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Our Vision and Values

At Hinterland Tours, we strive to offer only the very best transport and tour services for our clients throughout New Zealand.

Our Values: Manaakitanga and Kaitiakitanga

- Hinterland Tours is a company based on integrity, innovation, teamwork, sustainability and social responsibility. We are committed to being respectful, hospitable, generous and taking caring of others.
- We value the natural environment and local communities in which we operate and recognise the contribution and responsibility we have to protect these resources for the benefit of current and future generations.

Our Commitment to Sustainability

- Hinterland Tours values the natural environment and local communities in which we operate. Our aim is to create positive changes within our company concerning the impact we make on the environment, society, economy and culture, ensuring we do our part in helping to sustain tourism and the regions in which we work.
- Our attention to environmental, social, economic and cultural responsibility includes working within the law and voluntarily exceeding legal requirements in order to be innovative and demonstrate leadership on the issues that are important to us. As we design tours, experiences, deliver on these and evaluate our success we are able to choose every day in big and small ways how our actions and words build a better quality of life for our employees, clients and suppliers.

Our Commitment to Environmental Sustainability

- All tour vehicles are late model, energy efficient vehicles utilising the latest diesel emission reduction additive. They are regularly serviced including tyre pressure checks to ensure optimal running and therefore reduced carbon emissions.
- Our drivers maintain a safe and steady driving speed for their tour vehicles thereby reducing fuel consumption and providing a better viewing experience for passengers.
- All hoses for washing vehicles are fitted with automatic shut off valves and we use biodegradable products.
- We wash towels in full loads and dry in sun to minimise water and electricity usage.
- All lighting in the depot and offices is by LED energy saving lights and office heating is with energy efficient heat pumps.
- We have a policy of turning off lights and equipment when they are not in use.
- We use separate waste bins to separate out recyclable materials and ensure our cleaners dispose of correctly.
- We recycle office paper and cardboard to reduce our waste impact.
- We take all obsolete computer equipment/printers to a local recycling company who refurbish them for other markets.
- We provide rubbish bags and bins in our vehicles and driver/guides encourage their use.
- Our driver/guides speak of the importance of our flora and fauna and encourage a no harm / no disturbance culture.

Our Commitment to Social Sustainability

- Employ all staff with a focus on providing a meaningful wage in excess of industry minimums.
- Commitment to ensuring all staff get time off when requested as the company values the importance of staff wellbeing.
- Commitment to health and wellness of team by providing a safe and healthful workplace and encouraging team to take responsibility of not only their own health but those of their colleagues.
- Being a cooperative, responsible neighbour in our community.
- Company ethos on partnership with staff, fostering individual growth through training initiatives, ie. staff famils to unknown destinations, first aid certification, advanced driver training modules etc.
- Encouragement of win win outcomes when working with employees, other tour operators, agents and clients.
- We support local charities as much as possible, such as, the local Breast Cancer Support Services appeal, donating vehicles and drivers to their annual fundraising walk.

Our Commitment to Economic Sustainability

- We conduct tours and services that where possible use local suppliers and partners.
- Employ all staff with a focus on providing a meaningful wage in excess of industry minimums.
- Rigorously plan all tour itineraries and costings each year to maximise client satisfaction along with our financial goals.
- Produce detailed monthly financial accounts for the management team to evaluate and regularly align progress with goals.
- Work with business partners to put tours together that are of mutual benefit to the economic goals of both businesses.
- Proactively manage our vehicle assets to minimise running costs and allocate them to the most suitable tour for purpose.

Our Commitment to Cultural Sustainability

- We employ New Zealanders as our driver/guides. People who are locals with a passion for their culture, community and environs. They provide our visitors with a uniquely Kiwi perspective on life in NZ.
- We include wherever possible heritage buildings and sites into our tour content and our guides provide commentary around these as part of the days tour.
- We hold a library of books from which staff can borrow and upskill their knowledge on matters pertaining to New Zealand