



Sustainability policy of SARL Undiscovered Mountains France

Purpose

Undiscovered Mountains is committed to minimising its impacts on the environment, generating a positive economic and social impact on local communities, inspiring others to take action and growing sustainably. The purpose of this policy is to provide a framework for implementing sustainable procedures and practices in line with these values.

Scope

This policy applies to all levels of management, all staff and contractors of Undiscovered Mountains, who are expected to fully uphold objectives under this policy whenever possible within prevailing budgets. It will be communicated to our customers, suppliers and people we do business with and wherever possible they will be asked to meet this policy as a minimum or show where they will exceed standards in their relationship with Undiscovered Mountains. Sally Guillaume, the company director, is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Undiscovered Mountains leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to publicly communicating our sustainability performance by means of the Travelife report every two years.

Sustainability management & legal compliance

Undiscovered Mountains commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Undiscovered Mountains follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental

management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Employees

Undiscovered Mountains supports both career-related and job-related professional development activities.

Undiscovered Mountains is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.

Undiscovered Mountains is committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.

Undiscovered Mountains is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

Undiscovered Mountains further expects this commitment from all partners and suppliers.

Internal management: environment

Environmental management of office operations

Undiscovered Mountains is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:

- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.
- Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
- Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

Carbon management of office operations

Undiscovered Mountains is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:

- Only travelling when necessary
- Regrouping meetings and visits to optimise journeys
- Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
- Encouraging remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.

- We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via re-wilding schemes with partner Mossy Earth .
- Implementing procedures such as following proper maintenance for our vehicles, offering incentives such as secure bike storage and showers.
- Installing energy efficient equipment and appliances where possible.

Land use

Undiscovered Mountains office is located in a rural area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

Undiscovered Mountains is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.

Undiscovered Mountains prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.

Undiscovered Mountains prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.

Whenever possible, Undiscovered Mountains prefers to select partner companies that comply with tourism- specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.

Undiscovered Mountains offers incentives, such as featured positions in our tour packages, for partners that are actively engaged in sustainable operations.

Undiscovered Mountains expects its suppliers to adhere to a Code of Conduct, that includes the following responsible business practices:

- Complying with all local, regional, national and international regulations
- Respecting all human rights including labour rights, children's rights, and women's rights
- Committing to fair employment conditions
- Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
- Protecting children from (sexual) exploitation through tourism
- Protecting the environment and natural resources
- Acting in the best interest of local communities
- Protecting the interests of Undiscovered Mountains

Our complete supplier Code of Conduct is available here: [\[link to document/website\]](#).

Following a zero-tolerance policy, Undiscovered Mountains will immediately terminate any

relationships with suppliers that violate the Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights.

Undiscovered Mountains raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.

Undiscovered Mountains actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.

Undiscovered Mountains maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

Undiscovered Mountains prioritises working with partner agencies that adhere to the company's Code of Conduct.

In the entire process of developing and operating our travel packages, Undiscovered Mountains expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.

Undiscovered Mountains provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Transport

Undiscovered Mountains prioritises transport providers that adhere to the company's Code of Conduct.

When selecting transport for guests and business related travel, Undiscovered Mountains commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.

Undiscovered Mountains has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:

- Preferring ground transport over air transport for short-haul travel destinations
- Avoiding in-destination flights as much as possible
- Offering rail-and-bus transport to and from the airport
- Using public transportation options in the destinations
- Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
- Training drivers on eco-driving techniques
- Offering financial incentives to customers for Inter-European train travel over plane travel

- Including a tree by default for every package booked through Undiscovered Mountains, to off-set the GHG emissions from the client journey to our destinations irrelevant of whether the client has used Undiscovered Mountains for their travel to destination. The tree is planted on behalf of the clients in a re-wilding scheme via our partners Mossy Earth.

Accommodations

Undiscovered Mountains prioritises accommodations that adhere to the company's Code of Conduct.

In the accommodation selection process, Undiscovered Mountains considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.

Undiscovered Mountains favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions. Undiscovered Mountains prioritises multi-night holiday packages in hotels over itinerary (A to B) holiday packages to reduce water use and cleaning pollution.

Activities & Excursions

Undiscovered Mountains prioritises excursion providers that adhere to the company's Code of Conduct.

All excursions and activities run by or on behalf of Undiscovered Mountains respect local customs, traditions, cultural integrity, and natural resources.

Undiscovered Mountains commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.

Undiscovered Mountains gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Undiscovered Mountains has clear guidelines (Codes of Conduct) in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.

Undiscovered Mountains provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

Undiscovered Mountains commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of Undiscovered Mountains.

Undiscovered Mountains understands that guides are the intermediaries between the guests and the socio- cultural and environmental context of the destination, conveying the appropriate

behaviour to them.

Therefore, we make sure that all guides hired by or leading tours on behalf of Undiscovered Mountains have adhered to our Code of Conduct and have obtained nationally recognised diplomas for their activity which will have included sustainability training.

Undiscovered Mountains provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

Undiscovered Mountains prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.

Undiscovered Mountains aims to send visitors to secondary or lesser-known tourist areas to avoid over tourism.

Undiscovered Mountains does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

Undiscovered Mountains commits to positive contribution to the destinations in which we operate, by:

Sourcing locally and responsibly, and supporting local and traditional arts and culture

Encouraging guests to shop responsibly and educating them about illegal/prohibited forbidden souvenirs

Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination

Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

Undiscovered Mountains commits to environmental stewardship in the destinations in which we operate by:

Ensuring natural resources remain intact

Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, we maintain a clear privacy policy <https://undiscoveredmountains.com/privacy-policy> to ensure

- Legal compliance in all regards
- Customers and their data are protected
- Customers know how their information is being used

Marketing and communication

Undiscovered Mountains strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.

We honour our explicit and implicit commitments and promises.

We are anti-greenwashing and stand behind our sustainability claims 100%.

We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:

- Certified accommodations
- Compensation of their trips CO2 emissions via tree planting in a re-wilding scheme with our partners Mossy Earth
- Activities and excursions that benefit the local communities and environmental protection
- Responsible shopping and illegal souvenirs

Customer experience

The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):

- Health and safety
- Emergency procedures
- Privacy
- Group numbers
- Greenhouse Gas emissions and offsetting

- Transport
- Shopping
- Sexual exploitation
- Children in tourism
- Satisfaction and complaints

Undiscovered Mountains maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Sally Guillaume, who can be reached at sally@undiscoveredmountains.com.

Effective date

This policy is effective from 12/12/2022

Revision history

This policy was revised on 12/12/2022

This policy will be revised by

12/12/2023