

Fisherman Tours & Travel Ltd.



Experience the Difference

Sustainability Policy

June 2022 Edition



Introduction.

Fisherman Tours is one of the oldest, well renowned and established inbound tour operators in Zanzibar. The operations started in 1992 and have spent the subsequent years building up the successful business that suits the interests, budget and time limits of the clients. The business operates from Stone Town, Zanzibar.

Fisherman Tours started as a small business entity with 5 employees and 2 cars in 1992 and gradually increased to 81 employees and more than 39 cars at the start of 2022. Being amongst the first established company after the trade liberation in Zanzibar, Fisherman Tours enjoyed a steady growth with increased tourism demand. It established the business relationship with many tour operators and other allies around the world.

The service and products provided by Fisherman Tours includes services, hotel reservations, meet and greet on arrival, transfers between hotels and airport, Zanzibar tours and excursions, incentive and conference packages, Tanzania short flying safaris, and tailor made packages that suites clients special interests. The company current main markets are outbound tour operators and travel agents from UK, France, Germany, Belgium, Netherlands, Poland, Scandinavian countries, Gulf Countries, Spain and Bulgaria.

Vision, mission and values

The mission

To provide memorable holidays in Zanzibar and become the best choice for medium and upper end market clients. Satisfying clients' needs and expectations without neglecting the need to be socially and environmentally responsible.

The vision

Inspired to improve the livelihood of our community through responsible tourism.

Values

- Readiness: Team of experienced, knowledgeable, dynamic and passionate personnel.
- Excellence: Seek to improve the services on regular basis.
- Respect: Comply with the clients' needs, maintain harmony between co-workers and responsible to the community and environment we work with.

According to our Mission, vision and core values, we steady commitment to:

- Offer Zanzibar as a sustainable destination by responsible tourism practices that ensure economic business sustainability.
- Comply to and enforce the national and international legal applicable framework, considering labour, tourism, environmental and social issues.
- Protect environment by preventing our operations from any adverse impacts to the environment and mitigating the inevitable.
- Safeguard all involved in our business directly and through value chain in maintaining proper safety practices and emergency plans.
- Support the local economy, the traditions and local culture by promoting development on the communities hosting the operation, stimulating a proper interpretation of cultural and natural heritage.
- Reject business related to illegal trafficking, illicit substance use, sexual harassment and sex tourism.
- Committed to the protection of children against exploitation in travel and tourism. Abide to the principle adopted by The Code as a prospective member.

Currently Fisherman Tours & Travel Ltd offers training to all staff once in a year on different topics to include customer care, communication skills, selling skills, understand our culture and heritage, tour guides and drivers' training on skills and knowledge, responsible tourism, representative trainings in knowing our customers and destination, health and safety etc. We also time to time offers these trainings on person to person basis and make it continuous throughout the year. In this way we ensure that our staffs are updated continuously.

Despite of the fact that we provide enjoyable and informative tours, we also have respect to our clients and their needs. We respond to client's request quickly and continually communicate with them to ensure we are available to meet their expectations. We have respectful team and we always maintain harmony between ourselves, and the community. We take a due diligence and share our concerns for the environment and social responsibilities and join effort towards making Zanzibar tourism sustainable.

Fisherman Tours & Travel Ltd are committed to reduce the impact that our everyday business has on environmentally, socially and economically and in trying to better ourselves in terms of sustainability both as a company and as the individuals who work within the company. We endeavour to:

- Promote equality of opportunity. Selection and reward are based on merit without regard to race, colour, religion, sex, citizenship status, national origin or disability. We will comply with all applicable laws of Zanzibar relating to employment practices.
- Recognise responsibility for the protection of human health, the environment and natural resources.

- Operate its facilities and conduct its operations in compliance with all applicable environmental laws, regulations and permits.
- Measure our consumption of resources whenever possible to enable us to manage them well.
- Reuse and recycle as much waste material as possible
- Avoid the use of paper wherever possible e.g. using emails where possible, printing on both sides of the paper, and reusing paper, files and envelopes, and purchase recycled paper whenever is possible in terms of availability.
- Reduce our energy consumption e.g. use only low energy light bulbs, switch off lights when not using rooms and switch off computers when not in use.
- Reduce our water consumption through the use of dual flush toilets, properly maintained piping and taps to make sure no drippings and leakages.
- Reduce our greenhouse gas emissions through raising the awareness of our staff and practicing good management techniques.
- Purchase products with a lower environmental impact e.g. less packaging, environmentally safe soaps and detergents, bulk purchase whenever possible and locally produced items.
- Use of low impact transport for travel to and from work and travel for business e.g. collective office Staff transportation provided by the company.
- Create cultural and historical respect in all our employees and guests.

Our General Manager, Mr. Arif Mazrui will be responsible for ensuring that this policy and all other company policy is up kept through the continual monitoring and development of sustainable mechanisms within the organization.

This policy is a public document, and will be reviewed annually.



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 Ali Amour
 Managing Director