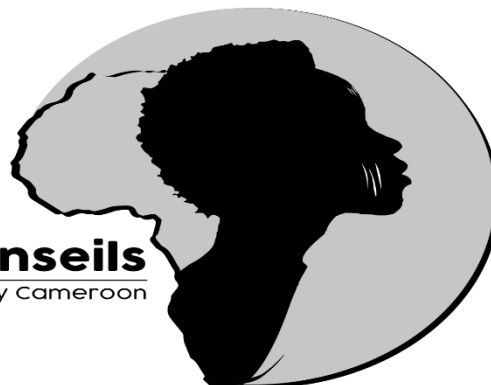


**L'Africaine Tours et Conseils**  
Destination Management Company Cameroon



## Sustainability Action Plan

Action plan period: 01-01-2025 to 31-12-2027

Sustainability coordinator: **Thomas Ambi Tindati**

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Sustainability Action Plan – 2025 – 2027

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## Introduction

Tourism is one of the most important economic sectors in the world. The main attraction is the natural environment. The number of guests who are searching for responsible travel, sustainable offers, and authentic experiences is increasing, and thus the significance of nature as the main factor for tourism. To preserve a healthy environment and a healthy nature a responsible interaction is necessary and thus offers, which contribute to the raise of awareness towards the regional particularities, increase the awareness for the importance and protection of nature and provide economic incentives. Tour operators are an integrated part of the international tourism industry that can play a key role in promoting Sustainability. L'Africaine Tours et Conseils as part of the wider international community firmly believes that it has a corporate social responsibility to undertake voluntary mitigation measures. With this belief, L'Africaine Tours et Conseils would like to take the initiative in Cameroon and formulate a sustainability Action plan to use as a framework toward a sustainable future by guiding our actions over the next 2 years of operations. This action plan is created to ensure that the sustainable tourism strategy for L'Africaine Tours et Conseils is implemented and kept up-to-date and is a concrete guideline for the tourist attraction.

The action plan presents goals for the focus areas selected in the strategy. The goals are expanded upon through various actions. The plan also defines who will carry out the actions, as well as the schedule for their implementation. The action plan is intended to function as a practical guideline for all parties involved on how to achieve common objectives. The plan will be evaluated annually and additions will be made as necessary.

## o. COMPANY CHARACTERISTICS

- Develop a strategic plan for the next 5 years
  - Responsible person: Thomas Ambi Tindati (General Manager) (With the support of Nadine Ngazibi Consultancy)
  - Deadline: 10 Sep 2025
- Revise the HR policy to align with the updated company structure and national regulations.

- Responsible person: Tomdue Raphael (HR Officer) (With the support of Nadine Ngazibi Consultancy)
- Deadline: 10 Sep 2025
- We will work on the type and number of suppliers we work with in a sustainable manner
- Responsible person: Jennifer Normandie Ambi (Project Manager)
- Deadline: 31 Dec 2025
- We will leverage advanced technologies to automate most of our activities
- Responsible person: Jennifer Normandie Ambi (Project Manager)
- Deadline: 30 June 2025
- Increase the type and quality of services of our company
- Responsible person: Paul Simo (Marketing Manager) & Thomas Ambi Tindati (General Manager)
- Deadline: Continuous
- We will work on expanding our destination we are operating or sending tourists
- Responsible person: Thomas Ambi Tindati (General Manager)
- Deadline: Continuous
- We will participate in networking meetings on L'Africaine Tours et Conseils and elsewhere
- Responsible person: Thomas Ambi Tindati (General Manager)
- Deadline: Continuous
- We will communicate more effectively about business and office premises becoming available L'Africaine Tours et Conseils
- Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
- Deadline: 10 Sep 2025

## 1. SUSTAINABILITY MANAGEMENT & LEGAL COMPLIANCE

- The Management will be committed to providing adequate resources for the implementation of the sustainability policy
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: As per the activities schedules
- We will actively share experiences, best practices and training materials concerning sustainability
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous
- We will monitor and evaluate the progress of our sustainability culture through time
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: 15 June 2025 (& will continue as per the schedule)
- We will organize and participate in training to support expertise
  - Responsible person: Thomas Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous (As per the schedule)
- We will participate in more External forums and working groups which are supportive of sustainability
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous
- We will provide support to nature protection organizations and community development or other local/national sustainability initiatives
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous (As per the schedule)
- We will actively monitor the progress of the overall plan for the development of the Market Square and emphasize the significance of the area and terminal as the gate to L'Africaine Tours et Conseils
  - Responsible person: Pascal Ngombé (Marketing Manager)

- Deadline: 31 Dec 2025
- 2. Internal management: social policy & human rights
  - We will give an induction training for the new employees
  - Responsible person: Raphael Tomdue (HR Officer)
  - Deadline: Continuous
  - Adhere to relevant laws, following the principles of the International Labor Organization and the Universal Declaration of Human Rights
  - Responsible person: Raphael Tomdue (HR Officer)
  - Deadline: Continuous
  - All employees will receive periodic training on environment, health and safety
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous (with in 6 months interval)
  - We will assure the continual improvement of social policies
  - Responsible person: Raphael Tomdue (HR Officer)
  - Deadline: Continuous
  - Our company will offer Traineeships/Internships to students of Ecotourism, Tourism management, wildlife, and other related fields
  - Responsible person: Raphael Tomdue (HR Officer)
  - Deadline: 30-Sep-2025

### **3. INTERNAL MANAGEMENT: ENVIRONMENT COMMUNITY RELATIONS**

- We consistently make sustainable purchasing decisions
- Responsible person: Thomas Ambi Tindati (General Manager)
- Deadline: Continuous

- We will monitor our printing partners' adoption of eco-friendly printing practices and actively support their implementation to the fullest extent possible
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: with in 6 months interval and during orders
- When available and practical, sustainable (green) energy will purchase or locally produce for use by the business
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: 30-June-2025
- We will assure the continual improvement of social policies water utilization and reduction policy
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous
- Undertake initiatives to promote greater environmental responsibility such as Responsible waste management and disposal, reduction of greenhouse gas and other emissions harmful to the environment, and Conservation of non-renewable natural resources
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: 01-Jan-2026
- We will follow up the service and maintenance of our vehicles in automated way
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: 01-Jan-2026
- We will arrange a periodic refreshment environmental training for all employees
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous (with in 6 months interval)
- Be an exemplar to the wider community by demonstrating best practice with regard to the environment and sustainability
  - Responsible person: Raphael Tomdu (RH Officer )
  - Deadline: Continuous

## 4. INBOUND PARTNER AGENCIES

- Our company will work in the improvement of our policy to improve the sustainability of its partner agencies and the motivation of existing partner agents
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: 31-Dec-2025
- Inbound partners will be motivated to participate in sustainability trainings
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous
- Establish a register of current partnerships with regard to sustainability
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: 30-May-2025

## 5. TRANSPORT

- We will consider the best alternative way of transport to reduce our adverse effect
  - Responsible person: Jennifer Normandie Ambi (Project Manager)
  - Deadline: 31 Dec 2025 (& Continual)
- We will follow up the service and maintenance of our vehicles in automated way
  - Responsible person: Jennifer Normandie Ambi (Project Manager)
  - Deadline: 01-Jan-2026
- All drivers will receive a training on sustainable driving practice
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: During employment and in a year interval

- We meticulously plan all journeys within our company
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous
- Our company will work to own more Electric vehicles and provide airport transfer and city tour services with zero emission
  - Responsible person: Raphael Tomdue (RH Officer)
  - Deadline: 31 July 2025 (& Continual)
- GHG or Carbon offset for international transport will be included in the package price
  - Responsible person: Raphael Tomdue (RH Officer)
  - Deadline: 01 Jan 2026
- Promote sustainable transport options to staff and clients
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous
- Include sustainable tourism alternatives on our trips (Travel in the off season, stay outside the city center, research eco-friendly service in destinations, etc...)
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: 01 Jan 2026

## **6. ACCOMODATIONS**

- We will share the best practices of our accommodation partners related to environmental and community service activities on our website and social medias
  - Responsible person: Audrey Litse Ambi (Tour Operation & Reservation Officer)
  - Deadline: Continuous
- We consistently encourage our contracted accommodations to engage in sustainability training
  - Responsible person: Audrey Litse Ambi (Tour Operation & Reservation Officer)

- Deadline: Continuous
- Give preference to accommodation providers which comply with sustainability and quality standards
- Responsible person: Audrey Litse (Tour Operation & Reservation Officer)
- Deadline: 10 Sep 2025
- We will encourage partner accommodations to become sustainably certified
- Responsible person: Audrey Litse Ambi (Tour Operation & Reservation Officer)
- Deadline: Continuous
- We will Motivate our Accommodation suppliers to participate in donations for local projects to support the local economy
- Responsible person: Audrey Litse Ambi (Tour Operation & Reservation Officer)
- Deadline: Continuous
- Accommodations will stimulate more to offer locally and/or sustainably produced souvenirs
- Responsible person: Audrey Litse Ambi (Tour Operation & Reservation Officer)
- Deadline: Continuous

## **7. ACTIVITIES**

- Our company will Offer only tours and activities which respect local natural and community welfare
- Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
- Deadline: Continuous
- We will distribute a training manual and other guidance on sustainable management to our excursion providers
- Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
- Deadline: 10 Sep 2025 (& during new contracts)

- We will request our excursion providers and other partners to assess their sustainability performance
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: 01 Jan 2026
- We will promote activities & accommodations which directly involve and support local communities
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- Restaurants will be selected on the basis of sustainability principles
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- Food ingredients and drinks will be sourced from local suppliers
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- Plastic water bottle waste will be minimized by using a refillable water bottles at the office and field
  - Responsible person: Nadine Ngazibi (Mice and corporate Manager)
  - Deadline: Continuous
- Clients will receive clear guidance on illegal or not sustainably produced souvenirs
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous (& during new contracts)

## 8. TOUR LEADERS – LOCAL REPRESENTATIVES - GUIDES

- Our company will continue providing training for Tour leaders and local representatives on sustainable tour guiding practice
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous (As per the schedule)
- L'Africaine Tours et Conseils prefers to employ local tour leaders, tour guides, porters, drivers, cooks and other local staff and will provide training as required
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- Our company will provide better information and training on the avoidance of sexual exploitation of children
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous (As per the schedule)

## 9. DESTINATIONS

- Explore the feasibility of developing a model tourism village that showcases Cameroonian culture, traditions, and sustainable practices
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: 31 July 2026
- We will consider the reachability through more sustainable means of transport in selecting new destinations
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: 31 Jan 2026

- Our company will support initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- We will support biodiversity conservation, including protected areas and areas of high biodiversity
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous (As per the schedule)

## **10. CUSTOMER COMMUNICATION AND PROTECTION**

- Visitors will be informed regarding Illegal souvenirs, risks and precautions related to health and safety matters pro-actively
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- By taking into account visitor safety and satisfaction in overall planning and in all products and services for visitors
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- We will engage in safety planning by compiling security documents together (security document and emergency plan) and keeping them up to date
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- We will use social media channels actively to share updates
  - Responsible person: Nicodeme Sotechoua (Digital marketing officer)
  - Deadline: Continuous

- We will increase the level of safety-related expertise by organizing and participating in training
  - Responsible person: Thomas Ambi Tindati (General Manager)
  - Deadline: Continuous (As per the schedule)
- We will take into account language and cultural differences of international visitors as part of safety
  - Responsible person: Nadine Ngazibi (Mice and Corporate Manager)
  - Deadline: Continuous
- We will ensure that the L'Africaine Tours et conseils website is easy to use and update it as needed
  - Responsible person: Nicodeme Sotechoua (Digital marketing officer)
  - Deadline: Continuous