

Nuvia Transport Policy

This policy applies to all transport operations carried out under Nuvia programs in Cameroon and other expansion countries.

Date of approval or revision: Adopted by Management on October 6, 2025.

Implementation Manager: Transport & Logistics

Supervision : Programs Department

The Key to Access to Care

At Nuvia, we believe that access is the first step toward healing. Our transportation service isn't just a logistical thing; it's a core component of our care model, designed to ensure that every girl and young woman in need of support can access it safely, consistently, and with dignity.

Our Vision: Four Founding Pillars

Our transportation system has been meticulously designed to eliminate barriers that often prevent adolescent girls and young women—often facing violence, chronic illness, or social isolation – from fully participating in our programs. It is based on four guiding principles:

1. **Accessibility:** No exclusions based on distance or financial means.
2. **Safety:** A protected physical and emotional environment on every journey.
3. **Empowerment:** Simple tools for participants (and their families) to manage their access.
4. **Innovation:** Digital management and real-time feedback for constant improvement.



Thoughtful and Digital Operating Model

Optimized Management by Zones and Needs We have developed a zone-based transportation model that adapts precisely to needs. Participants register only for the days they are expected to attend sessions, thus allowing:

- **Optimization of costs** and resources.
- **Reduction of environmental impact.**
- **Tailored and flexible** response to the real needs of the community.

Staggered Sessions for Smooth Logistics

Our programs are organized by age group (13-16, 17-19, and 20-25 years old). This staggering of sessions allows us to plan routes throughout the day, ensuring maximum optimization of resources and therapeutic support that is always adapted to each age.



Women at the Wheel: Safety and Inspiration

Nuvia's program is unique in its choice of staff: we use trained drivers, specialized in caring and youth-friendly communication.

Their role goes beyond simple transport:

- **Secure Framework:** They offer a space of trust and familiarity.
- **Strong Female Role Models:** Their presence is a powerful example of women occupying traditionally male roles, reinforcing the positive image and sense of security of participants and their families.



Coordination and Technology in the Service of Care

Supervision and Transition

Our facilitators work directly with the transportation team. They ensure a seamless transition between the journey and the session, guaranteeing a structured welcome and immediate support so that travel time is never wasted.

100% Digital Registration

We place simplicity and autonomy at the heart of our process:

- **Easy Registration:** Participants (or their parents/guardians) register via simple digital forms (accessible by phone), selecting all upcoming session dates.
- **Flexibility:** They can update or cancel their transport with one click.
- **Efficiency:** We use automated reminders, smart scheduling tools, and centralized dashboards to reduce administrative burden, allowing our teams to focus on what matters most: care.



Continuous Improvement and Responsibility

To ensure the excellence of our service, we have implemented a reactive feedback system. After each session, we collect feedback from participants, drivers, and facilitators.

This data flow allows us to continuously adjust and improve:
Routes and timetables.

- **Communication methods** (with families and participants).
- **The allocation of the drivers.**
- **Security protocols.**

This system ensures that our transportation is constantly evolving with the real needs of our community.



Summary of the Benefits of our Model

Key Advantage	Direct Impact for the Nuvia Community
Access for All	No girl excluded due to distance or cost.
Trained Female Drivers	Increased trust, enhanced safety, and inspiring female role models.
Digital Registration	Simplicity, family autonomy, and reduced administrative workload.
Supervision by Facilitators	Optimal coordination between care and transportation.
Real-Time Feedback	Continuous improvement and rapid service adaptation.
Route Optimization	Reliable scheduling, time savings, and fewer absences.

Why this matters

Our system is designed to eliminate the transportation barrier – a major contributor to dropout. By investing in this model, Nuvia supports safer roads for vulnerable youth, employment for women in non-traditional sectors, and increased participation and retention in healing programs.

“At Nuvia, transportation isn't a detail: **it's a foundation**. It's how we open the door, build trust, and allow healing to begin.” Pricille T.