



Terres d'Aventure

Disclosure Report

Date Submitted: October 28th, 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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration Case A Case B	<input checked="" type="checkbox"/>	<input type="checkbox"/>
On-Site Fatality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Significant Layoffs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Operations located in sensitive ecosystems

Terres d’Aventure reported having operations located in sensitive ecosystems in the past five years. Certified B Corps must make this transparent under their B Corp Profile.

Having operations located in sensitive ecosystems can impact the flora, fauna, and quality of the ecosystem (e.g. noise & light pollution from the facilities, spills, air/soil/water pollution owing to the company's operations). In addition to the environmental risks, there is a risk of negatively impacting the local communities.

For more information about the company’s practices regarding this topic, please visit the company’s webpage/ sustainability report, accessible [here](#).



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation & Arbitration

Issue Date	2021
Topic	Litigation cases related to clients unsatisfied with their travel experience and services received
Summary of Issue	<p>Terres d'Aventure is a French based tour operator agency specialized in organizing and selling adventure trips, safaris, and a host of other outdoor travel activities to their clients . In the past 5 years, the company has had 40 litigation cases brought against them by unsatisfied clients otherwise referred to here as passengers. They requested reimbursement because they didn't enjoy the travel experience and services received.</p> <p>Case 1 involves disagreement over indemnity fees requested by an unsatisfied client (a family comprising 8 persons) upon return from a tour in Cuba, claiming that the services received did not meet their expectations. The client requested for 100% reimbursement of their tour and as Terres d'Aventure contested the request and an agreement could not be met, despite intervention by the French Tourism and Mediation agency (MTV) the client then decided to file a lawsuit against the company. The case is still pending in the court with remote likelihood to lose by the company.</p> <p>Case 2 involves lawsuits brought up by 40 unsatisfied travel guests onboard a cruise ship managed by Terres d'Aventure, heading to Antarctica. The unsatisfied clients requested full reimbursement because of an abrupt change of travel itinerary made by the boat captain. This was triggered by poor weather conditions and rough sea routes leading to an accident in which one passenger fell off onboard and got injured. The boat captain decided to go back to Ushaïa (the starting harbor) so that the passenger could receive medical care. The trip to Antarctica was canceled and could not be rescheduled due to weather conditions and time constraints. It was not possible to evacuate the injured passenger by helicopter due to the weather conditions at that time.</p> <p>The company later offered all passengers an emergency alternative cruise to the Falkland Islands including an indemnification and the possibility to re-do the Antarctica cruise for half the price they initially paid at a later date. While some</p>

	<p>clients accepted this offer, others did not, and went on to request full reimbursement of the amount they paid for the trip. Terres d'Aventure contested and those passengers who disagreed with the company's propositions filed individual lawsuits against the company.</p> <p>The 40 litigations related to this case have been closed and the court decision was against the company. The company paid the corresponding indemnity fees.</p> <p>There was no complaint or legal action filed against the company by the injured passenger.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	<p>Case 1 is still pending with remote likelihood to lose by the company. The financial value for the pending court case represents approximately 0,04% of their FY2021 total revenue. Case 2 was closed and the court asked the company to pay indemnity fees to clients This was 0,12% of their FY2021 total revenue.</p>
Impact on Stakeholders	<p>Case 1 a family of 8 were impacted and requested full reimbursement and in Case 2, 40 Clients were dissatisfied and requested full reimbursement.</p>
Resolution	<p>Case 1 is still pending with remote likelihood to lose by the company.</p> <p>Case 2: All 40 litigation cases have been-closed and the company has paid the corresponding fees ordered by court appeals judgment.</p>
Implemented Management Practices	<p>Regarding case 1, the company designed and implemented more precise guidelines on how to organize tours in Cuba which is a complex destination to operate at the moment. Meanwhile for Case 2, the company changed their travel procedures to require email confirmation from travel guests regarding any emergency changes in the itinerary during their trips.</p>
Related Incidents (Yes/No)	No.



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation & Arbitration

Issue Date	2018-2022
Topic	25 Arbitrations cases brought up by travel guests who were unsatisfied with their tour experience
Summary of Issue	<p>In the past 5 years, the company has had 25 arbitration cases as a result of disagreement over financial reimbursement claims made by unsatisfied travel guests. The travel guests (clients) complained about the quality of the tour services (travel experience and accommodation), in addition to other issues such as flight cancellations, changes in destination, anticipated departure and loss of luggage.</p> <p>The company did not agree on the financial claims requested by travel guests as indemnity for the issues mentioned above. As a result, the travel guest contacted the French Tourism and Mediation agency (MTV) to reassess their claims and find a solution for both parties. The arbitration body confirmed that the financial reimbursement offered by Terres d'Aventure was appropriate, and that the amount requested by the clients was not appropriate. This led to the clients accepting the company's initial financial reimbursement package. All 25 cases have been closed and the travel guests received financial payment from the company as indemnity.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The total settlement payments made by the company for the 25 cases represented <1% of the company's total revenue.
Impact on Stakeholders	Clients are the main stakeholders impacted. The company was also impacted financially.
Resolution	Through the intervention of the French Tourism and Travel Mediation agency (MTV), all 25 cases have been resolved and settlement payments were made by the company to affected customers.
Implemented Management Practices	All client complaints and arbitration cases lead to an analysis of the problem, after which they take actions to improve the quality of each individual topic. For example, when an accommodation is not reaching the level of satisfaction defined in our standards, the company works with their local partners to find alternative accommodation. When a French language guide rating is not reaching the level required, they organize French lessons for

	them. When a tour at a certain moment of the year has a high probability to be affected by climate change, Terres d'Aventure adapts the departure date of this tour and only proposes moments when climate statistics give them the confidence to organise the tour in an appropriate way for their customers.
Related Incidents (Yes/No)	No.