

MALENG TRAVEL SUSTAINABILITY POLICY (2026)

– Responsible Travel for People, Planet & Prosperity

1. Commitment From Top Management

Maleng Travel Ltd., a Destination Management Company based in Uganda, affirms its commitment to Climate Friendly Travel, responsible tourism, and socio-economic transformation. This policy is fully endorsed by Top Management (Owner/Director: Tony Ofungi) and applies to all employees, guides, partner agencies, transporters, accommodations, and suppliers.

Our sustainability policy guides all business operations—tours, itineraries, community engagement, marketing, transport, procurement, and office administration—with the aim to:

- Reduce the negative social, cultural, economic, and environmental impacts of tourism.
- Maximize positive local benefits for Ugandan and East African communities.
- Integrate employee health, safety, and wellbeing into all operations.
- Support Uganda's green growth agenda and the Paris Agreement 1.5° pathway (as aligned with SUNx Malta Climate Friendly Travel commitment).

2. Sustainability Management

Maleng Travel commits to structured, transparent sustainability management through:

2.1 Governance

- Appointment of a Sustainability Coordinator responsible for monitoring performance and reporting.
- Maintaining a written sustainability mission and policy available to staff, clients, partners, and the public.
- Annual baseline assessments and progress reviews using the company's Climate Action Plan 2025.

2.2 Planning & Monitoring

- Implementation of a Sustainability Action Plan with measurable targets on waste, emissions, supply chain improvement, and community impact.
- Annual sustainability reporting on the Maleng Travel website.
- Regular evaluations of partners, guides, drivers, and accommodations for compliance with this policy.

2.3 Legal Compliance

- Full compliance with Ugandan laws and regional tourism standards.
- Adherence to international sustainability frameworks and child protection principles.

3. Internal Management: Social Responsibility, Labor Rights & Health & Safety

Maleng Travel is an equal-opportunity employer committed to the wellbeing and fair treatment of its team.

3.1 Labor & Human Rights

- Transparent employment contracts aligned with Ugandan labor law.

- Non-discrimination regardless of gender, age, ethnicity, ability, or belief.
- Freedom of association and zero tolerance for harassment.
- Fair wages meeting or exceeding industry norms.

3.2 Employee Health & Safety

- Established Occupational Health & Safety (OHS) policy following national standards.
- First aid kits in all vehicles and offices.
- Regular staff training on safety, emergency response, wildlife protocols, and climate-related risks.
- Insurance coverage as required by law.
- System for employees to voice complaints confidentially

3.3 Training & Development

Ongoing training in:

- Responsible guiding & cultural sensitivity
- Climate Friendly Travel principles
- Child protection
- Emergency and crisis procedures
- Community engagement
- Client safety and welfare

4. Internal Environmental Management

Maleng Travel actively works to reduce environmental damage from its office and field operations.

4.1 Waste & Plastics Reduction

- Zero tolerance for single-use plastics (as per Climate Action Plan Action No.1).
- Refillable branded water bottles for clients.
- Paperless systems using QR-coded e-brochures and digital payments (Sendwave, Pesapal, Wise).

4.2 Energy & Water Use

- Prioritizing accommodations that use solar, water harvesting, and energy saving innovations.
- Office energy reduction through efficient lighting, equipment, and switching-off procedures. -Transparent roofing to let in natural sunlight during the day and solar lighting to supplement HEP.

4.3 Purchasing & Procurement

- Preference for local, sustainable, recyclable, biodegradable, or eco-labelled products.
- Bulk purchasing to reduce packaging.
- Cleaning products that are non-hazardous and biodegradable when locally available.

4.4 Carbon Reduction

- Targeting carbon neutrality, including exploring electric vehicles and sustainable/biofuels.
- Advising clients on low-impact luggage, route efficiency, and responsible transport choices.

4.5 Conservation Support

- Partnership with Lukongo Tree Conservancy (LuTreeCo) to support Miyawaki forest restoration on Bunjako Island.

5. Sustainable Supply Chain & Partner Agencies

- Maleng Travel prioritizes partners who demonstrate strong sustainability credentials.

5.1 Partner Selection Criteria

- Accommodations with energy, water, and waste management programs.
- Lodges employing and buying from local communities.
- Transporters maintaining vehicles to required emission standards.
- Suppliers committed to fair wages, child protection, and safe working conditions.

5.2 Contracting Requirements

- Sustainability clauses included in all contracts.
- Child protection and anti-exploitation commitments required from all partners.
- Contracts may be terminated for environmental malpractice, labor violations, or unethical conduct.

6. Transport Management

- Transport is central to Maleng Travel operations.

We commit to:

- Choosing fuel-efficient, well-maintained vehicles.
- Encouraging soft luggage to reduce weight and emissions.
- Promoting shared transport where logistically feasible.
- Training drivers in eco-driving and wildlife safety.

7. Sustainable Accommodations

Maleng Travel will:

- Prefer eco-lodges using solar, borehole water systems, and local procurement.
- Promote lodges practicing fair employment and community benefit.
- Encourage partners to seek eco-certification (GSTC-recognized) where possible.
- Avoid accommodations that harm ecosystems, communities, or wildlife.

8. Excursions, Wildlife & Cultural Protection

8.1 Wildlife Protection

- Strict adherence to Gorilla Friendly Pledge for Bwindi & Mgahinga encounters.
- No activities involving wildlife exploitation or illegal captivity.
- Collaboration with UWA and park authorities on safe tourism.

8.2 Cultural & Community Integrity

- Incorporation of local cultures through ethical and mutually respectful interactions.
- Support for cultural performances, guiding, and community-owned projects.
- Protection of sacred, historical, and archaeological sites.

8.3 Voluntourism Responsibility

- Ensuring community projects (e.g., Dodo Trails voluntourism & Kaabong solar project) are genuine, locally led, and beneficial.

9. Destination Stewardship

- Maleng Travel supports sustainable tourism development across Uganda and East Africa.

We commit to:

- Avoiding destinations experiencing irreversible negative impacts from tourism.
- Supporting local conservation areas, community forests, and protected areas.
- Encouraging visitation to lesser-known, low-impact destinations.
- Working with government agencies, conservation NGOs, and tourism associations to promote responsible tourism.

10. Client Communication, Welfare & Protection

- Maleng Travel ensures responsible communication and maximum client safety.

10.1 Pre-Trip Information

- Transparent pricing and accurate marketing (no exaggerated claims).
- Information on climate impacts, cultural norms, health & safety, and wildlife etiquette.
- Encouraging guests to support local communities and reduce waste.

10.2 During Travel

- 24/7 emergency contacts 256744222333
- Guides trained to brief visitors on:
 - Respecting flora, fauna & cultural heritage
 - Community etiquette
 - Permits, health risks, and conservation responsibilities
- Coordinate with lodges to share Menus and orders prior to check in

10.3 Post-Trip

- Systematic client satisfaction surveys including sustainability questions.
- Complaint resolution procedure for customer feedback.
- Continued education through digital storytelling and climate-friendly travel campaigns.

10.3 Client Information: Wildlife, CITES, Historic & Religious Artefacts

- Maleng Travel informs clients, before purchase and during travel where relevant, about applicable laws and permit requirements governing the acquisition, possession, sale, movement, import, export and re-export of wildlife specimens, wildlife-derived products, historic or cultural objects, archaeological materials and other protected heritage items in Uganda and any destination or transit country concerned.
- Wildlife and wildlife-derived products: Under the Uganda Wildlife Act, 2019 (Act 17 of 2019), “wildlife” includes wild plant or animal species and their derivative products, while a “specimen” includes wildlife, whether alive or dead, and any part or derivative of wildlife. The Act provides for control of international wildlife trade and for import, export and re-export permits. Clients are therefore advised not to purchase, carry, ship, import or export wildlife specimens or products unless their legality, provenance and all required permits or certificates have been verified.
- CITES: Uganda’s wildlife legislation expressly recognises CITES (the Convention on International Trade in Endangered Species of Wild Fauna and Flora) and provides for CITES Management and Scientific Authorities.

Where an item is subject to CITES controls, the client is responsible for ensuring that the required CITES documentation accompanies the item and that destination-country requirements are also satisfied. Maleng Travel will not knowingly arrange or facilitate the unlawful movement of CITES-listed specimens or derivatives.

- Protected species and wildlife articles: Clients should exercise particular caution with products made from ivory, skins, bones, horns, shells, feathers, live plants, timber or other animal or plant materials. Legal status may depend on the species, origin, purpose, form of the item and the laws of both the country of departure and the country of destination. A shop receipt alone does not establish that an item may legally cross an international border.
- Historic, archaeological, religious and cultural objects: Maleng Travel advises clients that protected heritage objects may be subject to restrictions on removal, sale, possession or export. Uganda's current Museums and Monuments Act, 2023 consolidates and reforms the law relating to cultural and natural heritage and repealed the former Historical Monuments Act. Clients must not remove archaeological objects, fossils, protected cultural objects, religious or sacred objects, or other heritage materials from their original location or export them without the authorisations required by the competent Ugandan authorities and, where applicable, the destination or transit authorities.
- Responsible purchasing: Clients are encouraged to purchase souvenirs and crafts from reputable, legally operating vendors and to ask about the material, origin and legal status of items that may contain wildlife or heritage materials. Maleng Travel guides and staff should advise clients to decline an item where its provenance or legality is unclear.
- Client responsibility: Ultimately, the traveller is responsible for complying with customs, wildlife, CITES, cultural heritage and import/export requirements applicable to the traveller and the item. Maleng Travel will provide reasonable information and guidance but does not certify the legality of an item offered by an independent vendor unless it has independently verified the relevant documentation.
- Escalation and verification: Where there is uncertainty about an item, staff should advise the client not to purchase or transport it until the relevant competent authority has confirmed the applicable requirements. For wildlife matters, this may include the Uganda Wildlife Authority and the designated CITES authorities; for cultural and heritage matters, the competent museums/monuments or heritage authorities should be consulted.
- Important: Wildlife and heritage laws can differ between countries. Compliance in Uganda does not automatically mean that an item is legal to import into another country.

11. Continuous Improvement

Maleng Travel embraces innovation through:

- Participation in CBI program (Digital Marketing & Sustainability).
- Use of QR technologies and e-brochures.
- Engagement in Uganda Tourism Board sustainability initiatives.
- Leadership role in SUNx Malta Climate Friendly Travel community.
- Periodic review of client information against applicable wildlife, CITES, cultural heritage and other destination legislation.

12. Approval

This Sustainability Policy is approved and fully supported by the top management of Maleng Travel Ltd.



TONYOFUNGI

Owner – Maleng Travel

Climate Friendly Travel Chapter Leader, Uganda