



Altai France

Disclosure Report
Date Submitted: July 10th, 2024



Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company



Disclosure Questionnaire

Industries and Products

	Yes	No
Please indicate if the company is involved in production of or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	☐	☒
Biodiversity Impacts	☐	☒
Chemicals	☐	☒
Disclosure Alcohol	☐	☒
Disclosure Firearms Weapons	☐	☒
Disclosure Mining	☐	☒
Disclosure Pornography	☐	☒
Disclosure Tobacco	☐	☒
Energy and Emissions Intensive Industries	☐	☒
Gambling	☐	☒
Genetically Modified Organisms	☐	☒
Illegal Products or Subject to Phase Out	☐	☒
Industries at Risk of Human Rights Violations	☐	☒
Monoculture Agriculture	☐	☒
Nuclear Power or Hazardous Materials	☐	☒
Payday, Short Term, or High Interest Lending	☐	☒
Water Intensive Industries	☐	☒
Tax Advisory Services	☐	☒

Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	☐	☒
Breaches of Confidential Information	☐	☒
Bribery, Fraud, or Corruption	☐	☒
Company has filed for bankruptcy	☐	☒
Consumer Protection	☐	☒
Financial Reporting, Taxes, Investments, or Loans	☐	☒
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	☐	☒
Labor Issues	☐	☒
Large Scale Land Conversion, Acquisition, or Relocation	☐	☒
Litigation or Arbitration	☒	☐
On-Site Fatality	☐	☒
Penalties Assessed For Environmental Issues	☐	☒
Political Contributions or International Affairs	☐	☒
Recalls	☐	☒
Significant Layoffs	☐	☒
Violation of Indigenous Peoples Rights	☐	☒
Other	☐	☒



Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	☐	☒
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	☐	☒
Company prohibits freedom of association/collective bargaining	☐	☒
Company workers are prisoners	☐	☒
Conduct Business in Conflict Zones	☐	☒
Confirmation of Right to Work	☐	☒
Does not transparently report corporate financials to government	☐	☒
Employs Individuals on Zero-Hour Contracts	☐	☒
Facilities located in sensitive ecosystems	☐	☒
ID Cards Withheld or Penalties for Resignation	☐	☒
No formal Registration Under Domestic Regulations	☐	☒
No signed employment contracts for all workers	☐	☒
Overtime For Hourly Workers Is Compulsory	☐	☒
Payslips not provided to show wage calculation and deductions	☐	☒

	Yes	No
Sale of Data	☐	☒
Tax Reduction Through Corporate Shells	☐	☒
Workers cannot leave site during non-working hours	☐	☒
Workers not Provided Clean Drinking Water or Toilets	☐	☒
Workers paid below minimum wage	☐	☒
Workers Under Bond	☐	☒
Other	☐	☒

Supply Chain Disclosures

	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	☐	☒
Child or Forced Labor	☐	☒
Negative Environmental Impact	☐	☒
Negative Social Impact	☐	☒
Other	☐	☒



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation and Arbitration

Issue Date	2018-2024
Topic	Litigation and Arbitration related to Customers and Clients
Summary of Issue	Altai France is a company that organizes nature and adventure trips for its customers. In the past five years, the company has faced 12 litigation and arbitration cases related to the following issues: - 2019 - 2024: 10 litigation cases related to contract disputes with customers and clients involving matters such as invalid passports, booking errors, flight delays, flight services, program modifications, and cancellation fees. Of these, 8 cases have been settled and closed, 1 case is still pending, and 1 case is in the appeal process. - 2018 & 2024: 2 litigation cases concerning accidents during company-organized trips that resulted in severe injuries to customers. Both cases are still pending.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The total value of the cases is as follows: - The 8 settled contract dispute cases amounted to 0.08% of the company's revenue. The 2 pending cases are estimated at 0.01% of the company's revenue. - The 2 pending litigation cases related to the accident during the organized trip are estimated to be worth 0.005% of the company's revenue.
Impact on Stakeholders	Customers and clients were impacted by these cases. In addition, changes made following these cases impacted suppliers relationships
Resolution	Cases related to customers were mediated by the tourism mediator and settled without payment. However, several cases are still pending and/or awaiting judgment.
Management Practices	Over the past five years, the company has taken specific actions in response to various cases, particularly disputes with customers regarding issues such as invalid passports, booking errors, flight delays, service problems, program changes, and cancellation fees. The following actions have been implemented: 1. All travel agents in direct contact with customers have received training on customer satisfaction and tourism regulations, ensuring they can accurately advise customers on

	any updates to their trips. 2. An Accident Management Plan has been established for all high-risk trips. 3. Travel advisors are now required to verify customer details against official identification and ensure that the information is correct. 4. Travel advisors are instructed to inform clients about cancellation fees and offer the option to purchase additional insurance, allowing customers to cancel without fees. They are also tasked with helping customers understand VISA formalities. 5. The company has opted not to provide information about alternative transportation to avoid complaints related to unreceived benefits. Regarding litigation cases involving accidents during company-organized trips that resulted in severe customer injuries, the company has conducted a thorough review of its security processes with suppliers.
Related Incidents (Yes/No)	No