



## Our Sustainability Policy

**Welcome to Les Voyages d'Angèle (LVA) where people are at the heart of our travel vision.**

LVA is committed, on a daily basis, to offering unique travel experiences through close collaboration with local communities. We do not remain on the surface of things; we take the time to understand social codes and local traditions. Immersed in daily life, we build privileged relationships and develop a deep knowledge of the people we work with, enabling us to support and train them according to their needs and aspirations.

We seek out authentic places and explore more remote areas to design new itineraries for curious travelers, always ensuring respect for local communities and environments.

Our journeys therefore go beyond simple discovery. What truly matters to us is that encounters and meaningful exchanges with local people remain at the center of the experience, while carefully addressing environmental challenges.

We are equally motivated by contributing to local economic development through job creation. We believe in training individuals who may not initially have all the required skills, giving them the opportunity to develop new competencies and join a supportive team dedicated to delivering a people-centered travel experience.

*“Responsible tourism is practiced with respect for others and helps preserve local professions — such as porters — even when we think we may not need them, they depend on this work.”*

We also emphasize the importance of slowing down, meeting local communities, exchanging, and learning — returning home transformed by a rare and distinctive travel experience.

*“When you take your time, you can truly discover local life. You must accept not seeing everything, but seeing better.”*



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## Internal Management

Our internal management ensures that all team members follow clear guidelines and work toward shared objectives to improve efficiency, quality, and cohesion within the company.

### 1. Sustainable Development Management and Legal Compliance

Les Voyages d'Angèle (LVA) is fully committed to complying with all applicable laws and regulations. Formal contracts are established with all employees and partners to ensure legal and ethical standards are respected.

We ensure full compliance with national laws, regulations, and recognized codes of conduct.

Our approach to sustainable development includes the following practices:

- ▣ **Sustainability mission and policy:** define a clear sustainability mission and maintain an accessible policy in both in both French, English and the local language to ensure clear understanding by all employees. This policy aims to reduce the negative social, cultural, economic, and environmental impacts of the company's activities, while also ensuring employee health and safety.
- ▣ **Action planning and monitoring:** implement an action plan with clear goals and conduct regular progress reviews.
- ▣ **Partner evaluation:** conduct internal reviews and assess the sustainability practices of key partners.
- ▣ **Employee training and engagement:** provide staff training, raise awareness of sustainability responsibilities, and encourage employees to contribute ideas and share their creativity.
- ▣ **Community support:** support local initiatives that contribute to sustainable community development.
- ▣ **Transparency and communication:** maintain transparency in sustainability efforts through public reporting and clear, open communication.

Through these commitments, LVA ensures that its operations are legally compliant, ethically managed, and actively contribute to sustainable social and environmental development.



## 2. Social Policy and Human Rights

Our Team is at the Heart of our work.

We recognize that respecting human rights and promoting fair labor practices are fundamental to our operations. We are committed to creating a safe, inclusive, and equitable workplace. Any form of discrimination is strictly prohibited.

We are committed to sustainable internal management with a written and accessible social policy based on these principles:

▢ **Fair Labor Practices:** all employment contracts comply with local labour law including public holidays, paid maternity leave, sick leave, annual leave, national social security contributions, seniority indemnities, and salary above the national average. Additional benefits include special bonuses for life events such as the birth of a child or marriage. We comply with national regulations regarding minimum employment age and offer structured internships with defined learning objectives.

▢ **Health, Safety, and Well-Being:** ensure safe working conditions, clear emergency procedures with health and safety guidelines, and accessible, fully stocked first-aid kit.

▢ **Equality, Diversity, and Inclusion:** promote equal opportunities for all genders, reject discrimination based on sex, race, age, disability, ethnicity, religion or belief, or sexual orientation. Encourage equal recruitment opportunities for persons with disabilities. Employees are encouraged to raise grievances and provide feedback during regular one-to-one meetings.

▢ **Employment Development:** support skills development through training programs, awareness sessions and professional growth initiatives.

▢ **Community Engagement:** employ and work primarily with local communities.

By following these principles, LVA ensures that our operations respect human rights, promote fair labor practices, and create an empowering, inclusive, and socially responsible workplace.



### 3. Internal Environmental Management & Community Engagement

At Les Voyages d'Angèle (LVA), we recognize that tourism can have significant environmental and social impacts. As a responsible travel agency, we commit to promoting sustainable tourism and minimizing our impact through the following practices in our daily operations:

- **Energy and resource efficiency:** use one computer and one external screen per employee, turn off equipment and lights when not in use, maximize daylight, use LED and low-energy equipment, and promptly repair leaks.
- **Paper and printing:** minimize paper use, prioritize digital communication, favor double-sided printing, prefer black-and-white printing, and use draft or recycled paper whenever possible.
- **Waste reduction and recycling:** reduce disposable products and consumables, separate recyclables (glass, plastics, cans, electronics) and bring them to collection points for recycling, use recycled bags, source products in bulk to reduce packaging, favor eco-labeled and non-toxic cleaning products, and reduce chemicals.
- **Reducing our environmental footprint:** use water sustainably, minimize waste, comply with waste and wastewater laws, reduce office pollution, encourage eco-friendly travel whenever possible (e.g., by bicycle), and monitor and offset carbon emissions through available programs (e.g., CARMACAL).
- **Raising awareness internally:** train staff on sustainable practices and promote a culture of environmental responsibility.
- **Responsible procurement and local support:** limit purchases to what is strictly necessary, give priority to local and sustainable suppliers, and highlight local artisans and producers (e.g., for client gifts).
- **Protecting local heritage:** contribute to the protection and preservation of important local, historical, archaeological, cultural, and spiritual sites, while ensuring that access for local residents is not obstructed.

By following these practices, LVA ensures that our operations and services are environmentally responsible, socially beneficial, and sustainable for the long term



## External Partner Management

At Les Voyages d'Angèle (LVA), we actively work with partners for accommodation, excursions, guides, and other services.

The management of our external partners is key to delivering quality, ethical and sustainable products and services. We carefully select and work with partners who share our values and commitment to responsible practices.

We expect all partners to:

- ▢ Provide the **right product at the right price**, prioritizing sustainable options.
- ▢ Operate with **integrity, fairness, and legal compliance**, respecting human rights and social equity.
- ▢ Minimize **negative environmental and social impacts**.
- ▢ Ensure **employee well-being, safe working conditions, and fair labor practices**.
- ▢ Reduce plastic use and **avoid single-use plastics** for clients.
- ▢ Separate and **recycle waste responsibly**.
- ▢ Follow **energy- and water-efficient practices**, including water recovery where possible.
- ▢ **Protect children** and prevent any form of exploitation.
- ▢ Use **local products** and highlight **local cultural heritage**.
- ▢ Limit negative impacts on **biodiversity** and protect local communities.

LVA has zero tolerance for discrimination, corruption, human rights abuses, or child exploitation.

By following these standards, our partners help LVA deliver ethical, sustainable, and socially responsible travel experiences.



## 4. Transportation

Transport is one of the most polluting aspects of the tourism industry. At Les Voyages d'Angèle (LVA) our goal is to promote more sustainable behavior by minimizing the environmental impact of the journeys we organize while maintaining quality and comfort for travelers..

Local authorities do not always provide sustainable alternatives to current tourist transport in terms of quality, comfort, and price, LVA is committed to adapting our transport methods in a sustainable way.

To achieve this, we focus on:

- ▢ **Driver and guide training:** educating our drivers and guides on sustainability practices and raising awareness of environmental impact. Provide guidance on sustainable travel behaviors, including driving style, vehicle maintenance, and their role as intermediaries.
- ▢ **Appropriate vehicle selection:** choose the right vehicle for the number of travelers to reduce fuel consumption and emissions.
- ▢ **Carbon emissions monitoring:** verify and monitor vehicle carbon emissions.
- ▢ **Sustainable transport options:** select travel options that balance comfort, cost, and sustainability.
- ▢ **Sustainable travel packages:** integrating and/or promoting sustainable travel packages, including sustainable transport, accommodation, and activities.
- ▢ **Low-carbon activities:** creating and promoting excursions and activities with a reduced carbon footprint

These measures ensure that transport within our services is safe, efficient, and as environmentally responsible as possible.



## 5. Accommodation

Les Voyages d'Angèle (LVA) aims to establish a full sustainable tourism supply chain. Accommodation partners play a crucial role in achieving this goal and are encouraged and supported to adopt sustainable practices.

Our approach includes:

- ▣ **Accommodation selection criteria:** no child labor, no corruption, proper waste, water and energy management, environmental protection and employee safeguards.
- ▣ **Partner dialogue:** engage with a representative to discuss current practices, share information and identify improvements.
- ▣ **Cultural and artistic integration:** prioritize accommodations that incorporate local art, architecture, and culture, while respecting intellectual property rights.
- ▣ **On-site verification:** conduct site visits to assess sustainability practices.
- ▣ **Feedback integration:** consider input from guides, drivers, and clients
- ▣ **Sharing best practices:** provide partners with resources such as potential certifications (e.g., Travelife) and sustainability guidance.
- ▣ **Mandatory policies:** reinforce key principles in all partners communication
- ▣ **Compliance enforcement:** issue warnings or terminate partnership if sustainable practices are not followed.

By following these measures, LVA ensures its accommodation partners actively contribute to responsible, sustainable and culturally respectful tourism.



## 6. Excursions and Activities

Les Voyages d'Angèle (LVA) is committed to promoting sustainable excursions and activities. When selecting excursions and activities for clients, our policy emphasizes choosing the most sustainable options at fair prices, prioritizing companies that follow responsible practices.

We are committed to achieving this by:

- ▢ **Sensitive activity inventory:** maintain a record of excursions that may impact the environment, wildlife, or local culture.
- ▢ **Client guidance:** advise clients on appropriate behavior before and during excursions, emphasizing respect for local culture, nature, and the environment.
- ▢ **Responsible excursions:** avoid activities that harm people, animals, plants, or natural resources (water, energy) or are socially or culturally unacceptable.
- ▢ **Animal welfare:** support associations and centers protecting endangered animals; work only with companies not involved in wildlife exploitation.
- ▢ **Wildlife protection:** do not engage with activities that collect, consume, display, sell, or trade wild species, unless part of a regulated, sustainable, and legally compliant activity. Ensure any captive animals are legally obtained, properly cared for, and housed in suitable facilities by competent staff.
- ▢ **Prohibit activities** such as forced performances, animal fights, begging, or photo exploitation.
- ▢ **Prohibited facilities and activities:** exclude unlicensed zoos/aquariums, captive animal facilities, breeding or trading in sanctuaries, and wildlife exploitation. Avoid human-initiated contact with wild animals or unregulated collection of plants and animals.
- ▢ **Guide communication and responsibility:** inform guides of sustainability objectives and codes of conduct through written messages, meetings, or training. Employ competent and/or certified guides for sensitive cultural, heritage, or ecological sites. Empower guides to advise guests on respectful and sustainable behavior.
- ▢ **Community support:** promote and advise clients on activities that directly benefit local communities, including purchasing local services, traditional crafts, food, or visiting social projects.
- ▢ **Environmental and biodiversity support:** encourage excursions that protect local ecosystems, visit protected areas, or engage with conservation initiatives.
- ▢ **Cultural respect:** prioritize activities that honor local art, architecture, and heritage, while respecting intellectual property rights.
- ▢ **Feedback and verification:** consider input from guides, drivers, and clients, conduct site visits, and provide partners with shared information to improve sustainable practices.

By implementing these measures, LVA ensures that all excursions and activities are ethical, environmentally responsible, culturally respectful, and supportive of local communities, providing high-quality, sustainable experiences for travelers.



## 7. Guides, Local Representatives and Tour Leaders

Our qualified local guides, drivers, tour leaders, and representatives play a crucial role as intermediaries between our clients, the destination, local communities, and our company. Their professionalism, cultural knowledge, and commitment to sustainability are essential to delivering responsible, high-quality travel experiences.

We are committed to:

- ▢ **Recruit responsibly**, in compliance with the legal minimum working age, ensuring all guides and drivers hold valid professional licenses.
- ▢ **Provide written contracts** clearly outlining working conditions, job descriptions, and contractual terms.
- ▢ **Ensure full legal compliance**, requiring local partners to adhere to all applicable local, national, and international laws.
- ▢ **Prioritize local employment**, working with local representatives, guides, porters, drivers, cooks, and other local staff where qualifications are equal, while providing training when needed and building long-term partnerships.
- ▢ **Guarantee fair remuneration**, ensuring that all contracted local staff receive at least a living wage equal to or above the legal minimum or relevant industry standard.
- ▢ **Communicate our sustainability policy** to local employees and ensure compliance through training sessions, meetings, and digital communication channels (e.g., Telegram, WhatsApp, email).
- ▢ **Provide dedicated sustainability training**, including a specific module on responsible tourism for guides and local hosts.
- ▢ **Ensure client awareness**, requiring guides and tour leaders to inform guests about:
  - Protection of flora, fauna, and cultural heritage
  - Responsible use of natural resources
  - Local social norms and values (e.g., tipping, dress codes, photography etiquette)
  - Human rights issues, including the prevention of sexual exploitation
- ▢ **Prevent harassment and exploitation**, by training tour leaders and local representatives to identify and prevent sexual harassment, exploitation, and abuse, particularly involving children and young people, and to verify compliance with child protection standards.



## 8. Destination

We aim to maximize positive impacts and minimize negative impacts at destination level in order to ensure the sustainable development of the places in which we operate. As a travel agency, we recognize that our decisions significantly influence local communities, ecosystems, cultural heritage, and economic development.

We are committed to:

- **Integrating sustainability criteria** into the creation of new products and the selection of new destinations, including exploring alternative or lesser-known locations to reduce overtourism.
- **Avoiding destinations where tourism generates structural negative impacts**, unless our involvement clearly contributes to measurable compensatory benefits. We do not support destinations with questionable human rights records.
- **Considering accessibility through more sustainable transport options** when evaluating new destinations.
- **Prioritizing client safety** by strictly following national regulations in cases of conflict, restrictions, or unsafe areas.
- **Complying with land-use planning laws, protected area regulations, and cultural heritage legislation**, as well as local, regional, and national destination management strategies.
- **Promoting secondary or less-visited areas** to mitigate the negative effects of mass tourism.
- **Supporting initiatives that strengthen relationships between accommodations and local producers**, fostering stronger local economic linkages.
- **Encouraging and supporting local authorities**, where possible and in collaboration with other tourism stakeholders, in advancing sustainable destination planning, natural resource management, and sociocultural responsibility.
- **Contributing to biodiversity conservation**, particularly in protected and high-biodiversity areas, through responsible product design, financial contributions where appropriate, and awareness-raising.
- **Protecting endangered species and combating wildlife trafficking**, ensuring we do not promote souvenirs containing endangered flora or fauna (in accordance with CITES and the IUCN Red List), nor historical or archaeological artifacts unless legally permitted, while encouraging responsible purchasing behavior among clients.
- **Training our Travel Designers** to prioritize destinations and partners implementing sustainable practices.



## Consumer Protection and Communication

Customer satisfaction and protection are our top priorities. Les Voyages d'Angèle (LVA) has developed a privacy policy, available on our website, covering the following points:

- Data collection and processing
- Personal data
- Data handling and protection
- User rights
- Use of cookies
- Terms and modifications of the privacy policy
- User acknowledgment of the privacy policy

We are committed to raising our visitors' awareness of local communities, culture, and sustainability. Accordingly, we provide clear information to our clients about our practices and partnerships. LVA is dedicated to delivering positive experiences for our clients through safety, health, and activity policies to ensure their satisfaction.

### **Before booking, we commit to the following principles:**

- Communicate clearly and fairly about products and their prices.
- Adhere to marketing and advertising standards and codes of conduct, without promising more than what is delivered.
- Protect client data through our privacy policy.
- Provide accurate and complete information about the destination and its sustainable aspects.
- Inform clients about visa requirements.
- Inform clients about sustainable alternatives, including accommodations, activities, and transport.
- Clearly communicate the company's sustainable actions.

### **After booking and during the trip, we commit to the following principles:**

- Train staff and provide clear instructions on behavior in case of emergencies.
- Educate clients about the multiple dimensions of sustainability at the destination and provide recommendations to help them contribute positively.
- Provide information about the local environment, culture, and heritage.
- Providing clients with information on commercial, sexual, or other forms of exploitation and harassment, particularly of children and adolescents.
- Inform clients about health and safety risks and necessary precautions at the destination.
- Provide guidelines for sensitive activities to minimize potential negative impacts.
- Informing clients about applicable legislation regarding the purchase, sale, import, and export of historical or religious objects, and items containing materials from threatened flora and/or fauna at the destination..
- Encourage clients to visit local restaurants and shops when appropriate
- Ensure an emergency contact is available 24/7.

**After the trip, we commit to the following principles:**

- Systematically evaluate client satisfaction, consider results, and identify areas for improvement.
- Include sustainability criteria in satisfaction surveys.
- Maintain a clear procedure for handling client complaints.

**Our continuous improvement**

We recognize that sustainability is an ongoing process. We commit to monitoring, evaluating, and continuously improving our environmental, social, and economic performance in collaboration with our employees, partners, clients, and local communities.



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