

SUSTAINABLE POLICY OF ILES PHILIPPINES

Our mission:

Iles Philippines is the result of a French and Filipino marriage. Throughout the years, we have worked to bring our agency as one of the most welcoming companies among French-speaking travelers to the Philippines.

Our goal is to exceed your expectations and go beyond the simple service of a travel agency.

As travel specialists, we always try to evolve, we always take our customers' feedback into account, and we use it to our advantage to always improve. We are a small company that manually creates tailor-made itineraries for our clients.

We are advocates of responsible tourism and sustainability and work with like minded accommodations and tour operators that embraces Eco-friendly practices.

Another thing that sets us apart is our first-hand experience of each destination, tour, and accommodation that we recommend. If it's here, then we've been there. To this day, we continue to discover new destinations, unique tours, and hidden oases.

Purpose:

The purpose of this sustainable policy is to integrate the best we can a sustainable behavior for our business at work and for our travelers.

Scope:

We try our best for our office, for our employees, supplies and consumptions to follow a sustainable development, save, recycle in a safe environment.

For our travelers we continuously provide impeccable services during creation and travel in the Philippines, taking into consideration transportation, excursions, travel partners such as tour operators and hotels to always promote sustainable development as much as permitted.

Within this scope, our policy regarding sustainable development is as follows:

- We provide a welcoming environment for work for our employee following legislation
- Our space is safe and provide a healthy work environment
- We encourage sustainable consumption for the office, recycling the more we can, using eco-friendly or recycle office supplies, keeping our energy/water consumption as low as possible.

- We always support “green purchase” for office needs when possible with energy reduction in mind for any new purchase
- We have an energy reduction policy, using relatively new appliances which does not consume much electricity, using air conditioning (which has inverter) and fan only when needed, the office is well lit to lights are only necessary at night, turning on and off appliances when needed.
- criteria for additional accommodation partners: We use only few accommodation partners, we only select small structures and avoid big structures. We try our best to select places close to nature which respect the environment such as solar heater, solar panels, recent air conditioners with inverter,... to monitor it, we do pay a visit to most our partners. Of course it does depend on what is available for each destination, but we try our best when choosing.
- If a contracted accommodation has been found to jeopardize the integrity of and the local community's access to essential resources, essential services, access to livelihood, and access to important sites, we reserve the right to terminate the contract without warning.
- selection process for new destination: we only offer the Philippines, but every time we add up a partner or a new island, we consider several criteria among them the sustainability of the accommodation, local tour provider/tour operator or ways this could support local communities.
- for our partners we assess their engagement in sustainable tourism to see where they are at.
- we consider sustainability when adding new product such as destination/hotel/excursion.
- We only work with partners that are in full compliance with local law, including for the employment conditions, child labor and environment conservation.
- we provide sustainable alternatives when possible for our travelers and assess all options to prioritize sustainable options.
- we continue to provide services only local guides to support local communities.
- we continue providing thoughtful arrival gifts to avoid one time use plastic during vacations (such as reusable beach bags, bamboo straws,...)
- Criteria for sustainable excursions:
 - **Each excursion is analyzed.**

we **experience** all our excursions that we get from suppliers, some of them we adapted them to be more sustainable (example: we removed lunch on a boat on a tropical river, to replace it by lunch along the river).

We **trained** local supplier to not throw anchor to protect the corals (implemented directly by the guide), and taught as well not to "chase" animals such as dolphins with the boat, as this is common practice here.

We **implement** strictly taking local guides policy, we do not allow any foreigner guides, even though non of the local guides speak French and our number one market is French visitors.

- we continue to support locals by always advising our customers on little activities or restaurants outside of their hotels in order to support the local communities
- Customer privacy policy: We keep information for the only purpose of booking the trip in safe working environment.

This policy has been accepted and implemented in our travel agency in February 2025 and it is decided to share it with all employees, travelers and business partners for informational purposes.

