



La Folie Lodge

Sustainability Management and Policies

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A. Sustainability Management

Statement

At La Folie Lodge, we embrace a profound commitment to environmental sustainability, recognizing the significance of our role in preserving the natural splendor that surrounds us. This policy serves as a guiding beacon, steering our efforts towards a harmonious coexistence with the environment and the communities we touch. By aligning our sustainability goals and values, we embark on a transformative journey to safeguard our planet's precious resources for generations to come.

We set forth clear and measurable objectives that echo the heartbeat of our sustainability vision. Aligned with our core values, these objectives encompass energy and water conservation, waste management, carbon footprint reduction, biodiversity preservation, and meaningful community engagement. Each objective shall be a milestone on our path to a more sustainable future.

Environmental

1. We comply with legal requirements of environmental legislation and regulations.
2. We record energy consumption (water, electricity, gas...) and kWh / CO2 emissions.
3. We aim to reduce our consumption of electricity (kWh) by 5% for the season 2024-25 as part of our appliance improvement program.
4. We aim to improve our filtration system for laundry water, and switch to bio-safe products as soon as possible.
5. We are in the process of assisting the local authorities to launch trash collection on the island
6. We aim to source new systems and technologies to conserve more energy, such as biofuel, solar, wind.
7. We work with our suppliers to include and improve sustainable practices into our supply chain
8. We raise awareness of our environmental commitments with our employees, clients, suppliers, and the local community.
9. We are protecting and enhancing neighbouring ecosystems, (we use local manure, composting systems, rice husk,...)
10. We aim at reducing single use plastic and non recyclable waste (water bottles by 2024, bathroom amenities...)
11. We aim to experience and develop the new policies setup during our certification process with Travelife to reduce water usage, energy usage, was
12. We aim to continue to develop our offers promoting sustainable interactions with the local community and the natural beauty of the region.



Stakeholders and Community Engagement

As we welcome guests into our haven, we inspire them with our sustainability story. Through in-room materials, informative signage, and communication platforms, we inform our guests about our efforts, encouraging them to join us in leaving a positive impact on the environment during their stay.

Our sustainability, community, and projects, are described in detail on our website:

www.lafolie-laos.com

Sustainability Report

A sustainability report is produced yearly to report on the various projects, goals, achievements, and progresses made. It includes more details, measures, reports of the various aspects of our sustainable policy and projects.



B. Labor and Human rights policies

Policy Statement:

Our employees are the soul of La Folie Lodge's sustainability ethos. Through comprehensive training programs, engaging workshops, and regular communication channels, we nurture a culture of awareness and active participation in our sustainability endeavors.

This policy is implemented and regulated by Mr Kao, Human Resources manager of La Folie Lodge, and Chief of Don Daeng Communities.

Policy Description:

Recruitment: La Folie Lodge does not discriminate based on race, gender, age, religion, disability, or any other legally protected characteristic during recruitment, employment, training, promotion, or termination processes.

Employment terms and conditions: The terms and conditions are described clearly in the employees' contracts, in their language, and explained in presence of the Human Resources manager, before signature.

General working conditions: Employees' working hours comply with local laws and are set to maintain a healthy work-life balance. Employees have access to the "staff village", where they can rest, eat, drink, use bathrooms.

Guests, community, suppliers and sub-contractors: We apply the same ethos with all stakeholders related to La Folie Lodge.

Trainings: We offer trainings to our employees about various matters including sustainability policies so they understand and are actively involved in the achievement of our objectives and targets.

Fair Compensation: We provide competitive wages and benefits in accordance with industry standards and local regulations.

Occupational Health and Safety: Measures are implemented to protect employees from work-related hazards and ensure a safe working environment.

Grievance Procedure: A clear and grievance procedure is in place to address employee concerns and complaints.

Trade union: Employees are allowed to join a trade Union and to meet up in working hours to discuss employment-related issues. If a trade union is not available, we allow them to form their own association and elect a spokesperson to discuss employment issues



C. Local community & Ethics Policy

Policy Statement:

We believe that sustainability thrives when we unite in purpose. Engaging a diverse range of stakeholders, including employees, guests, suppliers, local communities, and regulatory bodies, forms the foundation of our comprehensive and inclusive approach to sustainability.

We are committed to operating our business in a way that helps to preserve and promote the culture and heritage of the destination as well as the local economy.

Together, we build bridges of cooperation and collective action.

Our Goals and achievements

- Supporting the local economy
 - 94.8% of the team is from the island (3 “outsiders” out of 58 full time employees). Each revenue means income for a family (usually 3 generations can live under the same roof)
 - 100% transparency in taxes collection with external accounting firm (anecdote: La Folie Lodge used to be the 1st taxpayer of Southern Laos, paying more taxes than some hydropower industries...). Since 2023 we have now join the pilot program of the Tax departments to declare our taxes online (reducing further our carbon footprint)
 - We buy as much as possible local products for the restaurant (cf procurement policies)
- Respecting and protecting local culture, traditions and way of life
 - We respect and promote the rich local culture. We offer the possibility for guests to experience various local experiences organized by people of the island.
 - We never prevent a staff from joining a cultural or traditional event all year long: from special fishing season, rice planting season, rice harvesting season, weddings, funerals...
 - We prevented in 2021 the illegal attempt from a large corporation to seize most of the agricultural land on the island, by petitioning and gathering testimonies from villagers.
- Supporting initiatives that improve the community every year
 - We support school renovations (3 projects completed, 1 in progress), the medical dispensary renovation and training of their nurses.
 - In 2022, we funded the crematorium and new community garden for the village of Ban Hua Don, as well as the new road going at the back of the Lodge, much wider for tractors to drive through.



- Supporting and protecting access to essential resources and services
 - We do not cut access to anything for the local community, on the contrary, we support the renovation of roads and infrastructure, allowing people to move more freely. We also offer some land for villagers' cows and buffalo. The electricity was brought to the island thanks to the construction of the hotel in 2007.

Implementing procedures, assessing progresses, communicating:

Mr Kao, Human Resources Manager and Chief of the communities, is in charge of overseeing our relations with the island, and ongoing projects. On a quarterly basis, the management and chairman of the Lodge meet with Mr Kao to discuss the progress and new challenges.

Our achievements are proudly advertised on our website as well.

Child Protection Policy

La Folie Lodge is committed to providing a safe and secure environment for children. We have zero tolerance for any form of child exploitation or abuse. The staff have been trained to understand, recognize, and act in case of child exploitation.

Background Checks: staff undergo background checks to ensure they are old enough according to the local regulation.



D. Quality Assurance

Policy Statement:

We have procedures in place to ensure we are monitoring guests and staff feedback and making any necessary changes to our business as a result of that feedback.

Our Commitment

We are committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders. We regularly seek feedback from our staff and guests about their experience with us and use this information to continually improve our operations.

How do we maintain standards?

- The management team is responsible for following up with the various departments of the hotel.
- Senior staff in each departments are responsible for supervising their departments and junior staff.
- Regular trainings are conducted.
- Constant monitoring and reporting processes are in place in each department to ensure proper operations.

How do we collect guests feedback?

- La Folie Lodge is a small property, we never miss an opportunity to make sure that our guests are enjoying their stay.
- We offer feedback forms in the hotel directory in room.
- A feedback form is now sent automatically sent to guests who booked through direct bookings.
- For guests who booked through online travel agencies (Agoda, Booking.com...) we receive their feedback as part of their review on the extranets of those platforms.
- For guests who booked through travel agency, we discuss the feedback once a year following the season.

By taking care of every guest individually, and by ensuring a possibility for their to share their feedback no matter their sources of booking, we have a very clear idea of the general feedback and we act on it accordingly as described below:



Did we take guests feedback into account?

- New spa open in 2019 (an activity that was requested for many years)
- New showers (2019- still in progress)
- Cheaper menu (since 2022, biggest menu update since 2017)
- New Yoga Sala (since 2023, soft opening this season)
- New bicycles (2023, ¾ of the fleet replaced by mountain bikes by 2023 season)
- New minibars (2023-24 – investment has started)
- More sun loungers for the pool deck (bigger pool deck since 2018)
- Water glass bottles (2025)

Senior management discussed guests feedback on regular basis, so by the end of the season, with tour operators feedback combined, we are aware of any issue that arised during the season.

Staff Feedback

We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback:

Public: General meetings are arranged with the team where everyone is welcome to share their feedback and opinion.

Individual: A feedback and grievance procedure is in place for staff. They are reminded of this possibility in their contract, and in the staff village community board. They have access to an “anonymous box” in which they can share their feedback. Since many of the employees do not know how to write or read, they usually go their own way, by getting in touch with senior management.

Staff are notified of changes that have been made as a result of the feedback at a monthly team meeting.

Did we take staff feedback into account?

- We built dedicated storerooms for each team in 2019 (gardeners, boatmen, maintenance...)
- We built new additional toilets and showers in staff village in 2020
- We arrange flexible shifts for staff who have activities they need to attend to (mothers, rice farmers, fishermen...)
- We built a pétanque court for employees (and guests) to play.



E. Health and Safety Policy

Policy Description

We are committed to operating your business in a way that promotes the health, safety and wellbeing of our employees, guests, and community.

The hotel management is responsible for notification of accidents, occupational diseases and dangerous occurrences that occur in the workplace. Policies are in place to prevent, report and respond to Health and Safety issues in each department.

Our Commitments

The hotel has health and safety system which includes:

- Full compliance with relevant legal requirements
- Creating and maintaining a safe and healthy environment and elimination of conditions that could result in activities with non-negligible probability of adverse effects.
- Continuous training, development and evaluation of the adequacy of staff in the use of machinery and equipment, use of chemicals and manual handling and continuous awareness of health and safety at work.
- Distribution to all staff of all necessary equipment, information and training on safety
- Provision of staff and any other party deemed necessary, all necessary personal protective equipment and training in the use, storage and maintenance. The hotel staff have the responsibility to take all necessary measures and precautions for the health and safety for the workers and any other persons who may be affected by its operations.
- Continuous observation of the operation of the health and safety system and adjust to improve its performance
- FIFO and labeling of products to observe expiry dates
- Daily checking of fridges temperature.
- Cleaning of all floors and cookings/dining areas after service



F. Risk Management Policy

Policy Statement:

La Folie Lodge is dedicated to identifying, assessing, and managing risks to protect our guests, employees, and assets. Safety first !

Policy Description:

Risk Identification: Regular risk assessments are conducted to identify potential risks across various aspects of the lodge's operations.

Training are provided yearly for first aid and fire safety

Thermites inspections and treatments are conducted every 6 months.

Equipment inspection, maintenance and replacement is regularly conducted.

The garden is maintained to mitigate fauna's intrusion risks in the perimeter of the hotel.

Risk Mitigation: Mitigation plans are developed to minimize the impact of identified risks.

Insurance Coverage: Adequate insurance coverage is maintained to protect against potential event.

The Mekong level is monitored during the monsoon with the Mekong River Commission station of Pakse: <http://ffw.mrcmekong.org/stations.php?StCode=PKS&StName=Pakse>



G. Procurement Policy

La Folie Lodge has always considered local solutions before anything else, particularly considering its “isolation” on Don Daeng Island, thus most of the Lodge was built by local people with local materials.

This green procurement policy provides guidance in the purchasing of products and services that meet the sustainability goals of our La Folie Lodge.

We purchase as much as possible **goods** produced locally, such as fruits, vegetables, meat and seafood from Pakse fresh market. We improved our menu to reduce the use of imported products.

We give priority to local **services** providers for most of our needs. We only rely on international suppliers for software solutions or special technology solutions (pool filter, IT equipment). Most of the Lodge was built by local people with local material.

When purchasing or replacing electrical equipment, we always research and consider several factors:

- Energy efficiency (e.g. light bulbs, fans, air conditioners...)
- Durability (e.g. air conditioning units, boat engines)
- Safety (e.g. bathroom amenities organic and free from harsh chemicals)
- Certifications/labels

We actively look for suppliers who are committed to fair labour practices and respecting human rights.



Responsibility

By upholding our policies, La Folie Lodge exemplifies the union between elegance and responsibility.

We strive to make every footprint a testament to our commitment to sustainability, crafting a legacy that transcends time and leaves a flourishing, sustainable world for all.

This document has been reviewed and signed by the sustainable team:

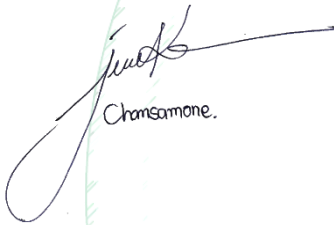
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