles on our group tours, we currently do have tours that already utilise reusable water canisters but would like to encourage all group tours to utilise a more sustainable method e.g. biodegradable boxed water.

1.5 TRANSPORT:

2024: Due to most employees working from home 3 days a week staff would not need to commute or drive to work every day this reduces transport requirements.

Unfortunately, Cape Town does not have a well-established, functional and safe public transport system and thus most staff and Fairfield are reliant on their own vehicles. Staff members are encouraged to do carpooling where it is practical to avoid single occupancy vehicles on the road.

1.6 SOCIAL RESPONSIBILITY:

Although this policy focuses on the environmental requirements for Fairfield, it is understood that the principle of sustainable development is a balance between social development, environmental protection and economic viability. As such Fairfield also

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has a range of social responsibility projects and ethical values that are implemented. They support the concept of fair trade and responsible tourism. Most of our partners support various social projects on all our tours.

2. WHAT PROJECT?

Conservation projects are numerous especially in South Africa where it is seen as one of the most important aspects of the country. One could consider sponsoring governmental nature reserves and parks. However, those are in general well-kept in terms of financial aids from national and provincial government. Another aspect one could consider is to sponsor is a Non-Governmental Organization (NGO). Here the problem encountered is to make the decision of which one to sponsor and there are so many.

The main aspect to consider is that the sponsoring will be indirectly made by the clients which book through FG. Therefore, it is essential that the project chosen is appealing to them. The majority of the company's clientele is from the First World Countries. Those clients are very often putting pressure on FG to be involved in a social-environmental project. Therefore, the project needs to be transparent to them but also able to give them a chance to physically do something with it.

Furthermore, it appears that apart from poverty, one of the main concerns that overseas people have towards Third World Countries is education.

For all of these reasons it appears that the best project to get involved with would be a school which is directly linked to conservation, and which can give the clients an option of being part of their own projects. This is why this proposal would like to propose the Department of Nature Conservation of Saasveld Campus which is part of Nelson Mandela Metropolitan University (NNMU).

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3 SAASVELD NATURE CONSERVATION

The lecturers of Saasveld Nature Conservation Department (SNCD) have put in place their own proposal which is given below. However, for the sake of clarity more details will be given first.

As stated, the Department in question is part of NMMU. This, however, does not mean that it has sufficient financial support to properly function. Indeed, there is a lack of financial support for this department compared to the other departments of Forestry and Agriculture which are supported by big private companies. Due to this situation staff and students of the Conservation side are suffering to efficiently do their work and studies.

This is where FG could step in and become the main sponsor of SNCD. The money could be generated through the clients who book with the company. An additional fee of R50 per person could be added to the final pricing of the service. The client would then be made aware that he/she is taking part in supporting the "Education of the future generation of South Africa".

The money generated each month would then be given directly to SNCD. FG could direct the lecturers as to how the money should be spent and how. A monthly report would then be sent by the lecturers to FG. This report could then be used on the company's website, newsletters, etc to show transparency to the clients; for them to know exactly what is done with their money. Pictures could also be taken to make the report more dynamic. On the SNCD side, reports could also be shown on their own website and internal newspaper "Way to Go".

Some of the ways SNCD could use the money are listed in the lecturers' proposal given below.

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However, since this document has been made more ideas came up such as:

- Sponsoring B-Tech students with more computers (at present, there are 5 computers for an average of 30 students).
- Sponsoring the annual financial reward towards the best students of the First, Second, Third and Fourth year (at present they do not receive any compared to the other department which receive in average R1000).
- Sponsoring the practicals and annual tour of the B-Tech students by means of transport and accommodation.
- Sponsoring some of the students to participate in the annual Forums such as the Fynbos Forum and the Arid Zone Forum, by means of transport and accommodation.
- Sponsoring underprivileged students.
- Sponsoring necessary infrastructure to set up a bird sanctuary at Saasveld Campus.

In terms of Donor Benefits, one should consider the major reward by doing such sponsoring. Indeed, FG would be involved in the making of the future conservationists of Southern Africa and so ensure that all the aspects involved in conservation will be taken care of by well-trained people. This would then ensure that conservation does not die and therefore tourism as the latter depends on the first to survive. In other words, FG will be sponsoring a project with long-term benefits.

The other benefit is the easiness of the project itself. Indeed, not much time and efforts are required from FG side as most of the marketing/reports will be done by SNCD. It should also be noted that the lecturers have a close relationship with the Burger and George Herald newspapers (see Annexure 1).

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Furthermore, planning the transport and accommodation for the tours needed by the students and staff is what FG does as a daily task for its clients.

Moreover, the fact that SNCD is located in George makes the whole task easier to do and plan as it is not too far from Cape Town if meetings need to be scheduled in the future. Lastly the four lecturers of SNCD are internationally known in the conservation world, are respectable and reliable men.

Another direct benefit is the fact that both parties are winning from the project in the end. Indeed, on the one hand SNCD will receive the funds that it needs. And on the other end, FG could use SNCD along with its knowledge and projects for its sustainable tourism. For example, SNCD could easily give their thoughts about the Game Reserves and other conservation areas that FG works with so that the company has an idea of how exactly conservation friendly those places are. Furthermore, SNCD is involved in two main projects: Greening of Thembalethu and Owl Project. Those could be accessed by FG clients during their touring in South Africa. Indeed, the clients who would like to take physically part in the project could either plant a tree or set up an owl box. Lastly, if the bird sanctuary does get built, they could go visit it and even release the bird into the wild if one is ready to go.

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4 AWARENESS RAISING AND TRAINING

An essential part of the Fairfield Environmental Policy is doing awareness raising and training around the principles of sustainable development. Education is done in such a way that it encourages pride and the willingness of all parties to participate in a common interest towards the world and the society which they live in. Participants are encouraged to make changes in their workplace and on a personal level.

4.1 EMPLOYEES:

Fairfield's first responsibility is towards its staff to ensure that they have a practical and comprehensive understanding of sustainable development issues so that they can do their work in a socially and environmentally responsible manner. Staff training happens on a continuous basis and has a two-pronged approach.

CORE TEAM:

2024: A Sustainability team was formed; the members of the team include the following employees:

RESPONSIBILITY	TITLE	NAME
Recycling, maintenance and Health and Safety.	Maintenance Supervisor	Colin Koopman
Managing MOA to suppliers	Contracts Manager	Stephan Langner
Creating and managing newsletters	Design Manager	Marina James
Human Resource information	HR Manager	Maryke Smal
Managing the purchasing of sustainable products	Accounting Manager	Charlene Bieske
Sustainability administrator , to gather information and prepare for submission. Will later also be accredited	Senior Tour Consultant	Haroldine Peters
Production compliance, checks and submits the documents	Groups Production Manager / Travelife accredited	Lalu Jaune Conradie

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A small core team has been established with representation from the various departments to ensure that the various issues are addressed in the different departments. Training workshops and interactive meeting sessions allow the staff to raise their concerns and make suggestions for implementation. A staff representative has been assigned as the project manager to ensure that the actions are implemented, and feedback is provided to the Fairfield executive management team.

Departmental Teams:

Special departmental training sessions are held to allow a more comprehensive understanding of all the staff, which includes the following main groups:

- Leisure (Groups, FIT, R&S and Day Tours) and
- In-House staff (Accounting, Administration, IT, HR, Marketing, as well as Domestic Workers and Gardener).

Specific issues related to the different groups are dealt with in more detail. The domestic workers and gardeners are also encouraged to actively participate in the programme.

Interactive Involvement:

To assist staff to really understand the issues, it is recommended that representatives from different departments be encouraged to participate in National Environmental Days, such as Coastal Cleaning Day or National Marine Week. This promotes the fact that the company and its staff are willing to act alongside the South African population to prevent pollution in the country. Each year the team is different so that all employees get an opportunity to participate in the event.

4.2 TOUR GUIDES AND DRIVERS:

2022: We have been unable to have our annual meeting with tour guides and drivers due to financial restraints due to COVID 19 pandemic. Most of the guides have not been utilised. Once financially viable we will arrange a guide meeting, however we will look at the aspect of conducting a virtual meeting with guides which will cover sustainability as a point of interest.

Fairfield has a whole team of tour guides and drivers that continuously work for them on a freelance basis. They are the people that work directly with Fairfield clients and as such they play a vital link in getting the environmental message across.

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Once a year Fairfield organizes a meeting for tour guides and drivers, which provides them with relevant info and awareness raising around environmental issues.

A Tour Guide Newsletter is also used to communicate relevant info to them, and they have access to the electronic discussion forum.

A brief guideline for tour guides and drivers needs to be compiled to provide them with information which they can share with clients. Their own actions need to be in line with certain standards, specifically considering the emissions caused by vehicles.

4.3 SERVICE PROVIDERS, CLIENTS AND REPRESENTATIVES:

Fairfield service providers include tour operators and travel agencies, but they also work directly with local and inbound tourists. The international market seems to have an increased demand for working with companies that implement sustainable development principles, including social development and environmental protection.

4.4 SUPPLIERS:

2024: Our Contracts Manager has been appointed to monitor our supplier sustainability efforts on an annual basis.

2022: We have had a focus on contracting and supporting suppliers who are compliant with our partners requirements which are as follows: We see this as a form of sustainability and limits the risk between all parties involved during the COVID 19 pandemic.

All suppliers to consider the following terms and conditions going forward:

Deposits (COVID-19 + Standard Terms):

Please be advised that our partners do not accept requests for deposit payments or payments more than 31 days in advance to confirm a booking.

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Cancellations (COVID-19): RELATED QUALIFYING CONDITIONS

In case where....:

1. Our guests are not permitted to travel due to government regulation by either South Africa or clients' country of residence.
2. Airlines decide to halt operations to the country over that time period of intended travelling.
3. A travel advisory is put in place against traveling to South Africa (proof of this will be requested from client)
4. South Africa falls under official government sanctioned lockdown
5. A mandatory quarantine period is imposed by South Africa or on return to the guest's country of residence.
6. If the guest has contracted COVID-19 and is in quarantine or under medical treatment up to 48 hours prior to travel. In such a case, supportive documentation will be required.
7. The guesthouse has a medical incident related to the COVID 19 and is forced to close temporarily.

... you agree that all cancellation costs will be waived, no admin or booking fee will be charged and all monies will be refunded, regardless of the cancellation period.

The above terms are relevant to COVID 19 cancellations only.

PLEASE NOTE:

Cancellations due to fear of contracting COVID-19 or the prevalence of comorbidities will not constitute legitimate grounds for cancellation with waived fees.

Cancellations (Standard Terms):

1. Cancellation Fees only applicable when cancelled 30 days and less before arrival. Or as per supplier terms should the terms be more favourable than 30 days.
2. Any booking cancelled 31 Days prior arrival will be without any fees.
3. No admin or booking fee will be charged.

Continued annual monitoring of supplier sustainability efforts done with our contracting and recorded on a supplier overview – MOU

A wide range of suppliers are utilized by Fairfield, including accommodation, transport, leisure, catering, conferencing, etc. and it is important that they are also aware of the Fairfield Environmental Policy.

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Rates are requested from suppliers on an annual basis, which is also the best opportunity for providing them with info about eco-friendly and responsible tourism. In addition to these suppliers are requested to provide some basic info about their environmental practices. Fairfield does try to make use of suppliers that comply with basic requirements, but it should be stressed that this is still a relatively new concept within the South African tourism industry and as such not all suppliers can be guaranteed as to providing appropriate services. The triple bottom line of price, environmental protection and social development is taken into account where possible.

4.5 TRADE SHOWS:

During the course of each year The Fairfield Group attends different trade shows on a national and international level. This is used as a marketing opportunity to showcase how Fairfield implements its environmental responsibility.

4.6 GENERAL MARKETING:

2022: To allow for distinction between the general business information and that specifically relating to eco-friendly and responsible tourism, the Fairfield logo (a lion head) is used in a green instead of the usual golden colour.

The marketing strategy for Fairfield incorporates awareness raising around the Fairfield Environmental Policy to ensure that clients and service providers are aware of this.

4.7 MONITORING:

Continuous monitoring is an important aspect of sustainable development and an integral part of the Environmental Policy. A strategy should be compiled to **collect and analyse data** over a period of time (e.g. water and electricity bills). A baseline study needs to be established by the core team in a practical way so that this can be monitored over time to determine successes or where improvement is needed. The **baseline** needs to include the aspects of water, energy, waste, eco procurement and transport which should be linked to a specific action plan with time frames. Initially it could be done internally, but over time an **independent auditor** could be used.

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The **review** of the policy should happen on an annual basis to ensure that it is still up to date and to determine where systems can be improved. Reasons should be given for successes or failures. It is important that the **results and lessons learnt** are communicated to staff and clients.

5. FORBIDDEN SOUVENIRS

It matters where, to what and how we spend money. If we go to the local shopkeeper and eat at that local restaurant, our money will go directly to the locals. Buying souvenirs is also good for the local economy, but unfortunately many souvenirs of endangered species and plants are still made. Awareness of this among tourists and souvenir sellers is important to reduce this. Laws that prohibit this are necessary to prevent the trade in prohibited souvenirs.

The issue of the import of banned products such as ivory, fur and coral were the reason for the public campaign for the World Wildlife Fund (WWF): 'Watch, watch, don't buy'. Almost everyone knows that ivory trade is illegal, but which holiday souvenirs are illegal is often less well known. WWF has launched a campaign to educate travellers about holiday souvenirs which should not be taken home. Many animal and plant species are on the international CITES list of endangered species, and products incorporating some of these animals or plants are prohibited. Although bags of fur and figurines of coral are simply offered for sale at your holiday destination, you run the risk of being fined a large number.

If you are thinking of bringing one of the following souvenirs, then you should strongly reconsider your choice because the import of those souvenirs is illegal and could cost you dearly and even result in imprisonment.

- All products from elephants and rhinos
- Turtle shell of sea turtles
- No "Tiger Selfies"
- Beach souvenirs like mussels, corals or queen conchs
- Cacti of any kind and shape.
- Snake liquor

6 ANIMAL INTERACTIONS

Fairfield Tours strongly discourage animal interactions and trophy hunting. Fortunately, we have multiple partners that form part of Travelife and therefore share the same vision and goals as far as sustainability is concerned.

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