

# oreavoyages

IL N'Y A PAS DE PLANETE B!



Notre politique de  
développement durable

# OREA VOYAGES IS A SMALL LOCAL AGENCY WITH A LOW ECOLOGICAL IMPACT, AND IT INTENDS TO STAY THAT WAY!

As a local travel agency committed to the various stakeholders in tourism, namely consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and excursion organizers, OREA VOYAGES understands its key role and influence in the sustainable development of tourism. Consequently, we are committed to promoting sustainability. We want to follow, implement, and promote good sustainability practices in order to maximize the positive impacts and minimize the negative impacts of our activities on tourism, and to encourage our clients and partners to do the same.

Our sustainability policy is divided into different themes. Each theme consists of a set of principles and corresponding practical actions. As this policy progresses, new themes and objectives may be added.

## 1. Sustainability management and legal compliance.

OREA VOYAGES is committed to sustainable management through the following actions:

- Have a designated person within our company who is responsible for sustainability coordination tasks;
- Have a sustainability mission statement that is communicated to customers, partners, and suppliers;
- Have an accessible, written sustainability policy aimed at reducing the negative social, cultural, economic, and environmental impacts of the company's activities, and which includes employee health and safety aspects;
- Collaborate and actively engage in external forums and working groups that support sustainability in tourism;
- Carry out a baseline assessment of the company's performance in sustainable practices;
- Have sustainability guidelines and an assessment system to identify the sustainability performance of key suppliers/partners;
- The best way to implement the company's sustainable development policy is to implement an action plan. Orea Voyages has adopted the "Travelife Action Plan" tool, which helps create new tasks for each category and makes it possible to implement, monitor, and provide the necessary solution wherever problems arise.
- Develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives, and targets;
- Ensure company transparency regarding sustainable development through reporting and communication;
- Ensure that all staff are fully aware of our sustainability policy and are committed to implementing and improving it.

OREA VOYAGES is of course committed to complying with all national legislation, regulations, and codes of practice.

## 2. Internal management: social policy and human rights.

OREA VOYAGES is a small family-run business (a co-managing couple and a third freelance family member) that currently does not employ staff. However, as part of modest medium-term growth, hiring staff or interns may be considered. In this event, we are committed to sustainable internal management through a clear, written, and well-communicated social policy that includes the following principles:



- Grant employees the freedom to take up employment and terminate their contract with notice (ideally at least one month) and without penalty.
  - Include working conditions in accordance with national labor law and a job description in the employment contract;
  - The wage rate must be stated in the contract and be equal to or higher than the national legal minimum wage;
  - Determine and compensate overtime on the basis of an agreement;
  - Provide medical and liability insurance in accordance with national legislation;
  - Grant employees fixed paid annual leave and sick leave, as well as compensation for unpaid annual leave;
  - Have an employee health and safety policy that complies with national legal standards;
  - Provide first aid kits and trained personnel at all relevant sites;
  - Comply with national provisions relating to the minimum working age;
  - Have documented and effective procedures that allow employees to express their complaints and expectations;
  - Have a clear disciplinary procedure that is effectively communicated to employees;
  - Have a system for measuring employee satisfaction on a regular basis;
  - Provide periodic guidance and training to employees on their health and safety roles, rights, and responsibilities. This includes fire safety and relevant natural disasters;
  - Create opportunities for students to participate in internships, placements, and apprenticeships;
  - Encourage employment opportunities for people with special needs;

OREA VOYAGES is committed to respecting human rights by ensuring the implementation of the following practices:

- State that we do not interfere with union membership, collective labor negotiations, and representation of members by trade unions;
- Participate in and comply with a collective bargaining structure for working conditions (sector-wide), if one exists locally.
- Prohibit discrimination in recruitment, employment conditions, access to training and positions of responsibility, or promotion, based on sex, race, age, disability, ethnic origin, religion/belief, or sexual orientation;
- Ensure that all employees have equal opportunities and equal access to resources and personal development opportunities through regular training and education;

### 3. Internal management: environment and community relations.

OREA VOYAGES is committed to environmental protection and improving community relations by ensuring the implementation of the following practices:

- Actively reduce the use of disposable and consumer goods;
- Promote the purchase of sustainable goods and services, office supplies and catering, promotional gifts, and merchandise;
- Buy products in bulk in order to reduce the amount of packaging materials;
- Set photocopiers and printers by default to double-sided printing or other paper-saving modes;
- Use non-hazardous, non-eutrophic, and biodegradable cleaning products certified by an eco-label, if they are available locally;
- Implement measures to reduce brochure waste or adopt an “Internet only” policy;



- Actively commit to measuring, monitoring, and reducing energy consumption;
- Calculate and offset CO2 emissions and compare different periods;
- Purchase green energy and high-energy-efficiency lighting for all areas, whenever possible;
- Turn off lights and equipment when not in use, use automatic on/off systems with timers or motion sensors, and set equipment by default to energy-saving mode, whenever possible;
- Prefer low-energy-consumption equipment when purchasing new items, taking cost and quality into account;
- Have an active water-consumption reduction policy, implemented and monitored monthly or annually for evaluation purposes;
- Use sustainable water supply sources that do not harm environmental flows;
- Install water-saving devices in toilets and reuse wastewater and/or collected rainwater;
- Comply with national legislation concerning waste disposal;
- Develop and implement a solid waste reduction and recycling policy with quantitative targets;
- Take measures to reduce the amount of packaging materials and do not provide non-recyclable or non-biodegradable packaging materials;
- Take measures to reduce the quantity of plastic drinking water bottles (non-refillable) used in the office;
- Separate all materials that can be recycled and organize proper collection and disposal;
- Implement waste-reduction methods in the use of ink and toner cartridges for printing and copying whenever possible;
- Recycle or properly dispose of batteries with the local specialist <https://afis.gr/>
- Comply with national legislation on wastewater treatment, ensuring that it is safely reused or discharged;
- Minimize and replace the use of harmful substances and properly manage the storage, handling, and disposal of chemicals;
- Use lead-free, water-based paints indoors and outdoors when they are available locally;
- Implement practices aimed at minimizing pollution from its buildings (to the extent that this can be controlled by the company);
- Measure and reduce staff-related travel and use more sustainable means of transport. Calculate emissions with the aim of reducing and offsetting them through a reliable locally available program;
- Financially encourage employees to use public transport or sustainable means of travel;
- Reduce transport-related impacts through teleworking, tele/video meetings, work-from-home policies, or other means;
- Properly maintain and monitor the company's motor vehicles in order to reduce emissions and energy consumption and ensure that they comply with legal emission standards,
- Periodically provide guidance, training, and/or information to all staff members on their roles and responsibilities regarding internal environmental practices;
- Comply with laws and regulations relating to land use, zoning, and protected or heritage areas in the planning, design, construction, renovation, operation, or demolition of company buildings and infrastructure;
- Contribute to the protection and preservation of important local historical, archaeological, cultural, and spiritual properties and sites, and do not hinder local residents' access to them;

#### 4. Partners and suppliers.

Based on an inventory of our main partners and suppliers, we have developed and implemented a policy aimed at improving their sustainability. Our goal is to make sustainable development tangible for each of OREA VOYAGES' partners.

We are committed to this by:



- Maintain a list of sustainability practices of accommodation providers and partner agents;
- In the medium term, work only with organizations that genuinely implement sustainability in their tourism policy;
- Minimize the ecological footprint of our activity by mainly traveling by public transport, working as paperlessly as possible, sorting waste, and using certified recycled paper;
- Pay attention to the local benefits for communities when selecting local accommodation and to their social policy for employees;
- Raise awareness among key partners about sustainable consumption by organizing (online) campaigns and training;
- Inform key partners about Travelife standards and national tourism standards;
- Regularly assess the sustainability practices of our main partners to ensure that their practices are genuinely sustainable;
- Inform key partners of the travel company's sustainability policy and that they are expected to comply with it and/or communicate it to end customers, where relevant;
- Motivate inbound and outbound partners to participate in sustainability training for travel companies;
- Ultimately have a written contract with partner agencies regarding their concrete commitment to a sustainable development policy
- Immediately cease any activity with a partner that fails to take adequate measures to prevent the sexual exploitation of children within the direct supply chain;
- Ensure that partner companies comply with all relevant national laws protecting employees' rights;

## 5. Transport

By all means, OREA VOYAGES strives to ensure that the vehicles used during tours do not cause above-average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to reduce the average level of pollution.

We are committed to this by:

- Choose the most sustainable options, taking price and comfort into account, when selecting means of transport to the destination;
- Including sustainable (public) transport to the starting point of the international/long-distance trip;
- Consider and give preference to more sustainable alternatives when selecting transport options for transfers and excursions at the destination, taking price, comfort, and practical considerations into account;
- Integrate and/or promote one or more sustainable holiday products/packages based on a recognized methodology, including sustainable transport, sustainable accommodation, and sustainable activities.
- Renew our vehicle fleet (currently one vehicle for our travel and transfers, less than 5 years old) in the medium term with a hybrid vehicle, or a 100% electric vehicle if charging infrastructure in the Cyclades develops sufficiently.

## 6. Accommodation

OREA VOYAGES strives, in the medium term, to establish a fully sustainable tourism supply chain. Partner accommodations play an important role in this regard and are encouraged and motivated to adopt sustainable practices.

We are committed to this by:



- Select accommodation that meets sustainability and quality standards, paying particular attention to the following:
  - *Do they have a signed sustainability contract?*
  - *Do they have a water-saving program?*
  - *Do they have an energy-saving program?*
  - *Do they have a waste management program?*
  - *Do they have an energy-consumption reduction system?*
  - *Do they have a sustainable supply chain?*
  - *Do they have a child protection policy?*
  - *Do they carry out CSR activities?*
  - *Do they train their employees in health and safety?*
- Motivate and encourage partner accommodations to obtain sustainable certification;
- Prefer and select accommodations that are locally owned and managed;
- Choose accommodations that employ local communities;
- Ask accommodations to provide evidence clarifying their sustainability objectives and strategies;
- Have accommodations sign a sustainability addendum;
- Encourage accommodations to follow best practices/training in responsible tourism;
- Encourage accommodations to complete the sustainability questionnaire in order to better understand their practices;
- Clearly and actively communicate our sustainability objectives and our requirements for facilities for contracted accommodations and other relevant accommodations;
- Give clear preference to accommodations that work with internationally recognized certification (for example, recognized by the GSTC) and/or Travelife;
- Offer incentives to accommodations that actively engage in sustainability;
- Ensure that children's rights are respected and safeguarded through our accommodation supply chain;
  - Introduce into contracts throughout the value chain a clause stating a common policy of repudiation and zero tolerance regarding the sexual exploitation of children;
  - Train future employees on children's rights, the prevention of sexual exploitation, and how to report suspicious cases;
  - Support, collaborate with, and engage stakeholders in the prevention of the sexual exploitation of children;
- Work with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage, while respecting the intellectual property rights of local communities;
- End cooperation with accommodation providers in the event of clear evidence that contracted accommodations jeopardize the integrity of essential services such as food, water, energy, healthcare, or land for neighboring businesses;

## 7. Excursions and activities

OREA VOYAGES places very great importance on the well-being of animals and communities, and we offer tours that leave only a minor footprint. We preserve the authenticity of communities and the natural environment, and we are firmly opposed to any harm to wildlife and to environmental pollution.

OREA VOYAGES is committed to this by:

- Maintain an inventory of environmentally or culturally sensitive excursions offered in each destination;



- Advise customers on standards of behavior during excursions and activities, with an emphasis on respect for local culture, nature, and the environment;
- Communicate our sustainability objectives and requirements to contracted excursion providers and other relevant providers by disseminating this information through codes of conduct, representation agents, social media, emails, discussions, and/or meetings, in order to minimize negative impact on visitors and maximize enjoyment;
- Do not offer excursions that harm human beings, animals, plants, natural resources such as water and energy, or that are socially and culturally unacceptable;
- Do not offer excursions during which wild animals are held in captivity, except for duly regulated activities that comply with local, national, and international legislation;
- Do not partner with companies that harvest, consume, display, sell, or market wildlife species, except as part of a regulated activity that ensures their use is sustainable and complies with local, national, and international law;
- Use qualified and/or certified guides to guide our guests at sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
- Promote and advise our clients on excursions and activities that directly involve and support local communities through the purchase of services or goods, traditional crafts and local (food) production methods, or visits to social projects;
- Promote and advise our clients on excursions and activities that support the local environment and biodiversity, such as visits to protected areas or environmental protection projects;

## 8. Tour leaders, local representatives, and guides

OREA VOYAGES promotes a fair and safe working environment that supports and respects local communities.

We are committed to this by:

- Prefer to work with local tour managers, local representatives, local tour guides, porters, drivers, cooks, and other local staff where capabilities are equal, and provide training where necessary;
- Ensure that our local partners comply with all applicable international, national, and local laws and regulations, minimum industry standards, and any other relevant legal requirements, according to whichever requirements are stricter;
- Pay tour organizers, local representatives, guides, porters, and other local staff contracted by us at least a living wage equal to or higher than the legal minimum or the relevant industry standard;
- Ensure that our tour guides, hosts, and other employees of our contracted local partners are qualified and regularly trained;
- Ensure that our local partners' employees are informed of the relevant aspects of our sustainability policy and comply with it, through newsletters, references or addenda to contracts, emails, or training and information sessions;
- Offer a special module on *sustainable travel* in the training program for local tour guides and hosts, highlighting the main aspects of responsible tourism, followed by the role expected of employees. This module will also include knowledge of the destination and its relevant sustainability aspects;
- Ensure that our tour leaders, local representatives, and guides inform clients about relevant sustainability issues in the destination (for example, protection of flora, fauna, and cultural heritage, use of resources), social norms and values (for example, tipping, dress code, and photography), and human rights (for example, sexual exploitation);
- Train our tour guides and local representatives in the prevention of the sexual exploitation of children. This will include training on how to verify requirements regarding the exclusion of the sexual exploitation of children;

 Ensembles, préservons notre planète ! 

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## 9. Destination

OREA VOYAGES seeks to maximize positive impacts and minimize negative impacts at the destination in order to ensure the sustainable development of the places where we operate.

We are committed to this by:

- Take sustainability aspects into account in the process of selecting new destinations and, where appropriate, offer alternative, non-traditional destinations;
- Do not select destinations where tourism causes structural negative local effects (unless the company's involvement leads to clear compensatory effects);
- Consider selecting new destinations that are accessible by more sustainable means of transport;
- Comply with legal regulations relating to land-use planning, protected areas, and heritage. Also comply with the destination management strategies of local, regional, and national authorities;
- Support initiatives that improve relations between accommodation providers and local producers;
- Approach the municipalities of our destinations (the Cyclades) so that they actively cooperate in our project.
- Influence and support local government (if possible, with other travel companies and stakeholders) regarding sustainability, destination planning and management, the use of natural resources, and sociocultural issues;
- Support biodiversity conservation, especially protected areas and areas of high biodiversity, through financial contributions, policy support, and integration into product offerings;
- Do not promote souvenirs containing threatened flora and fauna species, as indicated in the CITES treaty and the IUCN Red List, or historical and archaeological objects (unless permitted by law);

## 10. Communication and customer protection

The well-being of customers and the information provided to them are very important to us. At OREA VOYAGES, we ensure clear and consistent communication and a high level of protection for our customers.

Before booking, we commit to:

- Make a company guideline for customer consultation available, which is followed by customer advisors;
- Ensure that customers' privacy is not compromised;
- Respect relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than what is delivered;
- Ensure that product and price information is clear, complete, and accurate regarding the company and its products and services, including sustainability claims;
- Provide destination information, including sustainability-related aspects, that is factually correct, balanced, and complete;
- Inform customers about the environmental impact of different transport options for reaching the destination (when these are not included in the package), and offer sustainable alternatives where appropriate;
- Promote, in the medium term, sustainable (certified) accommodations, excursions, packages, and/or transport options using logos or other messages, ensuring that they are recognizable to consumers and presented as the "best" option;
- Inform the customer about sustainable alternatives in accommodation, excursions, holiday packages, and transport, where relevant;
- Clearly inform direct (potential) customers of our sustainability commitments and actions;

After booking and during the holiday, we are committed through the following actions:



- Provide consumers with information about the natural environment, local culture, and cultural heritage of the holiday destination;
- Inform consumers about the main sustainability aspects and issues of the destination and provide recommendations on how to make a positive contribution;
- Inform customers about health and safety risks and precautions in the destination;
- Keep a contact person and a telephone number permanently available for emergency situations;
- Train all our partners and make guidelines available on how to handle emergency situations;
- Provide customers with documented guidelines and/or codes of conduct for sensitive excursions and activities, in order to minimize negative impact on visitors and maximize enjoyment. Wherever possible, the guidelines are developed in collaboration with relevant NGOs and the affected community;
- **Although our destinations are in no way concerned**, provide customers with information on commercial, sexual, or any other form of exploitation and harassment, especially involving children and adolescents;
- Inform customers about the applicable legislation regarding the purchase, sale, import, and export of historical or religious objects and items containing materials from threatened flora and/or fauna in the destination;
- Encourage customers to use local restaurants and shops, where appropriate;
- Inform customers about sustainable transport options in destinations, wherever possible;
- Encourage customers to donate to local charities and sustainable initiatives;

After the holiday, we commit to:

- Systematically measure customer satisfaction and take the results into account to improve services and products;
- Include sustainability as an integral part of customer satisfaction research;
- Have clear procedures in place in the event of customer complaints;

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JEAN-MARIE LEPESANT, CO-MANAGER AND DIRECTOR.



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