

Tourvest

Corporate Social
Responsibility
Report

2019



tourvest
integrated tourism group



imbumba

Imbumba is an isiXhosa word meaning:

“a group with a common cause and unity”

We are inspired by this sentiment and it is reflected in our work and practices.



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1.



Background

Background

Tourism In The Context of Creating Lasting Social Improvements

More so than other sectors in South Africa's economy, the tourism industry is strongly positioned to play a major role in helping South Africa meet the social and economic development objectives as stipulated by the government's National Development Plan.

Tourism already contributes to considerable economic growth, services exports and social development. Tourist arrivals to South Africa continue to grow year on year, attracting more than 10 million visitors each year, with over 2 million of these being high-value, long-haul international visitors. The direct and indirect contribution of tourism to South Africa's Growth Domestic Product (GDP) is now R424.4 billion in 2018, which is about 9% of the country's total GDP.

In a country where more than a quarter of the population is unemployed, one in ten jobs in South Africa is supported by the tourism industry.

More importantly, in a country where more than a quarter of the population is unemployed, one in ten jobs in South Africa is supported by the tourism industry. Tourism has the ability to extend its reach into areas untouched by traditional industrial development, positively impacting the livelihoods of entrepreneurs living in largely rural communities.

With plenty of room to grow through the creation of new products and services tailored to the growing sophistication of the international traveller, the tourism industry has

been identified by the South African government as a priority growth driver of the economy, aiming to attract 10 704 000 international tourists by 2018 and creating an additional 734 000 jobs (4.5% of total employment) in the process.

Tourvest and Social Development

Tourvest is well placed to assist the tourism sector to address the country's triple challenge of poverty, unemployment and inequality. While neither the largest company in terms of revenue nor asset value in the industry, Tourvest is unique in that it is the only organisation with a presence in every facet of the travel and tourism value chain.

Tourvest operates businesses which range from travel management companies and tour operators through hotels and lodges, restaurants and destination retail shops to duty free outlets and in-flight services and foreign exchange bureaux. While based in South Africa, it is a global business, with operations in East and West Africa, the United Kingdom, India and the Caribbean, as well as having principals, associates and clients throughout the world.

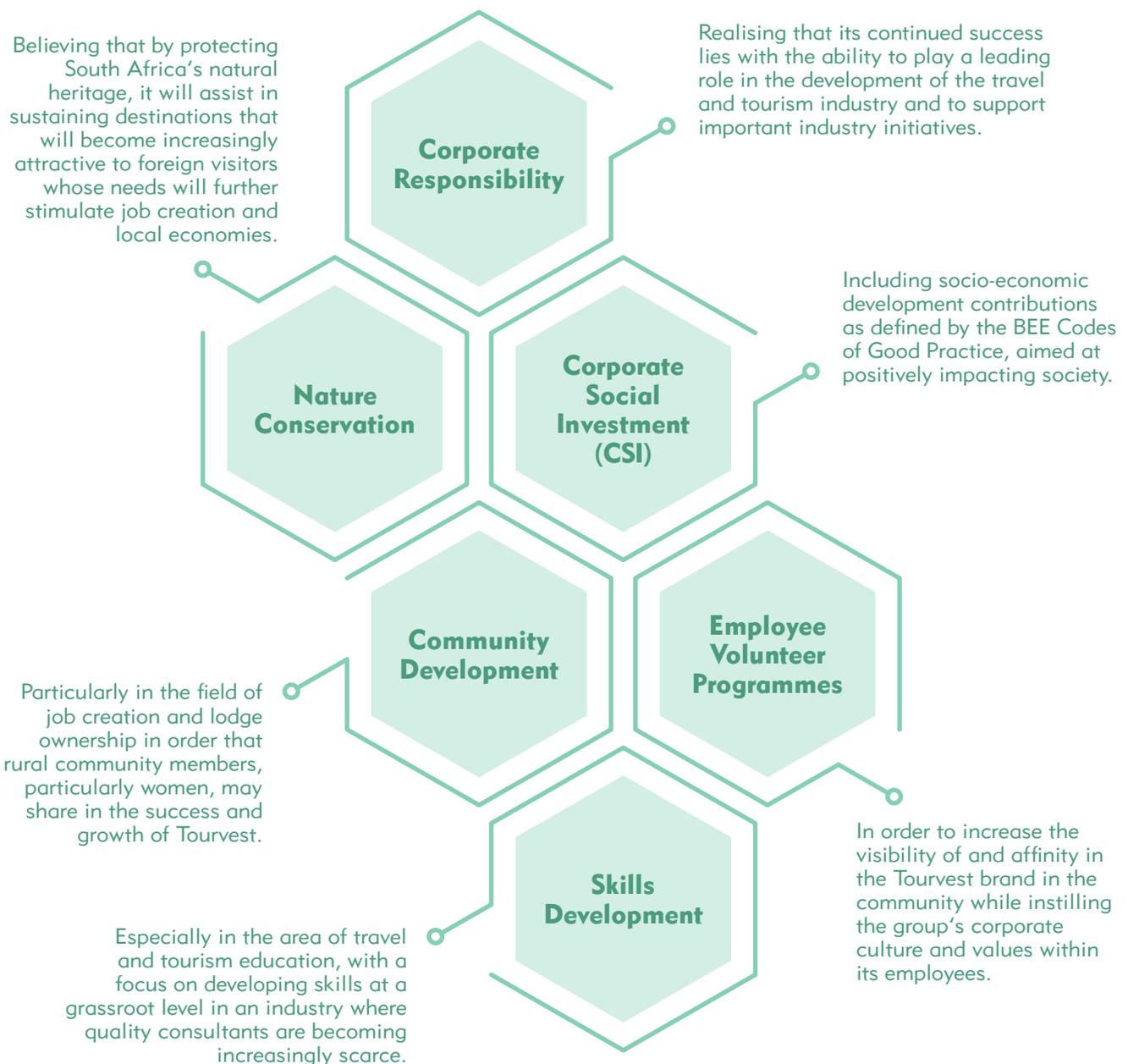
The group was created in 1997 through the incorporation of a number of long-established tourism companies and listed on the Johannesburg Securities Exchange. In August 2008, it was acquired by a black economic empowerment consortium and delisted.

As the only black-owned tourism company of its size in South Africa, Tourvest has always been at the forefront of transforming the local tourism industry. Its efforts in sharing its prosperity meaningfully across all sectors of South African society have in no way been confined to the boardroom and shareholder level, but extend throughout the group and all that it does through active engagement with the communities and the environment in which the group operates.

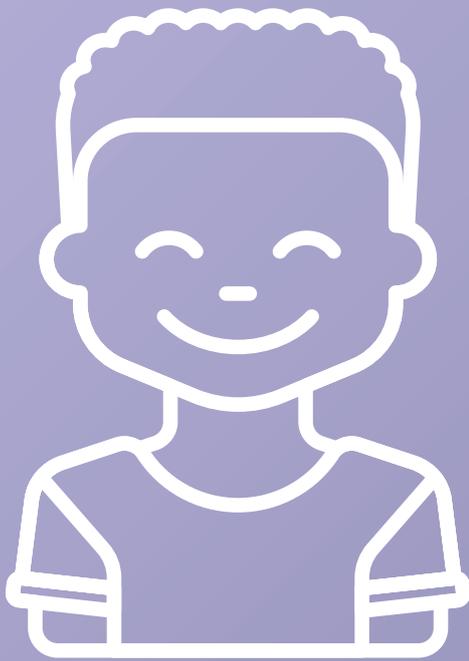
Tourvest's Policy and Framework Towards Corporate Social Responsibility

Tourvest is committed to being a responsible corporate citizen of the communities and the environment in which it operates. It realises that its continued success is not just a factor of how it performs operationally or financially but also on a demonstrable commitment to a positive and mutually beneficial relationship with every stakeholder affected by its business and the well-being of the environment.

To this effect, one of Tourvest's key strategic imperatives is to positively impact the long-term sustainability of society, particularly the communities in which Tourvest operates, and the tourism attractions on which much of its business is based. Tourvest's sustainability approach has traditionally focused on the following areas:



2.



**Corporate
Responsibility**

Corporate Responsibility

Responsible Tourism

Research has shown that consumers around the world are increasingly aware of the potential impact of their tourism spend, with socially responsible and environmentally sustainable tourism becoming a leading market segment globally. Tourvest fully endorses Responsible Tourism, which is defined as a tourism management strategy in which the tourism sector and tourists take responsibility to protect and conserve the natural environment, respect and conserve local cultures and ways of life, and contribute to strengthen local economies and a better quality of life for local people. It offers opportunities to develop products that can contribute to national socio-economic objectives by providing livelihoods for local economies and contributing value to the maintenance of local heritage, culture and traditions. Responsible tourism is also about enabling local communities to enjoy a better quality of life, through increased socio-economic benefits and an improved environment. Responsible Tourism also generates revenues for environmental conservation and management.

Fair Trade

Tourvest is a certified member of Fair Trade in Tourism South Africa (FTTSA), which is a non-profit organisation that certifies tourism businesses that comply with the principles of fair trade and responsible tourism.

FTTSA awards a special label to qualifying businesses as a way of signifying their commitment to these principles (fair share, democracy, respect, reliability, transparency and sustainability) and related criteria, including fair wages and working conditions, fair purchasing, fair operations, equitable distribution of benefits and respect for human rights, culture and environment.

By electing to stay at or use the services of FTTSA-certified establishments, tourists can be assured that their travel benefits local

communities and economies, and that the business is operated ethically and in a socially and environmentally responsible manner.

Tourism Child Protection Code

As part of its membership of FTTSA, Tourvest is also a signatory to and a member of the Tourism Child Protection Code of Conduct (The Code), which aims to provide increased protection to children from commercial sexual exploitation in travel and tourism.

In South Africa an estimated 30 000 children under the age of 18 are said to be victims of sexual exploitation. Tourvest believes that firm measures are needed to prevent further escalation of child sex tourism (CST).

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While CST is not strongly associated with South Africa, high poverty levels put thousands of children at risk of sexual exploitation. Internationally CST is estimated to affect approximately two million children in destinations such as Thailand, Cambodia, India, Brazil and Mexico.

The code is a self-regulating instrument that can play an active role in the tourism industry. As a member, Tourvest will seek ways to establish an ethical corporate policy regarding sexual exploitation of children; train personnel; introduce clauses in contracts with suppliers, stating a common repudiation of sexual exploitation of children; provide information to travellers through mediums such as brochures, posters and in-flight videos; provide information to local key persons at tourism destinations; and report annually on their involvement in preventing CST.

Gender Mainstreaming – Promoting Women In Tourism

The tourism sector presents a number of income generating activities for women but the challenge facing the industry is that women are primarily concentrated in the low status, low paid and precarious jobs in the sector.

In Africa, women comprise 47% of the industry's total workforce but only 37% progress into senior roles, where they are likely to earn between 10% and 15% less than their male counterparts. In small and medium enterprises, women make up a higher proportion of own-account workers than any other sector with 20.8% of employers in entrepreneurial businesses comprising women; almost double that of any other sector. However, a large amount of unpaid work is being carried out by women in family tourism businesses.

Tourvest believes that the industry is better positioned than other sectors of the economy to advance female representation in the formal sector but the challenge remains to provide them with mentoring and educational opportunities to ensure their careers can progress meaningfully up the corporate ladder.

To this effect, Tourvest has played a leading role in the discussion of gender equity promotion in the sector by establishing a think-tank of the industry's female leaders. Additionally, it was instrumental in arranging the inaugural Women in Tourism Conference, which was established in 2015 by the National Department of Tourism in partnership with the Tourism Business Council of South Africa and was aimed at engaging women on issues such as economic empowerment, establishing support structures and incentives for women, creating a platform to celebrate women achievers and discussing the overall status of women in the tourism sector. The forum's agenda is based on four pillars; these being respect for women in the industry, recognition of their contribution to the sector, encouraging their representation in economic activities and leadership, and producing results that will grow and enhance the industry.

3.



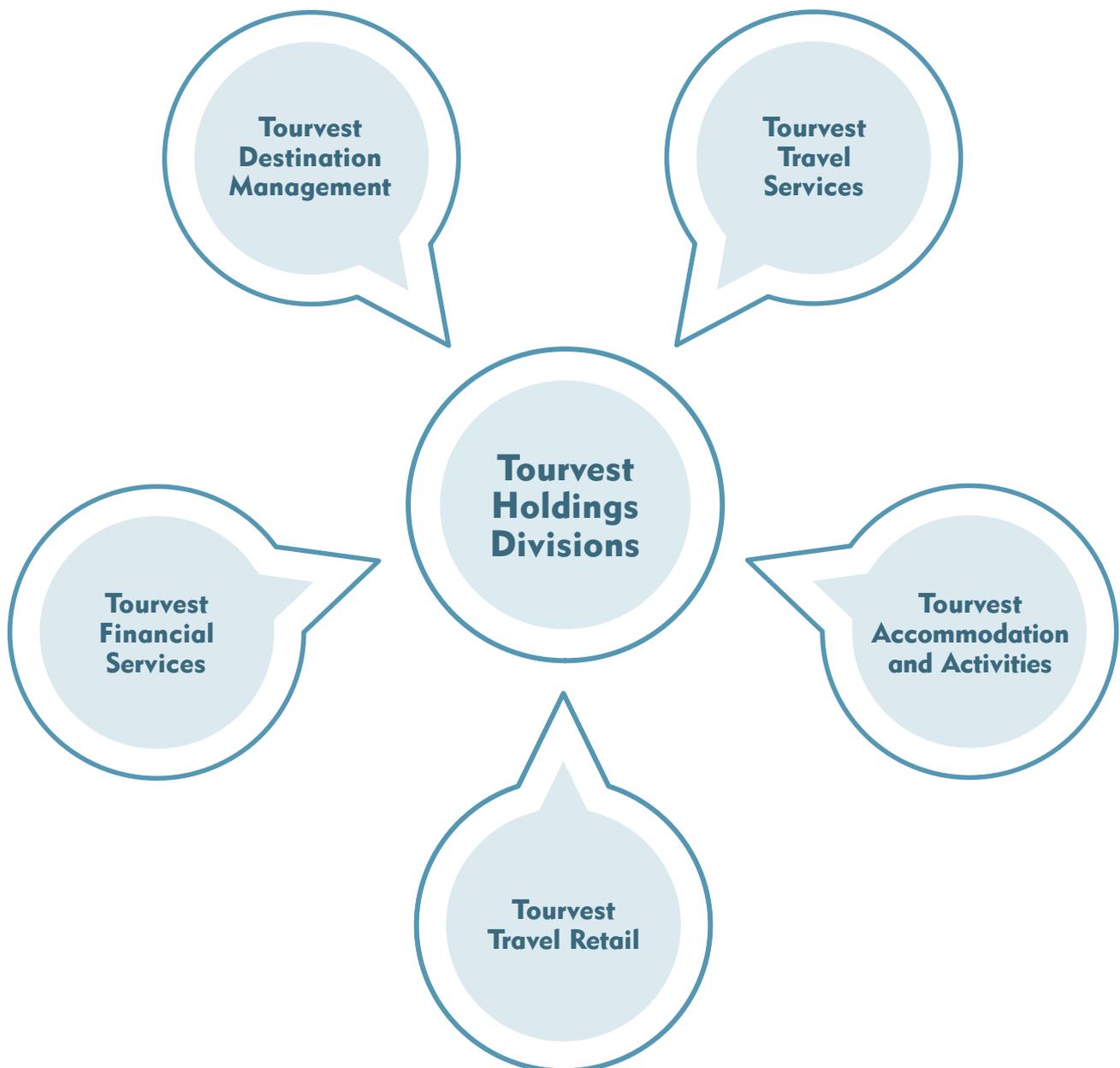
**Corporate Social
Investment**

Corporate Social Investment

Unpacking Tourvest

Tourvest comprises five divisions, each of which is run as an independent business unit by divisional chief executives who have full responsibility and accountability for the success and profitability of their operations. The Tourvest head office provides support to the business units, overall strategic direction, and helps with the identification and creation of synergistic links between the business units.

The divisions which comprise the group are:



1. Tourvest Destination Management

Tourvest Destination Management consists of Inbound Leisure, which include Tourvest DMC, Sense of Africa (Namibia, Botswana, Kenya, Uganda & Tanzania) and GoVacation Africa; the Tourvest Incentives, Meetings and Events division; T.E.A.M Destination Management which specialises in the provision and management of ground handling services surrounding large global sporting events and includes T.E.A.M Sport which is a global schools' and sports tour operator that specialises in comprehensive travel solutions for individual travellers and groups travelling to major sporting events.

2. Tourvest Travel Services

Tourvest Travel Services (TTS) are the travel management division within the Tourvest Group, comprising some of the most respected travel brands in South Africa, including Seekers Travel, American Express Global Business Travel South Africa, Maties Travel, Indo Jet Travel, Travelit and Travel.co.za. TTS offers our clients customised Travel Management Solutions, which incorporate multiple business models, and have been designed to suit customers with varying needs and requirements, with each brand offering its own individual approach to travel management.

TTS have a unique travel management solution offering in the African market place, where all of our travel consultants, as well as our clients, regardless of the brand used, have access to our Online Travel Technology, Travelit. Travelit has been developed exclusively by TTS and is a revolutionary travel and expense management solution that is owned and operated by TTS. Our simple but powerful solution to travel management has saved clients more than 25% on their total cost of travel and is capable of being used by experienced travel consultants or travel bookers, with minimal training.

3. Tourvest Financial Services

This Company is an Authorised Dealer with Limited Authority Licensed (ADLA) with SARB trading as Travelex. It has 50 branches in flagship malls & OR Tambo International Airport (ORT) and CTIA arrivals. It has acquired Travelex Africa Foreign Exchange (Pty) Ltd, also an ADLA, which has 32 branches in flagship malls and ORT arrivals and departures. The Company is licensed to buy and sell Foreign notes and prepaid cards and perform money remittances.

4. Tourvest Travel Retail

The Travel Retail Division is currently Tourvest's largest Division, encompassing four areas of expertise, each servicing the retail needs of travellers, both foreign and local.

The businesses in this unit include: Destination Retail, Travel Retail Services, Jewellery Retail and Restaurants. Whilst all the businesses have a large South African base, Destination Retail and Travel Retail Services are globally recognised leaders in numerous aspects of their fields and have sizeable global operations. Destination Retail has outlets operating in the Caribbean, India, Spain and New Zealand whereas Travel Retail Services provides inflight retail services (both boutique and food) to numerous airlines, including British Airways (on a global basis), Ethiopian Airways, Kenya Airways, SAA, TAAG. It is about to start providing retail services to the local low-cost airline industry and has also entered the ground duty free business both within and outside of South Africa. The Jewellery and Restaurant Divisions are well-established respected entities in their niche markets and both have a strong experiential aspect to most of their offerings. The restaurant business is currently seeking to expand its offering into other territories. All businesses are managed in an entrepreneurial de-centralised manner whilst still benefiting from the broader group synergies

and subscribing to core Tourvest principles, including a meaningful and appropriate approach to Corporate Social Responsibility.

5. Tourvest Accommodation & Activities

Through its Accommodation and Activities division, Tourvest offers a wide array of activities and products through facilities owned and managed by the group, complemented by a portfolio of hotels and lodges in key tourist destinations.

Aha is the tourism property management company of Tourvest's Accommodation and Activities division. The company represents and operates a portfolio of city hotels, lifestyle retreats and game lodges in Gauteng, Western Cape, North West Province, Kwa-Zulu Natal, Mpumalanga, Free State, Limpopo, Botswana, Zimbabwe, Tanzania, Uganda and Kenya in East Africa.

Wild Horizons is this division's transfer, lodge and adventure activity operator in the Victoria Falls, Livingstone and Chobe areas. It offers a range of Victoria Falls adventure activities and owns and operates the top-rated Elephant Camp & Imbabala Zambezi Safari Lodge. It also offers cultural and interest tours throughout the region.

Mankwe-Gametrackers is the division's Sun-City based tours, transfers and adventure activities business, which include safaris, quad biking, clay target shooting, archery, paintball, interactive drumming and teambuilding exercises at Sun City and hot air balloon safaris, game drives and game walks in the Pilanesberg National Park.

The division's overland safari tour operator, Drifters, operates fully inclusive tours throughout Southern and East Africa run by qualified and registered field guides.

Echo Africa operates lodges bordering the Kruger National Park. Echo Africa operates four lodges (Nkambeni Tented Camp, Buffalo Rock, Boulders and Shalati Tented Camp). They offer their clients game drives and game walks

into the Kruger National Park, as well as tours through Mpumalanga's famous Panoramic Route.

Tourvest's Corporate Social Investment Approach

While the respective divisions and the Tourvest head office each conduct their own corporate social investment (CSI) programmes, they all subscribe to the same underlying approach CSI approach, which is focused on positively impacting the long-term sustainability of society, particularly the communities in which it operates.

As such, Tourvest and its divisions allocate resources to social responsibility initiatives based on the following objectives:

To support sustainable social development through community development initiatives

To enable the group (and its associated businesses and operations) to be a preferred business partner

To be a corporate citizen valued by all its stakeholders

The beneficiaries of these programmes are listed below:

Tourvest Holdings

Afrika Tikkun

Afrika Tikkun, which has Nelson Mandela as its patron-in-chief, provides education, health and social services to children and their families through centres of excellence in South African townships. Its mission is to develop children and youth into contributing citizens and its projects are located in Alexandra, Diepsloot, Hillbrow and Orange Farm in Johannesburg as well as Mfuleni and Delft in Cape Town.

Community centre library

Tourvest sponsored the building of the library at Afrika Tikkun's Wings of Life Community Centre in Diepsloot, which provides assistance to approximately 2 100 young beneficiaries each year across every age group, in order to assist the charitable organisation with its educational and learning programmes. Additionally, Tourvest helps stock the library through the donation of furniture and a variety of fiction and non-fiction reading materials.

Lifestyle & education

Tourvest hosts several functions each year for Afrika Tikkun's learners in grades 9 to 12 as well as post matriculants in Afrika Tikkun's Career Readiness Programme. These functions are aligned to key national events which resonate with Tourvest and are typically aimed at providing corporate guidance on issues such as school subject, career and lifestyle choices. The learners are mentored by senior employees within each of Tourvest's divisions and in every department of that division. This allows the learners to gain insight into a range of disciplines that are not confined to the travel and tourism industry such as graphic designing, accounting and IT.

Other such activations include a Youth Focus during Tourism Month in September which is focused on subject choices for learners in grade 9, a briefing meeting with the group's top female managers for Afrika Tikkun's outstanding female achievers on or around National Women's Day in August, an executive breakfast with Tourvest's executive for aspiring learners on World AIDS Day in December, which is themed as "A Day in the Life of My Dream Job".

Tourvest Financial Services

Casual Day

Casual Day is South Africa's foremost fundraising campaign for persons with disabilities and is the flagship project of the National Council for Persons with Physical Disabilities in SA (NCPDPSA). It invites corporate and individuals to make a donation in exchange for the right to wear civvies at work for a day.

Slipper day

Slipper Day, in which individuals and corporate purchases stickers for the right to wear a pair of slippers to work that day, is one of the biggest fundraisers for Reach For A Dream, an initiative aimed at dreams of South African children with life-threatening illnesses.

Orlando Children's Home

The Orlando Children's Home was established by the Child Welfare Society 60 years ago for children in need of care in Soweto. Fifteen homeless boys brought from the Germiston "Bantu Reserve" were its first residents.

Employees were divided into teams to raise funds. The company matched the collected amount and R45 000 was donated. Staff visited the Home and engaged with the children.

Tourvest Destination Management

Angels Over Africa

Angels Over Africa was created in 2002 by a dedicated voluntary group within Welcome Tourism Services to oversee the business's social responsibility initiatives. Now co-managed by all the brands within the TDM stable, it supports charities and causes with the potential of creating long-lasting value.

Mary's orphanage

One of the main charities that Angels Over Africa supports is Mary's Orphanage, which was established in 1998 by Mary Mahlango. It is a home for abused and abandoned children located in Orange Farm. Mary, described as an "angel of the community", provides clothes and food to some 32 children living in her house. Besides Tourvest, only seven people in the disadvantaged community provide her with any sort of assistance. Her dream is to build a pre-fab structure next to her house in order to house the children. In 2008, Mary was awarded a certificate in "education and training" and has been registered as a teacher with the education council, which will not only increase the number of children that she can care for at one time but will also allow her to provide classes.

Bishop Kameeta Kindergarten

The Bishop Kameeta Kindergarten, located in Katutura, Namibia, provides shelter to orphans and abandoned children left homeless as a result of drugs, alcohol, HIV/AIDS or whose parents have no financial means to support them. Since 2009, Tourvest Destination Management has assisted the NGO by taking care of its running costs, including paying for electricity, water gas and food. Additional ad-hoc expenses, such as medicine and renovations, are also covered by Tourvest Destination Management through a voluntary contribution fund supported by employees as well as tourists while employees also donate food and clothing items of their own accord.

NSPCA

The National Society for the Prevention of Cruelty Against Animals (NSPCA) is a nationwide organisation with independent chapters across the country aimed at campaigning for animal welfare, assisting in cruelty to animal cases and attempting to find new homes for abandoned pets.

Tourvest Accommodation & Activities

Pack for a Purpose

The Makalali Game Lodge participates in the Pack for A Purpose campaign, which encourages overseas visitors to make a small donation of stationery, clothes, blankets and other necessities which the lodge then gives to a local community.

Huis Ysterplaat

Huis Ysterplaat is a retirement village based in Cape Town, which has benefited from the support of the Cape Town branch of aha.

Saint Anne's

St. Anne's Homes is a non-government organisation under the patronage of the Archbishop of the Church of the Province of South Africa. Situated in Woodstock, near Cape Town, it offers services to destitute, abused, rejected and disadvantaged women and children throughout South Africa.

Rainforest Raincoat Project

Wild Horizons has for the past 2 years assisted more than 20 families by enabling vendors at the rainforest to stay in business, stay productive, and maintain an income for them and their families. Wild Horizons purchases 100 raincoats per year which are then donated to the Rainforest Vendors Association. This is done to ensure quality of the product and ensure that service to Wild Horizons customers is not compromised. Wild Horizons then gets priority to hire the raincoats back from the vendors for their guests' Tour of the Falls. The Association is free to sub-hire the coats to any other companies when not in use by Wild Horizons.

Pobwe Cooperative

Reservations and operational staff at Wild Horizons are empowered to provide traditional meals to its patrons in a way that does not interfere with their work. This has proved to be a highly successful initiatives and has brought a sense of belonging, stability and appreciation to the participating staff members.

ZRP Tourism Unit

The Kariba Tourism and Business Indaba (KITB) in conjunction with the Zimbabwe Tourism Authority and Zimbabwe Republic Police have created the ZRP Tourism Unit in Kariba in a bid to promote safety of tourists in the resort town. Wild Horizons has sponsored two officers of this unit and have equipped the unit with uniforms and operating equipment. The unit has a total of 28 officers and are all funded by the Victoria Falls business community.

Chinotimba Vegetable Garden

Wild horizons also assists with a vegetable garden for HIV-infected women in the Zimbabwean township of Chinotimba through the donation of gardening equipment and seed. It will also provide counselling services to the women in the near future.

School fees

Tourvest East Africa has committed close to 550 000 Kenyan shillings towards the funding of school fees of disadvantaged students attending schools in Kenya.

aha - Host a Learner

If you ask the majority of working people whether they love what they do, not many are likely to answer yes.

aha Hotels & Lodges' Host a Learner initiative is aimed at changing that for the next generation. The Programme encourages future leaders in our communities to pursue careers they are passionate about and educates them about career opportunities that they may not even

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have known were available. Through the Host a Learner Programme, we annually host Grade 10 learners from Kwena Molapo Secondary School, 2km from the Lanseria Airport. In May 2018, the learners visited our Rivonia head office to interact with various professionals from Human Resources, Learning and Development, Finance, Procurement, Business Development, Legal and Marketing, and Sales.

With enough information and exposure, the Host a Learner Programme will equip these learners to make the right decision regarding their future careers. We also hope to simultaneously steer them towards the tourism and hospitality industry, with its countless career opportunities and growth prospects.

aha - Lesedi Beading Ladies at the aha Lesedi Project

The aha Lesedi Beading Ladies supply signature gifts to various aha Hotels and Lodges. In return, aha Hotels & Lodges covers their rent, electricity and security expenses, and provides them with business and infrastructure support services. Their workshop and store premises at the aha Lesedi market are also covered, and aha provided the ladies with their first business loan, which went towards raw materials. Pioneered by Mama Girly Leah Ntuli and Mama Bongiwe Elizabeth Masombuka, the aha Lesedi Beading Ladies at

the aha Lesedi Project, brings beautiful creations from amaNdebele and amaZulu culture to life, while supporting local craftspeople.

To date, the ladies have produced hundreds of custom designs, including elaborate beadwork costumes and body accessories (as worn by the aha Lesedi traditional dancers), and even branded passport covers. The ladies' boundless creativity continues to amaze guests and patrons every day.

Additional CSI initiatives Supported by aha Hotels & Lodges Include:

Slipper Day

Slipper Day contributes to the Reach for a Dream Foundation, which helps make dreams come true for children with life-threatening illnesses.

Tekkie Tax Day

The Tekkie Tax campaign is a fundraising initiative for several NGOs who aim to protect the vulnerable, like children, people with disabilities, and animals. It also supports education.

Mandela Day

Mandela Day supports children, healthcare and educational initiatives.

Subject Choice Day

Through Subject Choice Day, we assist children from Kwena Molapo school in making informed subject choices for grade 9. The aim is to give holistic options within the tourism industry that the students would generally not have had access to.

Take a Child to work day

Children from disadvantaged or vulnerable backgrounds are given an opportunity to experience a day in the life of our employees.

The aha Group Also Supports the Following:

Skills Development:

- Bursaries - Employees who demonstrate growth potential in their work performance are provided with bursaries for tertiary education. We currently have three employees studying through the company's bursary programme.

Learnerships and Internships:

- Unemployed Learners - We have 25 learners on Hospitality Learnerships, four on Management Learnerships and one on an IT Internship. Five of these learners are disabled.
- Employed Learnerships - We have 10 Employees embarking on a Management Development Programme, and two black women enrolled in the Executive Development Programme for Women in Tourism, funded by Unisa and the Department of Tourism.

Lemala Camps and Lodges CSI and Environmental Initiatives

Sustainability

The wellbeing of the local environment is a direct contributor to the wellbeing of the people. This is why Lemala Tented Lodges use state-of-the-art recycling, power and water conservation systems that allow us to operate 100% off the grid. In 2018, Lemala's RO plant saved over 20 000 plastic bottles from disposal in landfills and used a large portion of the bottles to make plastic school desks for local schools. Wherever possible, Lemala's food and supplies are sourced locally to ensure the surrounding communities are supported by our business.

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Giving Back to the Community

A portion of Lemala Camps and Lodges' revenue is allocated to the CSR committee as part of our "giving back" and "paying it forward" ethos. These funds are then allocated to worthy charitable and environmental causes. Using their own personal funds, the Lemala team proactively chose to support a local school by planting over 40 fruit trees. Lemala supports a local businesswoman, who provides the camps

and lodges with placemats for in-house use, and for sale to guests. We also employ nine young men from a homeless shelter in Arusha. We donate to a women's shelter on the 22nd of every month in a "reverse advent calendar" scheme. The shelter provides an empowering, supportive environment for women in need. We provide educational materials for Jangwani School in Mto wa Mbu, safe drinking water in local communities and schools and we also support an orphanage, a school for the disabled and various conservation projects.

Job Creation

Lemala Camps and Lodges employs a large percentage of its staff from the local community, ensuring that families who were previously solely dependent on livestock and agriculture have a steady alternative income stream.

Enriching Through Education

Several of our staff members have been provided with in-house training courses that have resulted in promotions and redeployment within the company.

We host annual leadership academies for young men and women between 14 and 18 and invite thought leaders from different backgrounds to give motivational talks that provide inspiration and insight into career prospects.

Echo Africa

The Nkambeni Safari Camp is arguably one of the most successful community tourism projects in Africa. It attracts guests from all over the world and has even seen up to 60 000 people passing through on a busy year.

A partnership between the Nkambeni Community and Echo Africa Safaris, The Nkambeni Safari Camp Tourism Project employs more than 150 members from the local community, and is also involved in various projects aimed at alleviating poverty and creating jobs. Every project is geared towards reaching out to the community and improving living conditions in the area, which has more than 50 000 members living in four villages governed by the Royal family of Mhaule and the Nkambeni Tribal Council. The area is very poor with unemployment of around 62%. Projects are aimed, not only at job creation, but also at sustainability. They include water

bottling, packaging and selling of wood, brick making, planting of indigenous trees and community food gardens.

Other Projects Include, But Aren't Limited To:

- Housing projects for AIDS orphans
- Educational support projects for local schools and children, including boreholes, water tanks, kitchens, chairs, COLA (Covered Over Learning Area), and support with general maintenance
- Provision of seedlings for food gardens to produce vegetables for community consumption

Nkambeni Safari Camp Also Supports:

Buffalo Rock Tented Camp

Buffalo Rock Tented Camp is a sustainable, solar-energy powered camp, which provides additional employment opportunities for the community. Nkambeni Safari Camp and Buffalo Rock Tented Camp both manage feeding schemes for four local primary schools and an annual football tournament.

Shalati

Shalati is another partnership with a traditional local community bordering the Manyeleti Nature Reserve. Shalati supports local village, Hlalakahle, by managing a sustainable water pipeline project and a crèche. Construction of a community hall is also underway.

Sanparks Honorary Rangers

Both Nkambeni Safari Camp and Buffalo Rock actively contribute to the Honorary Rangers Programme through environmental talks and presentations. Income generated through talks is donated to Sanparks Honorary Rangers' projects – including the Anti-Rhino Poaching campaign and support initiatives for Rangers and their families who have experienced trauma.

Mankwe Gametrackers

Mankwe Gametrackers is committed to having a positive impact on the long-term sustainability and wellbeing of the communities in which our business operates.

Below is a summary of the contributions we made to communities in 2018:

Organisation	Dates	Activation
Bushveld Mosaic Environmental	08 September 2018	Practical wildlife education: Group Game Drive for 50 learners
Sun City & Bojanala District	17 & 25 September 2018 & 15, 16, 22, 23 & 30 October 2018	School Arts & Culture and Biodiversity – Group Game Drive for +/-40 learners on the dates provided
Dikebu Golden Palace	07 November 2018	Dikebu Youth empowerment - Tourism Career Opportunities
Tsholofelo Community Support	19 November 2018	Engagement with disabled children and adults – Return Transfer, Game Drive & Wallow Lunch/ Burgers & juice

Tourvest Travel Retail

The Siyazisiza Trust

Founded in 1987, the Siyazisiza Trust (meaning we help one another) is a non-profit development organisation committed to sustainable enterprise development in rural areas of South Africa. The Trust's current focus is on food and craft production, the latter through its craft division, the Khumbulani Collection. Tourvest has been in a partnership with the Siyazisiza Trust for the past 15 years, during which time it has contributed more than R124 million to the Trust.

Relate bracelets

The Tigers Eye curio is a distributor of Relate bracelets. Relate is a social enterprise initiative which sources its bracelets from elderly crafters and disadvantaged youth and donates the proceeds of the bangles to a range of charitable causes. The bracelets which Tigers Eye stocks are aimed at malaria treatment and prevention as well as conservation.

Lucky Lucy Foundation

Tourvest's jewellery division donated R293 000 worth of merchandise to the Lucky Lucy Foundation, an organisation that tries to relieve the plight of severely neglected and abused township and street animals. It is also dedicated to the social upliftment and education of impoverished children and adults in and around Cape Town, and have been since inception in 2010.

St Luke Hospice

St Luke's Hospice provides at home care, in-ward care, spiritual care, counselling and bereavement care in Cape Town and its surrounds. Tourvest's jewellery and gemstones business donated a watch to the value of R12 000 for its fund-raising efforts.

Mandela Bracelets - Mandela Education Programme Support

We buy Mandela bracelets and other Mandela branded products namely; t-shirts, caps, key rings, tot glasses, bags of which 8% of their sale through our shops in royalties, goes into Mandela School Library Project, run under The Long Walk to Freedom. This Project benefits

100% of previously disadvantaged Black Children in primary schools around South Africa. With Mandela Centenary in 2018, we increased our spending by at least 30%.

This Project benefits 100% of previously disadvantaged Black Children in primary schools around South Africa.

Relate Trust Bracelets

We buy various beaded bracelets from the trust. Relate Trust is a social enterprise initiative which sources its bracelets from elderly crafters and disadvantaged youth and donates the proceeds to a range of charitable causes (65) with maximum impact. They include support for programmes ranging from diabetes, cancer, youth, elderly, wildlife conservation, community projects, etc. At the beginning of the order process, as donors we can choose which cause we want to support by procuring the bracelet that corresponds to the cause.

For every bracelet purchased, R11.00 goes to the cause specified on the packaging and a further approximately R8.00 goes to Relates Social Upliftment and Enterprise Development projects, on a holistic basis, 82.5% goes to Black South Africans.

We support the following causes:

- Health, Unite against Malaria, Goodbye Malaria
- Endangered Wildlife, Save Rhino, Protect our Ocean Project, Wild Dog Project, Save the Elephants
- Conservation Jane Goodall Chimp & Aids
- Leave a Legacy

Bracelets from The Bead Coalition

R5 of every Bead Coalition bracelet we buy goes to: Job Creation (15%) and Save the Rhinos (20%). This is a commercial organisation based in South Africa and they donate a portion of their profits to charity. They create bespoke branded, cause-related, custom-made and licensed accessories.

The Siyazisiza Trust

This was founded in 1987 concerned of the Durban based poorest of the poor and has since expanded to other regions of the country. The Siyazisiza Trust (meaning we help ourselves and one another) is a non-profit development organisation committed to sustainable enterprise development in rural areas of South Africa.

**Siyazisiza Trust -
We help ourselves
and one another**

The Trust's focus is on food and craft production, the latter through its craft division, the Khumbulani Collection. The Trust use the proceeds to develop crafters and agricultural entrepreneurs, some of which have graduated to being our direct suppliers. To name a few, Isimilo creations is based in Pretoria growing from below R100k to over R500k enterprise. MaTombi Women In Craft is based in Kwa-Zulu Natal and have grown to also supply Woolworths with some of their baskets through this development initiative. Zenta Markeing is based in Mpumalanga and specialises in Jacaranda wood products. Lusha Marketing and Ooh Khamaba are also being nurtured and developing. We run design workshops annually with the Siyazisiza teams, giving the individual craft entities insights into the commercial and retail aspects of their craft & how they can improve upon this, to ensure greater sales of their products through our retail outlets.

Tourvest Destination Retail Sponsorship and Community support for the Kruger National Park

Tourvest Destination Retail is a proud supporter of the Kruger National Park / SanParks in various forms. This includes but not limited to the following:

- Crime Awareness Campaign
- Anti Rhino Poaching
- Annual Club 20 Meeting
- SanParks Golf day

The following are some of what Tourvest has contributed towards:

The Community of Kruger National Park

1. Other Initiatives in the Kruger National Park include the following support and activities:

- Goodies for the annual Marathon, Skukuza Primary School annual athletics, and women's day event,
- Tables and chairs for the Nursery school in Perrys Bridge,
- Weekly sponsor to SAPS with bread for the prisoners
- Painting of Namakgale, Phalaborwa orphanage just outside the North of Kruger and gifts for the children

2. Procurement - from Local community

- We procure from local Skukuza Community bakery, bakery from the rangers community – Heleen's baking, Satara and Tshokwane, Sharon's Bake, in Skukuza, Komati Local community – catering from pensioners for Crocodile Bridge, and MeNu Fine Foods Catering, in Berg n dal.
- We buy wood, ice and water from black owned and black women owned local suppliers such as Ngomthi Trading, from Phalaborwa, and Guvungu Trading from Komatipoort. Ice and water from Mntilankatsa Trading Enterprise, residing between Malalane and Komatipoort.

Innibos Crafters Competition

2 Years in a row, we have given away a retail apprenticeship prize to a crafter, allowing them to spend time within our business, learning how to create and produce product that has commercial value. The idea is to ultimately procure and sell the products that the crafter creates, in our stores.

This is a National Premier Crafts Awards Initiative where artists and crafters are invited to enter into a competition in the following disciplines: ceramics, beadwork, wirework, wood, jewellery, paper, fabric painting and printing, quilting, leatherwork, pewter, glasswork, embroidery and mixed media. 2019 will see the 3rd competition to be finalised in June 23rd.

Tourvest Water stations

Water stations have been created in Satara and Skukuza camps – through OASIS – to reduce the use of plastic, by being able to fill up your own containers with water.

YES – Programme

We have committed to participate in the Youth Employment Services program in employing 15 of the unemployed youth for 2019.

Recycling and conservation

Tourvest Destination Retail supports recycling through procurement of reusable products - shopper bags, water bottles, straw campaigns, t-shirts made with recycled plastic bottles woven into yarn for the brands: Cape Point, Boulders, Aquarium & Made in SA are the shops these products are sold through. Puffer style jackets using recycled plastic as padding, for Cape Point. A percentage of products we procure through Waddle on Socks and Plush seabird Toys goes to SANCCOB – South African Foundation for the Conservation of Birds. In addition, we host media launches in support of Media exposure for select crafters and small businesses at some of our stores – The Kirstenbosch shop at the Kirstenbosch Botanical Gardens.

Santa Shoebox Project

Santa Shoebox is a non-profit organisation that collects gifts from businesses and organisations and then distributes them to underprivileged children throughout our country and Namibia. Tourvest Restaurants are committed to this project by making up shoe boxes filled with goodies and essentials for the children handed to Santa Shoebox Project and share the joy of giving.

School and College Support

Tourvest Retail Services supports South African Learners through donations and gifts for their events. In March 2019 we supported Holy Rosary School Rowing club with 12 Go Pro EL707 cameras, Makalali Weekend and Restaurant vouchers. SANCA in Soweto, a drug and abuse rehabilitation centre benefited from our furniture donations in 2018 with a plan in place to assist them convert their bare veld into a sports field and possible a soccer playing ground in 2019. Other Learning institutions benefited from our goods and furniture donations such as Techtisa,

a Learnership organisation. Retail Travel Services hosted students from Sharon Rae Academy of Beauty to showcase their talents on Wellness day as part of their practical requirements for their course.

Community Development - Job Creation Through Craft Development

Tourvest's Travel Retail division subscribes to a policy of sourcing its crafts, curios and souvenirs locally first, particularly from small and microenterprises to ensure that local crafters benefit and share in the success and prospects of the Tourvest group. We have been in partnership with Siyazisiza Trust for nearly 20 years and have contributed more than R140 million to date.

Through its agricultural work, the Trust provides support to 900 direct beneficiaries and 7200 indirect beneficiaries in KwaZulu-Natal alone, all of whom are black rural South Africans of which 84.6% are female. The average age of its beneficiaries is 52 with 10.7% being considered youth (18 to 34).

We have been in partnership with Siyazisiza Trust for nearly 20 years and have contributed more than R140 million to date.

The Trust's craft development approach was re-modelled in 2012 and is now centred on the establishment of secondary craft marketing and sales business entities, each of which serve crafters within their particular geographical areas. In so doing, the market is being transferred to young black entrepreneurs which receive support by way of start-up training and mentoring. The Trust currently assists 52 craft groups comprising 458 crafters.

Applying an extended family dependency rate of five people, Tourvest conservatively estimates that its craft procurement practices contributes to the livelihoods of some 85 000 people in South Africa.

Nature Conservation - Sanparks Honorary Rangers

The SANParks honorary rangers are a dedicated group of volunteers who operate according to an official agreement with SANParks in order to help conserve nature and wildlife. There are more than 1300 Honorary Rangers volunteering their time and skills in the 21 national parks throughout South Africa, including Kruger National Park. Both Your Africa, through its green seat initiative, and Tourvest Destination Retail contributes financially towards the honorary rangers primarily towards anti-poaching initiatives.

**There are more than
1300 Honorary Rangers
volunteering their time
and skills in the 21
national parks throughout
South Africa.**

Honary Rangers

The creation and execution of an annual promotional campaign called 'PURCHASE WITH PURPOSE', with the sole mandate of raising funds for The Honorary Rangers. In 2017, the Parks Shops raised R150 000 and in 2018, a further R170 000.

Project Embrace

A SanParks initiative that supports the wives of the Rangers working in dangerous circumstances. Over 200 gift bags with product were donated in support of this initiative.

Tourvest Travel Services

The beneficiaries of these programmes Tourvest Travel Services assisted are:

The Living Link

The living link is a training centre that focuses on the integration and up-skilling of intellectually disabled young adults into the mainstream of our society.

Champions of the Environment Foundation

This organisation aims to refine research ability, increase confidence in reading, writing and speaking English and improve presentation skills for Grade 9 – 11 learners in public schools.

Action for the Blind and Disabled

ACTION teaches blind and physically disabled students to use a personal computer - blind students use an "add on" package called Jaws (Job Access with Speech) which reads the screen then synthesises to earphones or speakers, making it possible for blind people to use most software packages.

Jicama 89

Jicama is an organisation which works with a school based in Kliprivier called Sibonile School. This school provides schooling, accommodation, food and clothing for 208 children, who are partially sighted, totally blind or deaf and blind.

Community Provision and Social Services

Compass provides assistance to people who came from abused or poverty stricken backgrounds. It grew to become a community provision programme that provides educational services for the underprivileged, rehabilitation for people in need and still continues to grow.

Forever Friends Foundation

The organisation has created a Life Line Kit which assists and eases the pain and trauma of abused and abandoned children and babies upon their removal from their houses due to sexual, physical abuse and/or drug and alcohol related cases.

Education Youth Empowerment

EYES is a youth empowerment programme for the underprivileged. They provide assistance in providing skills in boiler making.

South African Angels of Hope

The organisation is involved in providing nutritional meals, personal hygiene items, educational support, clothing and improving the living conditions in the underprivileged areas. They serve many orphans, old age homes, homeless shelters and underprivileged communities as far away as Durban and many rural areas.

Choc Childhood Cancer Foundation of South Africa

The Choc Foundation has for more than 35 years stood together to keep hope alive for all children in South Africa. The foundation provides support by:

- Creating awareness, train and educate towards children living with cancer in South Africa
- Child and family support through social workers, who guide and support the patients and families
- Accommodation in houses and lodges close to treatment centres, food, clothing and daily transport
- Medical staff and facilities support

The Choc Foundation has for more than 35 years stood together to keep hope alive for all children in South Africa.

Bethany House Trust

Bethany house cares for abused, abandoned and neglected children in various projects. This home provides young people with shelter, access to primary health services and education.

Children of the dawn

The organisation provides care and support for rural orphaned and vulnerable children. The beneficiaries receive ongoing nutritional support, schooling support, household goods support, administrative support, emotional and trauma counselling, access to safe places, leisure and sport activities.

International Association for Human Values – AKA Ladles of Love

Ladles of love is a volunteer-run soup kitchen and feeding programme for the underprivileged and disadvantaged people of Cape Town. They run 3 weekly kitchens across the city for the homeless community – serving up to 800 hot, healthy meals every week. In addition to food, they also provide soap and water for a pre-meal wash, a drink and fresh bread.

Ikageng & Khanya Khaya CYCC Trip

In 2018, Morné arranged for 22 learners to Durban for a weekend. The group experienced being on a flight and staying in a hotel for the first time. They had never been to the seaside or travelled before. Some of the activities they participated in were tenpin bowling and spending some time at the beach.

4.



**Employee
Volunteer
Programmes**

Employee Volunteer Programmes

Low Cost Homes

Every year for Nelson Mandela's birthday on 18 July, every division in Tourvest assists with the rebuilding of low-cost shelters for residents in the Johannesburg townships of Diepsloot and Alexandra.



“As long as many of our people still live in utter poverty, as long as children still live under plastic covers, as long as many of our people are still without jobs, no South African should rest and wallow in the joy of freedom.” Nelson Mandela

Since the start of this initiative five years ago, the group has built 45 such homes, which were identified by Afrika Tikkun in consultation with community leaders and social workers as those belonging to people most in need of better living conditions. At the same time, Tourvest employees not involved with the rebuilding of homes assist with the creation of vegetable gardens and general refurbishments at Afrika Tikkun's operations in Diepsloot and Alexandra.

The rebuilding of homes has been described by Afrika Tikkun as one of the greatest contributions Tourvest has made to the quality of life of these community members and that the ongoing initiative remains one of the most pressing needs in the townships.

Blanket & Stationery Drives

Every employee within the Tourvest is encouraged to contribute voluntarily to an annual winter blanket and stationery collection drive, the proceeds of which are given to the Afrika Tikkun community centres in Alexandra and Diepsloot townships at a formal handover ceremony.

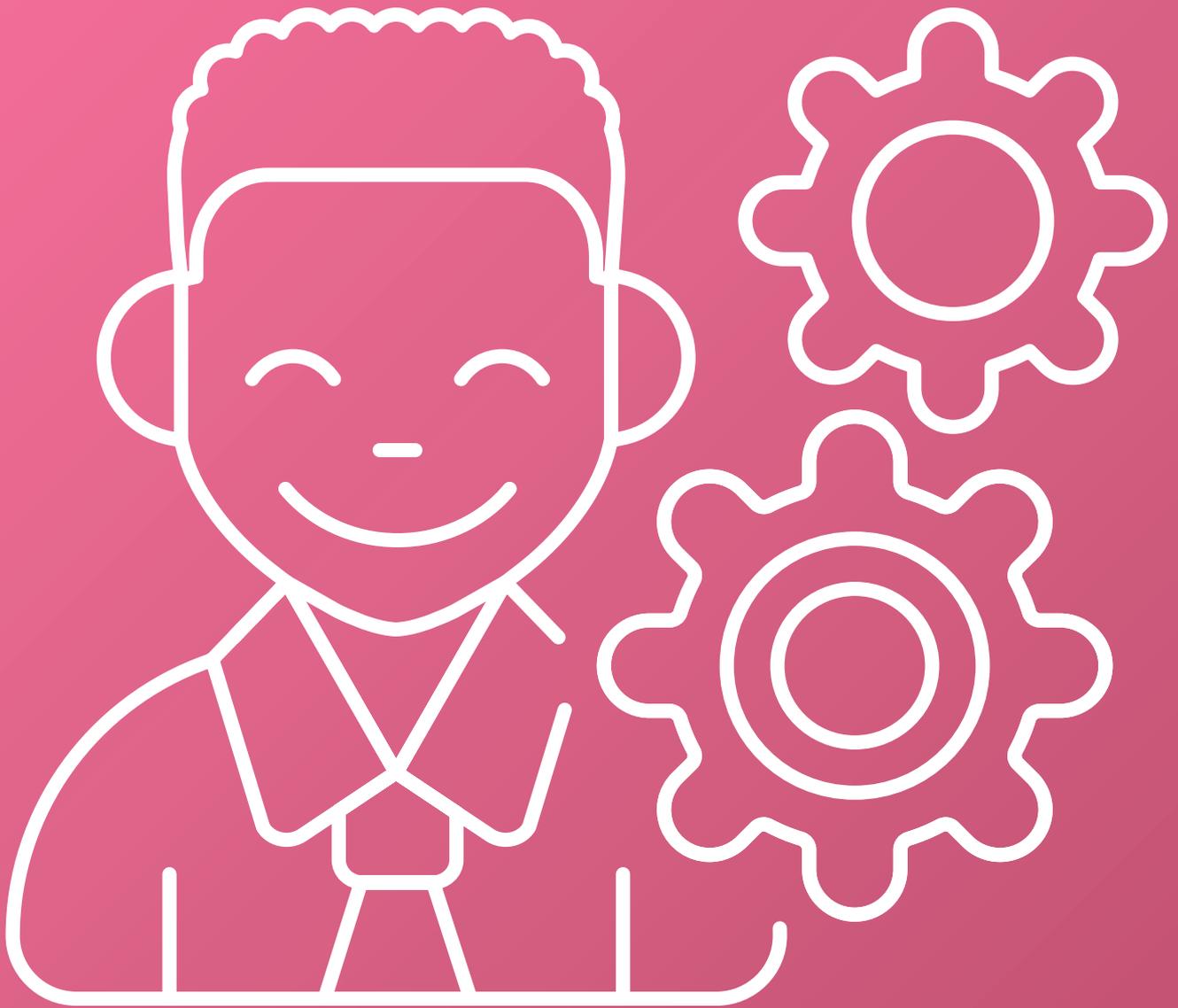
Greening Initiatives

As part of its employee volunteer programme, many employees within Tourvest donate freely of their own time and resources in planting trees and flowering plants to beautify the premises of the charities and organisations they support as well as creating sustainable vegetable gardens for sustenance and a source of income.

Special Events & Outings

Designed to instill a sense of empathy and understanding of those less fortunate than themselves, Tourvest's employees spend a significant amount of free time with the beneficiaries of the charities their divisions and business units support. Over the years, this time together has traditionally taken the form of a treat or outing for children or a visit to an old age home. Examples of these initiatives include trips to Gold Reef City, Wild Waters Fun Park, year-end parties and Easter egg hunts.

5.



**Skills
Development**

Skills Development

Learnership Programme

Over 200 learners from previously disadvantaged backgrounds have completed an NQF level 5 course in general travel and tourism through a learnership programme hosted by Tourvest Travel Services and Tourvest Destination Management since the establishment of this programme more than a decade ago. Additionally, some 80% of these learners have found employment within Tourvest, with several progressing into management and senior accounting positions. Tourvest Travel Services is an accredited training provider with the Culture, Arts Tourism, Hospitality and Sport Sector Education Authority (CATHSETA), has been running learnerships for more than a decade.

Bursary Programme

BURSARY 2019

In 2015, Tourvest introduced a bursary programme for dependants of its staff qualifying employees. To assist it in managing the programme, it appointed Studietrust, the independent national bursary agency.

The bursary is intended for staff members earning less than R20 000 a month and/or the dependants of our staff earning less than R20 000, who wish to study towards a career that would be of benefit to Tourvest. These include but are not limited to travel, tourism, hospitality, accounting, IT, marketing, retail and human resources.

The bursary is comprehensive and will cover university tuition, registration and exam fees, accommodation and an amount towards learning materials and living expenses. On the successful completion of his or her studies, the bursar will be expected to work for Tourvest for a period of time equal to the funding period.

Siyakhupuka Programme

SIYA KHUPUKA

The Siyakhupuka programme, introduced in 2016, is designed to develop future leaders from previously disadvantaged backgrounds through the provision of a leadership and development programme.

Key to this is the belief that Tourvest can future-proof the business by ensuring it has the requisite skills in a skills-scarce industry.

Tourvest launched this initiative - in conjunction with the respected corporate learning facilitators Kukhula - to contribute meaningfully to the achievement of South Africa's socio-development objectives. Key to this is the belief that Tourvest can future-proof the business by ensuring it has the requisite skills in a skills-scarce industry, and a workforce that is representative of the country's demographics.

By doing so, the group is going beyond the policy imperative of what is required by law and, instead, it is looking to transform the business through its own genuine desire to create a workplace that is inclusive and representative; believing this to be not only in the best interest of the group but the industry as a whole.

Every year, each division selects five candidates who have shown dedication potential and they are offered a wide range of short courses to choose from covering leadership, strategic management, finance and communication. The overarching goal is to afford these 25 employees the opportunity to embark on a road to personal career fulfilment and success.

Short courses are preferred to long-period studying degrees or diplomas, given that they provide the opportunity to improve skills in a fraction of the time. Additionally, they are relevant to the demands of a dynamic business and can immediately address the needs of Tourvest at any particular time. These courses can last from one day to a year and are, therefore, perfect to complement and cement skills gained in the workplace or from higher learning institutions, and can be the key to unlocking job prospects, promotions or new career ventures.

Bo-Etapele and Re A O Lebohela Leadership Programmes

Tourvest has a two-tier leadership programme aimed at developing its future leaders and building comraderie among its employees.

BO-ÉTAPELE

The first tier is called Bo-Etapele, meaning leadership in Sepedi, and comprises the executive committee and the level below that. Members of Bo-Etapele are given regular updates on the group's performance and are asked to give insight and feedback into the group's strategy.

RE A O LEBOHELA

The second tier is called Re a o lebohela, from the Sepedi word congratulations, and functions as a recognition programme for the group's top performing employees. Members of this tier are selected annually and are given in-depth exposure to its executive committee, Tourvest's growth journey and trajectory as well as site inspections of Tourvest's various operations.

6.



**Community
Development**

Community Development

Job Creation Through Craft Development

Tourvest’s Travel Retail division subscribes to a policy of sourcing its crafts, curios and souvenirs locally first, particularly from small and micro-enterprises to ensure that local crafters benefit and share in the success and prospects of the Tourvest group.

This division has been in partnership with the Siyazisiza Trust, a non-profit development organisation committed to sustainable enterprise development in rural areas of South Africa, for the past 15 years, during which time it has contributed more than R124 million to the Trust and helped showcase the incredible crafting talent the Trust’s beneficiaries have to offer.

The beneficiaries of the trust comprise some 600 local suppliers who employ approximately 14 000 people in the crafting industry while the division’s own rural development and job creation programmes provide a sustainable income for another 3 000 people. Applying an extended family dependency rate of five people, Tourvest conservatively estimates that its craft procurement practices contributes to the livelihoods of some 85 000 people in South Africa.

Additionally, the division has established a shop in the Victoria and Albert Waterfront in Cape Town with the exclusive purpose of showcasing South African crafting talent. Called “Made In SA”, it is focused on hand-made contemporary home wares and fashion elements. This retail operation allows Tourvest to keep craft development alive in South Africa, while providing crafters with precious retail space.

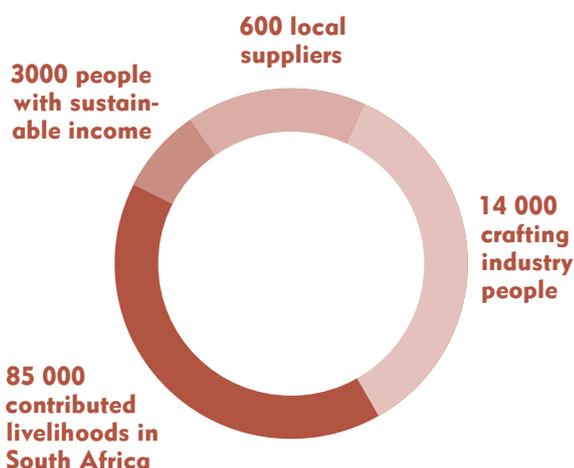
Communiuty-Based Safari Camp

The Thakadu River Camp in the Madikwe Game Reserve is a community-based tented safari camp and an eco-tourism partnership between the North West Parks board and the Molatedi community. The community has a 45-year lease to operate the commercial lodge with traversing rights across the Madikwe Reserve. The camp is unique in South Africa in that the community owns the development with substantial profits accruing to the community itself.

AHA Hotels and Lodges manages the lodge on behalf of the community and assists with the upskilling of community members working at the lodge through its world-class expertise in the field of lodge and hospitality management.

Sanparks Trusts

Community development entities have a 10% shareholding in all Tourvest’s operations in South Africa’s national parks, allowing community members to share in the future prospects and success of the group.



7.



**Nature
Conservation**

Nature Conservation

Sanparks Honorary Rangers

The SANParks honorary rangers are a dedicated group of volunteers who operate according to an official agreement with SANParks in order to help conserve nature and wildlife. There are more than 1300 Honorary Rangers volunteering their time and skills in the 21 national parks throughout South Africa, including Kruger National Park. Both Your Africa, through its green seat initiative, and Tigers Eye contribute financially towards the honorary rangers primarily towards anti-poaching initiatives.

Inaugural Youth Rhino Summit 2014

Tourvest was one of the major sponsors of the inaugural World Youth Rhino Summit, which saw a delegation of 150 youngsters from across the world congregate to discuss the rhino poaching crisis with conservation leaders and develop their own opinions and strategies on the plight of rhinos.

The three-day event took place at the iMfolozi Game Reserve in KwaZulu-Natal where, in the Sixties, the last few remaining Southern White Rhino were found. Thanks to a large-scale rehabilitation programme called Operation Rhino, headed by world renowned conservationist Ian Player, population numbers of the species quickly recovered through their introduction firstly in national and provincial parks and then on private land. Today, South Africa has the largest population of rhino in the world with some 20 000 individuals.

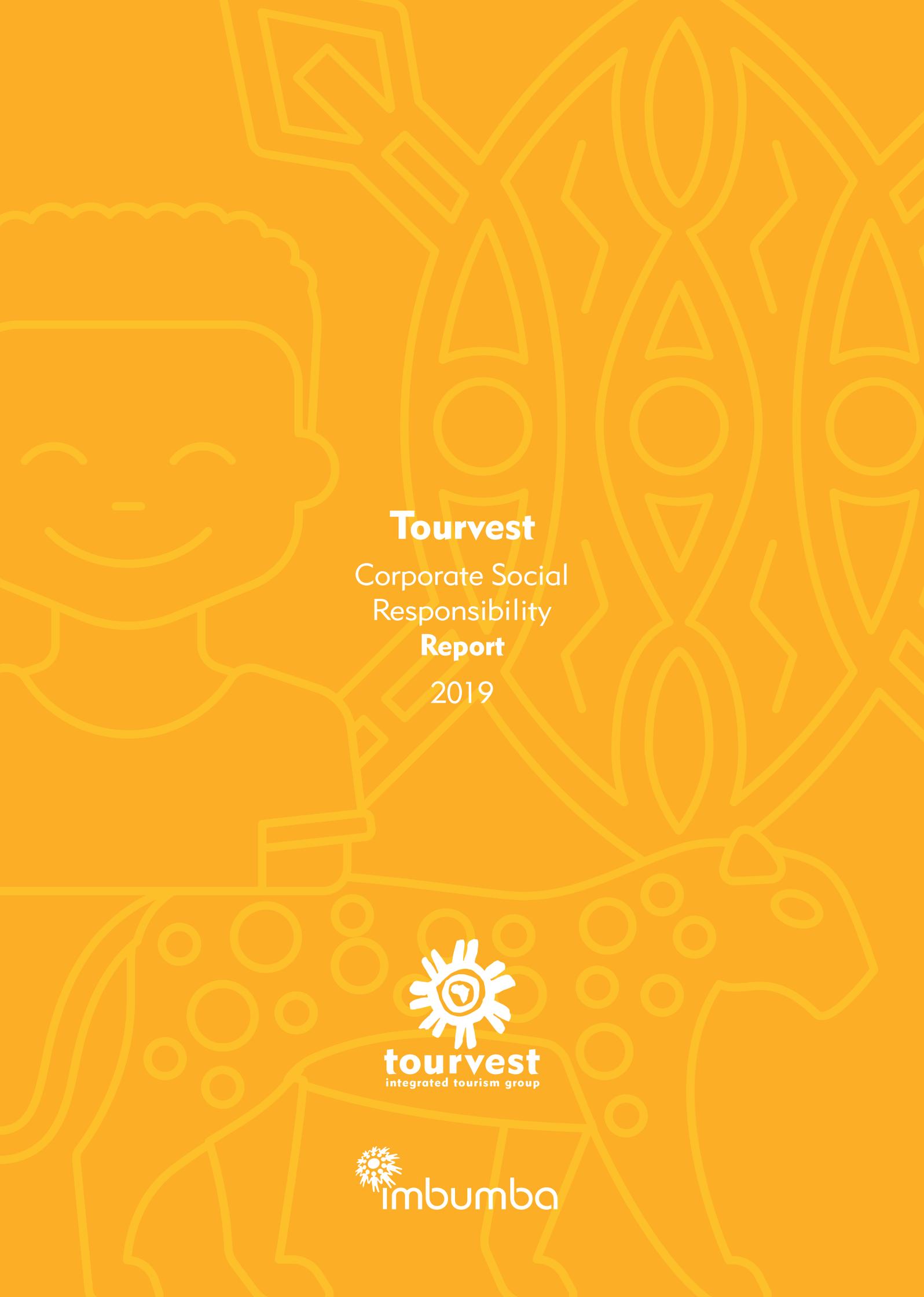
The Cape Leopard Trust

The Cape Leopard Trust, a beneficiary of Tourvest's jewellery and gemstones business, is an active predator conservation working group in the Cape launched in 2004. It uses research as a tool for conservation, finding solutions to human-wildlife conflict and inspiring interest in the environment through an interactive and dynamic environmental education programme.

The Cape Leopard Trust has a number of active leopard and predator research projects in the Western Cape region. The enigmatic Cape leopard is used as an icon to advocate for the protection of predators in their natural environments, as well as to raise awareness of broader biodiversity issues and promoting the need for committed conservation of ecosystems.

Trees For Tourism

Trees for Tourism, which is a beneficiary of Your Africa's green seat initiative, is a vehicle for tourists and tourism companies to counterbalance the tourism-related carbon footprint. To achieve this aim, Trees for Tourism facilitates the "purchase" by tourists and tourism related companies of indigenous trees, to be planted in old woodland and appropriately degraded areas to re-create pristine forest eco-systems, safeguarded for future generations.



Tourvest
Corporate Social
Responsibility
Report
2019



tourvest
integrated tourism group



imbumba