

Sustainability report - 2025

Trekking Team Group Pvt. Ltd
Travelife Certified



Content

| | |
|-------------------------------|---|
| 1. Reporting context | 3 |
| 2. Company data | 4 |
| 3. Introduction | 5 |
| 4. Mission statement & policy | 6 |
| 5. Assessment overview | 7 |
| 6. Detailed overview | 8 |

1. Reporting context

2. Company data

Trekking Team Group Pvt. Ltd

Chaksibarimarg, Thamel 102/10

102/10 Kathmandu

www.trekkingteamgroup.com

info@trekkingteamgroup.com

Tourist volume 1 - 250

Number of employees 1 - 4

Type of tourism Active / soft adventure, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Volunteer tourism, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife

Special target groups Young people, Youth and students, Singles, Seniors, Families with children

Destinations offered South Asia

Sustainability coordinator

Shreehari Thapaliya

info@trekkingteamgroup.com

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

| Main theme | Criteria | Completed |
|---|----------|-----------|
| 0. Company characteristics | 26 | 26 |
| 1. Sustainability management & legal compliance | 34 | 34 |
| 2. Internal management: social policy & human rights | 28 | 28 |
| 3. Internal management: environment and community relations | 64 | 64 |
| 4. Inbound partner agencies | 16 | 16 |
| 5. Transport | 10 | 10 |
| 6. Accommodations | 16 | 16 |
| 7. Activities | 15 | 15 |
| 8. Tour leaders, local representatives, and guides | 11 | 11 |
| 9. Destinations | 11 | 11 |
| 10. Customer communication and protection | 30 | 30 |






6. Detailed overview

0. Company characteristics

26





Contact details






2

| Action |  |  | Details |
|---------------------------------|---|--|---|
| 0.1. Sustainability coordinator |  |  | Shreehari Thapaliya info@trekkingteamgroup.com +977 1 5905506 |
| 0.2. General manager/CEO |  |  | Shreehari Thapaliya shree@trekkingteamgroup.com (+977) 1 5905506 (+977) 9851075681 |

Organization structure

6



| Action |  |  | Details |
|-----------------|---|--|--|
| 0.3. Legal body |  |  | Shreehari Thapaliya TAAN, I have included all my registration.. |

| | | | |
|--|----------|----------|---|
| | | | <p>04th August 2009</p> <p> TTG PAN.jpg</p> <p> TTG Gharelu.jpg</p> <p> TTG Company Registrar.jpg</p> <p> Tourism Industry Division TTG.pdf</p> |
| <p>0.4. Ownership structure</p> | <p>✓</p> | <p>✓</p> | <p>This is a private limited company and shareholders are:</p> <p>Shreehari Thapaliya & Hari Krishna Thapaliya</p> <p>Both having 50% each of the share.</p> |
| <p>0.5. Participations</p> | <p>✓</p> | <p>✓</p> | <p>None</p> |
| <p>0.6. Internal structure and branches</p> | <p>✓</p> | <p>✓</p> | <p>Mr. Shreehari Thapaliya is the person to meet if you want to discuss anything about the company and sustainability. He is the sustainability coordinator and will be looking after the marketing and overall management. Mr. Alok Thapaliya is looking some part of it along with sales and IT. Mr. Shankar Upreti works as an accountant & operation incharge.</p> <p> Job Description.pdf</p> |

| | | | |
|---------------------------------|---|---|--|
| 0.7. Significant changes | ✓ | ✓ | <p>No Changes.</p> <p>The ownership, size, structure, locations of operations, share capital structure and other capital formation is the same as of last Travelife report.</p> |
| 0.8. Awards | ✓ | ✓ | <p>No awards yet but commitment and signature on Exploitation of Children to work against sex tourism, Travellers Against Plastic and Pack for a purpose initiative and animal rights such as exploitation of animals on tourism. We are also a signatory of Glasgow Declaration.</p> <p>https://www.oneplanetnetwork.org/organisations/trekking-team-group</p> |

Scope of certification



3

| Action |  |  | Details |
|----------------------------|---|--|--|
| 0.9. Scope | ✓ | ✓ | <p>Our scope includes preparing itineraries, reservations of hotels, lodges, transfers, excursions, transportation and guides, and preparation of travel documents. Reservations of international airline tickets do not apply to our scope.</p> |
| 0.10. Scope changes | ✓ | ✓ | <p>No Changes.</p> |

| | | | |
|----------------------------------|---|---|-------------|
| | | | |
| 0.11. Measurement changes | ✓ | ✓ | No changes. |

Brands, products, and/or services



9

| Action |  |  | Details |
|--|---|--|---|
| 0.12. Nature of business Please indicate which of the following activities are part of your business. | ✓ | ✓ | Inbound tour operator, Travel agency (leisure) |
| 0.13. Brands (within the scope of the certification) | ✓ | ✓ | |
| 0.14. Key business segments / brands | ✓ | ✓ | |
| 0.15. Contracted suppliers | ✓ | ✓ | |
| 0.16. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed. | ✓ | ✓ | Intangible cultural heritage, City tour Hiking, Mountain biking, Mountain climbing Visiting traditional communities, Visiting indigenous people, Visiting schools Safari tours |

| | | | |
|---|---|---|---|
| 0.17. Passenger number Estimate the number of passengers your company accommodates annually | ✓ | ✓ | 1 - 250 |
| 0.18. Tourism types | ✓ | ✓ | Active / soft adventure, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Volunteer tourism, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife |
| 0.19. Target groups | ✓ | ✓ | Young people, Youth and students, Singles, Seniors, Families with children |
| 0.20. Destinations | ✓ | ✓ | South Asia |

Offices, retail outlets and other buildings



3

| Action |  |  | Details |
|--|---|--|---------|
| 0.21. Offices Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office. | ✓ | ✓ | |
| 0.22. Retail outlets Are there any shops/consumer outlets that are part of the certification scope? Describe the number, locations and ownership of the retail outlets | ✓ | ✓ | |

| | | | |
|---|---|---|--|
| used by the company. You can summarize in case of many locations (e.g. divide over region or brand). | | | |
| 0.23. Other buildings Are there any other buildings that are part of the certification scope? For example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand). | ✓ | ✓ | |



Personnel

2

| Action |  |  | Details |
|--|---|--|---------|
| 0.24. Number of employees | ✓ | ✓ | 1 - 4 |
| 0.25. Categories and gender Describe the amount of formal and direct employed personnel per category (make an estimate): | ✓ | ✓ | |

Public communication

1







| Action |  |  | Details |
|---|---|--|---------|
| 0.26. Brands under Travelife scope | ✓ | ✓ | |

















1. Sustainability management & legal compliance




34









Engagement of company




7







| Action |  |  | Details |
|--|---|--|--|
| <p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p> |  |  | <p>Nepal country Shreehari Thapaliya</p> <p>Here is the Job description of sustainability coordinator Mr. Shreehari Thapaliya:</p> <p>Ensure a general understanding of sustainability and related policies among all staff; Design the company’s sustainability action plan with input and support from colleagues; Improve the sustainability of the company’s product offerings and supply chain; Coordinate Travelife reporting and certification; Report regularly on sustainability progress and challenges within the Management and Staff Support internal and external communication regarding sustainability policies and actions.</p> <p>Mr Alok Thapaliya, who is also Travelife trained and will assist Shreehari Thapaliya's job and will make sure that there will be 1 Meeting in every months.</p> <p>Keep the meetings of Staff once in a month to check the progress and challenges</p> <p>  Travelife training certificate.jpg  personal_certificate.pdf </p> |

-  Shree_certificate.pdf
-  cert1.pdf
-  Cert2.pdf
-  Cert3.pdf
-  Cert4.pdf
-  Cert5.pdf
-  Cert6.pdf
-  Cert7.pdf
-  Cert8.pdf
-  Cert9.pdf
-  Cert10.pdf
-  Cert11.pdf
-  Cert12.pdf
-  Cert13.pdf
-  Cert14.pdf
-  personal_certificate_carbon management.pdf

| | | |
|--|------------|--|
| | |  personal_certificate_plastic waste management.pdf |
| <p>1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.</p> | <p>✓ ✓</p> | <p>So far we are a small family-run company with less than five staff. Our office consists of two rooms. We have one sustainable coordinator, who trains other staff and educates them about their responsibility. Our guides are responsible guides, and Operation Manager is responsible for delivering this to other leaders. We have staff meeting once every 6 months.</p> |
| <p>1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.</p> | <p>✓ ✓</p> | <p>We are committed to sustainability, and our philosophy is very clear "Leave footprint and take only memories". Hence, we have a very clear vision of sustainability. We have allocated enough money and have also trained our staff on Travelife through its website. Mr. Alok Thapaliya, Birman Tamang, and other staff have participated in the Travelife workshops conducted by Mr. Robin Bousted until 2022. Since 2023, there have been no workshops organized by Travelife in Kathmandu. But Mr. Robin has taught us many things which we have been following in our operations. We also encourage other staff to train through various channels online. Our staff also take part in workshops conducted by Kathmandu Educational Environment Project (KEEP), which we are life-member of. KEEP works towards a sustainable future.</p> <p>Trainings are often provided by KEEP & TAAN. As we are members of them, our staff can take part for free. Thus the membership fees includes the training. The sustainable coordinator also trains the staff during the meeting. As we are small team, about Rs 50000 is enough for the various trainings in a year. Sometimes CBI offers training through webinar which is free of cost.</p> <p> Travelife June 2022 Workshop.jpeg</p> <p> NATTA sustainability training.jpg</p> |


| | | | |
|---|----------|----------|--|
| | | |  KEEP_Birman.jpg |
| <p>1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p> | <p>✓</p> | <p>✓</p> | <p><i>Our mission is to show the beauty of Himalaya to adventure lovers through trekking, touring, biking and rafting by providing an in-depth knowledge of local culture but without making negative impact on environment and the community.</i></p> <p>http://www.trekkingteamgroup.com/page/our-mission</p> |
| <p>1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p> | <p>✓</p> | <p>✓</p> | <p>Shreehari Thapaliya has successfully completed all the training and exam on the Travelife website. All requirements have been met to earn the title of "Travelife Sustainability Manager".</p> <p>Company learning monitor Workshop monitor</p>  Travelife training certificate.jpg  personal_certificate.pdf  personal_certificate.pdf  Shree_certificate.pdf  cert1.pdf  Cert2.pdf  Cert3.pdf |



| | | |
|---|---------------------|---|
| | |  Cert4.pdf  Cert5.pdf  Cert6.pdf  Cert7.pdf  Cert8.pdf  Cert9.pdf  Cert10.pdf  Cert11.pdf  Cert12.pdf  Cert13.pdf  Cert14.pdf  personal_certificate_carbon management.pdf  personal_certificate_plastic waste management.pdf |
| <p>1.6. Trained key staff Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.</p> | <p>✓ —</p> <p>7</p> | <p>The Sustainability Coordinator, Product Manager, Accountant, Office Clerk, and guides have taken the Travelife training.</p> |








| | | |
|---|----------|--|
| | |  Staff Online Training TTG.pdf |
| <p>1.7. Additional training management The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, university courses, specific courses).</p> | <p>✓</p> | <p>Our staff has taken the online Travelife training. Few of them have attended the Travelife workshops as well. They have attended training from NATTA and KEEP as well. The name list including the courses have been attached herewith.</p> <p>2023-2035 Updates</p> <p>KEEP Training - 2</p> <p>TAAN Training - 3</p> <p>NATTA Training - 1</p> <p>3 staff are FTE and guides are seasonal staffs. So total is 4 FTE.</p> <p>8</p>  Travelife June 2022 Workshop.jpeg  Jan 2022 workshop.jpeg  NATTA sustainability training.jpg  KEEP_Birman.jpg  TAAN Training.JPG |

Social cooperation

3




| Action | | | Details |
|--|---|---|---|
| <p>1.8. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p> | ✓ | ✓ | <p>We are a Member of TAAN, NMA & life members of KEEP (Kathmandu Environmental Educational Project), and we are helping with all the environmental work they have been doing.</p> <p>We are also a member of TAP (Travelers Against Plastic).</p> <p>We do not use any plastic during our trekking holiday; we supply bottles and purify water from UV SteriPen. This way, lots of money for travelers and plastic bottles are saved.</p> <p>Also involved as an active member of The Code, an Organisation working against the exploitation of children in tourism.</p> <p>Last but not least, we avoid animal-hurting activities like elephant rides; instead, we offer and suggest having a jeep safari.</p> <p>http://www.trekkingteamgroup.com/page/Responsible-Business</p> <p>2023-2025 Updates</p> <p>https://www.nepalhilfe-im-kleinen-rahmen.de/kooperationspartner/</p> <p>https://thecode.my.salesforce-sites.com/apex/MemberProfileNew?id=0019000001RL20XAAT&year=2022</p> <p>https://keepnepal.org/member/trekking-team-group-p-ltd</p> <p> KEEP TTG.png</p> |





| | | | |
|--|---|---|---|
| | | |  The Code member.jpg  The Code Report TTG.pdf |
| 1.9. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) . | ✓ | ✓ | <p>We share our experience and what we have practiced regarding sustainable tourism via social media, website, and newsletter.</p> <p>Using SteriPen and avoiding plastic bottles is one of the best practices we have done for many years, and that has been shared on our website alongside other practices.</p> <p>http://www.trekkingteamgroup.com/page/Responsible-Business</p> |
| 1.10. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering). | ✓ | ✓ | <p>We are working with an NGO called Nepal Hilfe in Clinen Rahmen, hand to hand, to help build a school, library, drinking water, school dress, stationery, hot lunch for students and health camp of volunteers etc at Shree Gramindevi secondary school, Shree Kumveshwor secondary school, Shree Bachhala secondary school, Shree Arukharka secondary school of Nuwakot since 2006 and the project is still running.</p> <p>Few photographs are attached here.</p> <p>http://www.trekkingteamgroup.com/page/Responsible-Business</p> <p>2023-2025 Updates</p> <p>Rs 70000 donation to 'Care for Children'</p> <p>Stationery items donation for 4 schools in Nuwakot</p> |

| | | |
|--|--|---|
| | | <p>Dental Camp at 4 schools in Nuwakot</p> <ul style="list-style-type: none">  Donation 4.JPG  Uniform Donation.JPG  Dental Camp at Nuwakot.JPG  Donation 3.JPG  Donation 2.jpg  Donation 1.JPG  Care for Children Donation.jpg |
|--|--|---|

Baseline assessment






2

| Action | | Details |
|--|---|--|
| <p>1.11. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p> | <p> </p> | <p>Yes, we have a system to identify the sustainability performance of our supplier. We make a checklist of different suppliers and visit them. On the trek, our guide will make a checklist and supervise what they are doing well and what remains to be improved.</p> <p>We do not have contracts with most of the suppliers, but we do put our sustainability policy and code of conduct on the emails we correspond with them.</p> <p> Partner Sustainability Indication TTG.jpg</p> |

| | | | |
|---|---|--|---|
| | | |  Communication with hotel.jpg |
| 1.12. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report). |  |  | <p>By answering all criteria in this Travelife checklist, our company automatically complies with this criterion.</p> <p>By answering all criteria in this Travelife checklist, our company automatically complies with this criterion.</p>  Partner Sustainability Indication TTG.jpg |

Policy


2

| Action |  |  | Details |
|--|---|--|--|
| 1.13. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects. |  |  | <p>Attached is our sustainability policy.</p> <p>Our staff has a soft copy of the policy, and we send our policy to our supplier at the beginning of our partnership. We send a code of conduct at the bottom of each email when we send to our partners. We make sure everyone knows and understands our policy.</p> <p>2023-2025 Update</p> <p>https://www.trekkingteamgroup.com/sustainability-policy</p>  Trekking Team Group Sustainability Policy.pdf |

| | | | |
|---|---|---|---|
| <p>1.14. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p> | ✓ | ✓ | https://www.trekkingteamgroup.com/sustainability-policy |
|---|---|---|---|







Action plan





3

| Action | | | Details |
|--|---|---|---|
| <p>1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p> | ✓ | ✓ | <p>Action plan attached.</p>  Action Plan TTG.pdf |
| <p>1.16. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p> | ✓ | ✓ | <p>All the staff members, from management to tour leader, are involved. Everyone knows the company's action plan and target. We share our opinions in every meeting in the office. Everyone works from their side to make our action plan successful.</p> |
| <p>1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p> | ✓ | ✓ | <p>The sustainable coordinator explains to everybody their duties. We discuss such information during our routine staff meetings.</p> <p>We have less than 10 staff working in two rooms, so we discuss face-to-face with staff members.</p> |


Monitoring and evaluation

5

| Action | | | Details |
|--|---|---|---|
| <p>1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p> | ✓ | ✓ | <p>We use an action plan as a monitoring tool and review the status every 6 months. The sustainability manager discusses the progress and achievements of sustainability during meetings.</p> <p>Minutes of two different meetings have been attached, where things about cleaning programs, staff training, and plantation programs were discussed.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 646 1348 721">  Staff meeting TTG.jpg </div> <div data-bbox="1025 721 1317 798">  TTG _ Minute 1.pdf </div> <div data-bbox="1025 798 1317 874">  TTG _ Minute 2.pdf </div> <div data-bbox="1025 874 1435 949">  Sustainability Report TTG.xlsx </div> </div> |
| <p>1.19. Corrective measures The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures should be designed to identify the cause and prove that corrective measures have been taken and are efficient.</p> | ✓ | ✓ | <p>We conduct a staff meeting every 6 months and discuss with all staff about the implementation, measurement, and how it can be a better practice. Every time we have a meeting, we will find some results and implement them in our further processing. The meeting helps us to find any obstacles faced.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 1204 1348 1279">  Staff meeting TTG.jpg </div> <div data-bbox="1025 1279 1317 1356">  TTG _ Minute 1.pdf </div> </div> |

| | | | |
|--|---|---|---|
| | | |  TTG _ Minute 2.pdf  TTG Staff Training.jpg |
| 1.20. Staff Communication Staff members are regularly updated on the company’s sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company. | ✓ | ✓ | We have regular meetings, but in high season, there will not be every staff in the office, so we have made a group chat where we all share our information and communicate. So no one is missing the information. All the staff, who are not at the office, communicate via the messenger group chat as it is the fastest and most convenient way. All information and news is conveyed in the group chat as it can be seen by everyone.  Minute__TTG.pdf  TTG messenger ss.png |
| 1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system. | ✓ | ✓ | We keep record on computer on share drive and even on file so every employee can see whenever they need to. |
| 1.22. Performance branches A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company). | ✓ | ✓ | |






External reporting and communication

| Action | | | Details |
|--|---|---|--|
| <p>1.23. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.</p> | ✓ | ✓ | <p>It is mentioned in the sustainability report. The company is very small with few staff and management is directly involved in the process and as every staff is working in this field everyone knows about what is going on. We have only two rooms so everything is shared among everybody.</p> <p>Travelife report is kept on our website as well. The link to the page is as shown below.</p> <p>https://www.trekkingteamgroup.com/page/travelife-report</p> <p> Sustainability Report TTG.xlsx</p> |
| <p>1.24. Travelife reporting The company reports its progress via Travelife at least every two years.</p> | ✓ | ✓ | <p>My company reports its progress via Travelife at least every two years.</p> <p>My company reports its progress via Travelife at least every two years.</p> |
| <p>1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p> | ✓ | ✓ | <p>https://trekkingteamgroup.com/page/responsible-business</p> <p>https://www.trekkingteamgroup.com/page/travelife-report</p> |
| <p>1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and</p> | ✓ | ✓ | <p>Yes we do have questionnaire for clients which include about the sustainability. Please check the link below.</p> |

| | | |
|---|--|--|
| <p>feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.</p> | | <p>We also keep that in website to the people to understand our sustainability policy who are not our clients. They can write us or talk with us about it .</p> <p>https://docs.google.com/forms/d/e/1FAIpQLSeXbmgNZEEdArbusKjxZOoWF7yi9QVOe5vE1rC-mVEPOjXTlow/viewform?usp=sf_link</p> |
|---|--|--|

Legal compliance and fair business practices

8

| Action |  | Details |
|---|---|--|
| <p>1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).</p> |   | <p>The company is registered in every necessary office.</p> <p>We pay necessary tax and update ourself.</p> <p>We employ local people to help them.</p> <p>We have all legal requirements to run the business.</p> <p>We are aware about the all the applicable legal requirement.</p> |
| <p>1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.</p> |   | <p>To the best of our knowledge, our company is in compliance with all legal requirements in the field of health & safety, labour, environment and ethical standards.</p> |

| | | | |
|--|----------|----------|--|
| <p>1.29. Ethical code The company has an ethical code for all management levels and for other employees.</p> | <p>✓</p> | <p>✓</p> | <p>We have a ethical code of fair relations with all: customers, competitors, stakehoders, personnel, destinations and suppliers</p> <p>We therefore have following ethical code;</p> <p>Not offer, promise or give, agree to or accept undue pecuniary or other advantage to/from public officials or the employees of business partners. No anti-competitive agreements among competitors such as fix prices, collusive tenders, establish output restrictions or quotas; or share markets by allocating customers, suppliers, territories or lines of commerce. Respect consumer privacy and take reasonable measures to ensure the security of personal data we collect when booking.</p> <p>https://www.trekkingteamgroup.com/page/responsible-business</p> |
| <p>1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.</p> | <p>✓</p> | <p>✓</p> | <p>Corruption is one of the worst things we face in South Asia and probably in the world. We are very serious about it. We therefore have some policy.</p> <p>Not offer, promise or give, agree to or accept undue pecuniary or other advantage to/from public officials or the employees of business partners.</p> <p>No anti-competitive agreements among competitors such as fix prices, collusive tenders, establish output restrictions or quotas; or share markets by allocating customers, suppliers, territories or lines of commerce..</p> <p>https://www.trekkingteamgroup.com/page/responsible-business</p> |
| <p>1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p> | <p>✓</p> | <p>✓</p> | <p>No donation to political party.</p> |











| | | | |
|---|----------|----------|--|
| <p>1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p> | <p>✓</p> | <p>✓</p> | <p>Yes, I declare that we do not develop activities in violation of anti-trust legislation or unfair competition.</p> <p>No anti-competitive agreements among competitors such as fix prices, collusive tenders, establish output restrictions or quotas; or share markets by allocating customers, suppliers, territories or lines of commerce.</p> |
| <p>1.33. Non-compliance If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p> | <p>✓</p> | <p>✓</p> | <p>When the ethical code is crossed knowingly or unknowingly, we will sit together, have meeting and find the solution so that it will not be repeated again. The informations are provided to other staff as well.</p> |
| <p>1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.</p> | <p>✓</p> | <p>✓</p> | |




2. Internal management: social policy & human rights





28





Social policy and human rights


25

| Action |  |  | Details |
|---|---|--|---|
| 2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered. |  |  | All our staff is at liberty to decide whether they would like to join a trade union or not. This is mentioned in our HR policy. We strive for equal opportunities for all present and potential employees and therefore do not discriminate against anyone for their membership of or affiliation to any trade unions or political parties. They are free to join. |
| 2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing). |  |  | We are a member of TAAN (Trekking agents association of Nepal) and registered tour operator under Ministry of Culture, Tourism and Civil Aviation - Government of Nepal. We therefore follow strictly the rules of "Labour act 2048" of Nepal. |
| 2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract). |  |  | As we are strictly following the "Labour Act 2048 Nepal", there is no reason for forcing labour. This is the hospitality and tourism business. People love to work and participate. |
| 2.4. HR Manual The company has a written Human Resource policy. |  |  | Updated HR poicy is uploded. |

| | | | |
|--|---|---|---|
| | | |  HR Policy TTG.doc |
| 2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description. | ✓ | ✓ | <p>We make a contract with the employee before recruiting them in our company. We talk about working hours, salary benefits etc during the recruitment process.</p> <p>I have uploded few contract samples of our staffs. We do not have any new staff since the last audit of 2022. Hence I have uploaded an older contract.</p>  Shankar Appointment.pdf |
| 2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum. | ✓ | ✓ | <p>Yes, we follow the Nepal Labour Act 2048 and pay our staff no less than that.</p>  Shankar Appointment.pdf |
| 2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment. | ✓ | ✓ | <p>We normally don't have overtime but when needed we will pay them hourly extra amount. We also have policy paying extra for overtime work. There are regular office hr for office staff from 10-5 PM. Over time doesn't happen often. Some time in the season if overtime is occurred it will be compensated by time/hourly.</p> <p>For fied staff irrregular work hours is our part of the job.</p> |
| 2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees | ✓ | ✓ | <p>Yes we do have all insurance for all our employee. It is also a policy of government as well as ours. Evidence uploded.</p> |

| | | | |
|---|----------|----------|--|
| <p>on the basis of legal requirements or industry best practices.</p> | | |  Insurance TTG Staff.pdf |
| <p>2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.</p> | <p>✓</p> | <p>✓</p> | <p>Maternity, Parental and Adoptive Leave</p> <p>All permanent women employee shall be entitled to maternity leave on full remunerations up to 52 days, but this leave will not be granted more than twice during the entire service period.</p> <p>All permanent men employee shall be entitled to paternity leave on full remunerations up to 7 days, but this leave will not be granted more than twice during the entire service period</p> <p>HR Policy attached</p>  HR Policy TTG.doc |
| <p>2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.</p> | <p>✓</p> | <p>—</p> | <p>Yes we do have such a insurance to all our employee. Evidence uploded.</p>  Insurance TTG Staff.pdf |
| <p>2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p> | <p>✓</p> | <p>✓</p> | <p>Yes, we have it. Evidence uploded.</p>  Insurance TTG Staff.pdf |
| <p>2.12. Pension</p> | <p>✓</p> | <p>—</p> | <p>Provident Fund</p> |









| | | | |
|---|---|---|---|
| <p>The company contributes to a pension scheme and/or retirement plan for all staff members.</p> | | | <p>We have Provident Fund, 10% of an employee's basic pay shall be deducted from their salary each month. The company shall contribute a same amount towards the employee's provident fund. The fund will be deposited into Citizen Investment Trust or other approved Retirement Fund as approved by the MD. This provision is applicable only to permanent staff.</p> <p> HR Policy TTG.doc</p> |
| <p>2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p> | ✓ | ✓ | <p>Yes as per "labour act 2074"</p> <p> HR Policy TTG.doc</p> |
| <p>2.14. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p> | ✓ | — | <p>Yes as per "labour act 2074" policy uploaded.</p> <p> HR Policy TTG.doc</p> |
| <p>2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p> | ✓ | ✓ | <p>Dashain Festival Bonus, Loans and Advances are additional benefits for the staff.</p> <p> HR Policy TTG.doc</p> |
| <p>2.16. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits</p> | ✓ | ✓ | <p>Yes, safety of our staff and clients is our number one priority. We do it very carefully.</p> <p>We have a weight limit of our porter in a trekking holiday. So maximum 20 KG weight is allowed per porter. We work according to IPPG principles.</p> |






| | | | |
|--|---|---|---|
| <p>and trained staff is available at all relevant locations.</p> | | | <p>We also have flexible working hours with staff so it helps them flexible working, stress management and healthy living.</p> <p> Health and safety policy _ TTG.doc</p> |
| <p>2.17. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p> | ✓ | ✓ | <p>Yes we have equal opportunity for all. There is no discrimination at all or probably you can say we are among the best one in this matter.</p> <p>We have both man and women working in the office. Also people from different tribe, religion & ethnic groups are working here.</p> |
| <p>2.18. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p> | ✓ | ✓ | <p>We never use any porter or employee below 18 years to any of our adventure holidays that include trekking in the Himalaya. We work with the principles of The CODE, which works against the exploitation of children.</p> |
| <p>2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p> | ✓ | ✓ | <p>As our company is not too big, employee can talk directly with Manager and solve the problem. We respond every complaints within 24 hr and assure/clear them of all the misunderstanding.</p> |
| <p>2.20. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p> | ✓ | ✓ | <p>As a small company with minimum staff, everyone can keep in touch directly to everyone in our office, which makes easier to all employee to express their feelings and explain anything they want to share.</p> |


| | | | |
|--|---|---|---|
| <p>2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p> | ✓ | ✓ | Staff are to be punctual and be at the office on time. They should have lunch within the lunch hour (they have enough time). They should inform the office before taking a leave. |
| <p>2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)</p> | ✓ | — | Yes, we give our employees flexible time for working. For example work from home for IT staff and for others timing can be managed if they have any reasonable personal reasons. |
| <p>2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.</p> | ✓ | ✓ | Persons with special needs can easily access into the office building. Our office building is just next to the street and differently abled people could easily access the building. We do not have any elevators. |
| <p>2.24. Persons with special needs The company employs persons with special needs</p> | ✓ | — | One member of our staff has a visual impairment. |
| <p>2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p> | ✓ | ✓ | <p>We have a small team. So everything are shared to everyone. Employees often suggest different things and they are taken into account.</p> <p>We have a meeting often so everything will be discussed there and asked face to face if they are ok with our working conditions. The director acknowledges the suggestions and other things mentioned by the staff and necessary action is taken. We will create an anonymous feedback google form for the staff in the next staff meeting.</p> |

Training and education



| Action |  |  Details |
|--|---|---|
| <p>2.26. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).</p> | <p>✓</p> | <p>✓ We have regular meetings and also once in a year training regarding safety and firstaid and all employee are aware about it. Our guides also take part in the trainings provided by TAAN, NATTA and KEEP.</p> <p>2023-2025 Update</p> <p>Training provided by the director on 5 June 2024 for all staff</p> <p>KEEP Wilderness First Aid Training on 20 May 2024 - 3 staff</p> <p>TAAN Photography & Product Training 29 July 2024 - 3 staff</p> <p>TAAN Tax & VAT Training on 14 April 2024 - 1 staff</p> <p>NATTA Sustainability Product Training - 1 staff</p> <p>  KEEP_Birman.jpg  TAAN Training.JPG  TTG Training 2.jpg  TTG Staff Training.jpg  Learning bandaging for head injury.jpg  Learning to give Injection.jpg </p> |

| | | |
|---|------------|---|
| <p>2.27. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p> | <p>✓ ✓</p> | <p>Our staff and guides attend workshops organized by NATTA, TAAN, KEEP and various foreign organizations.</p> <p>We provide resources to our employees and often give them training regarding it. Since our team is small so it is easy to discuss ideas among ourselves.</p> <p>Peer learning is important in our office, as it helps a trained personnel to train to new staff, have meeting and share information.</p> <p>2023-2025 Update</p> <p>Training provided by the director on 5 June 2024 for all staff</p> <p>KEEP Wilderness First Aid Training on 20 May 2024 - 3 staff</p> <p>TAAN Photography & Product Training 29 July 2024 - 3 staff</p> <p>TAAN Tax & VAT Training on 14 April 2024 - 1 staff</p> <p>NATTA Sustainability Product Training - 1 staff</p> <p>24</p> <p> NATTA sustainability training.jpg</p> <p> KEEP_Birman.jpg</p> <p> TAAN Training.JPG</p> <p> TTG Training 2.jpg</p> <p> TTG Training 1.jpg</p> |
|---|------------|---|





| | | | |
|---|----------|----------|--|
| <p>2.28. Trainee positions Traineeships/Internships are offered to students.</p> | <p>✓</p> | <p>✓</p> | <p>We have been working with some tour operator which bring their students for internships for Rafting/Kayaking or just work in a orphanage home. Students are from US, Norway and Czech Republic. Internships are offered to Nepali students as well.</p> <p>We have no interns in our office since 2023.</p> <p>5</p> <p> Internship Terms _ Conditions.pdf</p> |
|---|----------|----------|--|







3. Internal management: environment and community relations





64





Procurement

12

| Action |  | Details |
|---|--|---|
| <p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p> | <p></p> | <p>Sustainable procurement policy is uploaded.</p> <p>We print as less as possible and both side so that we consume less paper We buy paper and all office consumables in larger quantities so that we do not have to buy often and save the transport. Coffee, tea, sugar are bought in a big scale which can be sufficient for 2-3 months. Normally we buy non packaging food from wholeseller so we store in our pot. No plastic bags are used in our office. Pollution takes away the beauty and threatens the fragile ecosystem of the country. We will leave therefore nothing behind us except footprints and take with us only good memories and photographs.</p> <p> Sustainable Procurement Policy _ TTG.doc</p> |
| <p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p> | <p></p> | <p>Our company preference is given for sustainable products and services. We follow the following procedure inorder to buy sustainable product.</p> <p>We give preference to products recognised environmental or sustainability We prefer products which have been locally produced. We buy from local suppliers when possible and most likely organic. We prefer to work with suppliers which has employed woman, who is working with community and doing a fair trade.</p> |

| | | |
|---|------------|---|
| | | <p>2023-2025 Update</p> <p>Some of the purchases done were organic fair trade coffee, eco friendly A4 papers and singing bowls.</p> <p> Organic Coffee.jpg</p> <p> Singing Bowl.jpg</p> <p> Sustainable Procurement Policy _ TTG.doc</p> <p> Printing Paper A4.jpeg</p> |
| <p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p> | <p>✓ ✓</p> | <p>Picture of paper type uplodged.</p> <p> Printing Paper A4.jpeg</p> |
| <p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p> | <p>✓ ✓</p> | <p>We always print manually on both sides which is good for both environmentally and economically.</p> <p>We re-use single printed paper for notes or draft prints if there are some.</p> <p>We do not print emails, unless necessary.</p> <p>We provide itinerary to our guide by email rather than printing on a paper.</p> <p> Paper.pdf</p> |




| | | | |
|--|---|---|--|
| <p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p> | ✓ | ✓ | <p>We buy mostly organic coffee and tea which is easily available in Nepal and also not too expensive. We also buy tea or coffee with fair trade certified when possible.</p> <p> Tea brand.jpeg</p> |
| <p>3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.</p> | ✓ | — | <p>We use toner cardriges which is refillable.</p> <p>We use computer, screen, fax, printer with less energy consumption.</p> <p>Use a mouse with wire (instead of batteries).</p> <p>Instead of buying new furniture we re-use of the old furniture and repair it.</p> <p> Organic Coffee.jpg</p> <p> Singing Bowl.jpg</p> <p> Printing Paper A4.jpeg</p> |
| <p>3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.</p> | ✓ | ✓ | <p>We buy paper and all office consumables in larger quantities so that we do not have to buy often and save the transport.</p> <p>Coffee, tea, sugar are bought in a big scale which can be sufficient for 2-3 months.</p> <p>Normally we buy non packaging food from wholeseller so we store in our pot.</p> <p>No plastic bags are used in our office.</p> |



| | | |
|---|------------|--|
| | | <p>We avoid products which contain non essential or harmful packaging.</p> <p> Purchase.pdf</p> |
| <p>3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.</p> | <p>✓ ✓</p> | <p>We are 4 people who take lunch in the office and use organic and locally produced goods which helps local farmer and also cheaper for us.</p> <p>We have clear policy of purchasing so we have uploaded it.</p> <p> Sustainable Procurement Policy _ TTG.doc</p> |
| <p>3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.</p> | <p>✓ ✓</p> | <p>The company only focus on those things which are locally produced and are less likely to harm the environment. We never use and suggest to spend money on a superfluous things.</p> |
| <p>3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.</p> | <p>✓ ✓</p> | <p>When giving gift to employee or customer or even partner we use organic or fair trade product such as Nepali tea, coffee , handicraft etc</p> <p>We often visit Woman handicraft Nepal and buy handicrafts made by woman and promote it.</p> <p>Evidence of local handicraft visit and giveaways uploaded</p> <p> Local woman handicraft 1 TTG.jpg</p> <p> Local woman handicraft 2 TTG.jpg</p> |

| | | | |
|---|---|---|--|
| 3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available. | ✓ | ✓ | We do not use any cleaning materian in our office except water. Both for cleaning surface or glass or even other materials we use just pure water and cotton cloths. |
| 3.12. Other purchasing practices Other sustainable purchasing practices are in place. | ✓ | — | We paint our office every year and we use lead free paint. We buy goods from fair trade shops. We use more organic drinks such as coffee and tea. |

Paper (promotional materials)



3





| Action |  |  | Details |
|--|---|--|---|
| 3.13. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS). | ✓ | ✓ | We do not print promotional materials rather use only electronic way. If some how necessary we do not make big book of our product. Just one page leaflet so that we do not consume more trees. We have small brochure for trade fair only but not for general use. For other people we refer our website. The paper used for the brochure is recycled and chlorine-free. 90  Brochure TTG.pdf |





| | | | |
|---|----------|----------|---|
| <p>3.14. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p> | <p>✓</p> | <p>✓</p> | <p>We promote digitally rather than printing big brochure. As a small company, we do not use tons of paper. It might be just few kilo in a year also financial value would be less than 300\$ in a year.</p> <p>90</p> <p> Brochure TTG.pdf</p> |
| <p>3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p> | <p>✓</p> | <p>✓</p> | <p>We use mostly digital platforms such as email, website, newsletters and social media for marketing. When visiting trade fair, we use digital visiting card and exchange email and give address of our website.</p> <p>So we almost do not use paper for marketing.</p> <p> Brochure TTG.pdf</p> |



Energy

12

| Action |  |  | Details |
|---|---|--|---|
| <p>3.16. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p> | <p>✓</p> | <p>✓</p> | <p>We use CFL bulb for low energy.</p> <p>We usually switch off lights during day as we have sufficient sunlight in our office.</p> <p>We use no heater or airconditions in our office so consume very less energy.</p> |




| | | | |
|---|----------|----------|---|
| | | |  Energy.pdf |
| <p>3.17. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p> | <p>✓</p> | <p>✓</p> | <p>We use very less Energy in our office. We pay about 1\$ each month to the government for our electricity use. This is because all our energy is produced by our solar-run inverter. We only use very less watt CFL light and all our printer and other device will be off when not in use. The receipt of the electricity usage is attached.</p> <p>500 0</p>  Electricity_1737829836.476722.pdf  Electricity_1737829898.322723.pdf |
| <p>3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.</p> | <p>✓</p> | <p>—</p> | <p>We use solar energy in our office and only use hydro (green energy) when there is problem with solar, or if there is no sun for long time. We therefore have not done any audit. But can always see the bill of electricity to compare each months of our consumption.</p> |
| <p>3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p> | <p>✓</p> | <p>✓</p> | <p>Energy in Nepal is from the sustainable source (Hydro-power)</p> <p>We only have and use green Energy in Nepal and in our office. Its only hydro and solar energy.</p>  Solar Battery.JPG |

| | | | |
|--|---|---|---|
| | | |  Solar Panel.JPG |
| 3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset. | ✓ | — | We only use green energy so no carbon compensation is applied for energy. |
| 3.21. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces. | ✓ | ✓ | We use LED light bulbs in office.  LED Bulb 2.jpg  LED Bulb.jpg |
| 3.22. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors). | ✓ | — | WE do not have automatic switch on/off system but we do it manually. We switch off all the power before closing the office. |
| 3.23. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible. | ✓ | ✓ | We do it manually. Never switch on anything when not in use. We have to switch on our light during office hours if there is inadequate sunlight. This energy is from solar (green energy) and we are using LED light which gives more light in little energy. Other types of equipment get only switch on while on use and get off after the work has been finished such as a printer. Regarding the computers, we often work while eating during high season, so we don't turn it off during lunch hour.  Light Off Switch.JPG |

| | | | |
|---|----------|----------|---|
| <p>3.24. Light “switch-off” policy Office lights are switched off after office hours.</p> | <p>✓</p> | <p>✓</p> | <p>TTG Minimises the use of electricity so switch off all the equipment when not in use. Also, use bulb only when necessary but our office has plenty of sunshine. We always follow our switch-off policy to save as much energy as we can. Before closing we always switch off the lights and equipment before leaving for home.</p> <p> Light Off Switch.JPG</p> |
| <p>3.25. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p> | <p>✓</p> | <p>✓</p> | <p>We do not use many equipment which need electricity. Just computer, Vaccum cleaner, printer and fan. These equipments will be off when not in use. Also we consider in buying less energy consumable equipments. Majority of the electricity source in our office is from solar energy.</p> |
| <p>3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p> | <p>✓</p> | <p>✓</p> | <p>All the equipments are kept in default to the energy saving mode. We have signs to remind the staff to turn of the switch when not required.</p> <p> Light Off Switch.JPG</p> |
| <p>3.27. Other measures Other measures, not previously mentioned, have been implemented.</p> | <p>✓</p> | <p>—</p> | <p>Less use of energy in office and also encourage employee to do same at home. This is working well in Nepal. People usually do not want to spend more money for energy.</p> |

Water



7





| Action |  |  | Details |
|--|---|--|--|
| <p>3.28. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.</p> | ✓ | ✓ | <p>We don't have our own source of water in our office. When we need water, we bring it from our neighbour in a bucket. Our drinking water comes in big 20 liters bottles and that will refill in a bottle again.</p> <p> Water.pdf</p> |
| <p>3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.</p> | ✓ | ✓ | <p>We do not have our own source of water in the office. We bring water in a bucket from our neighbours, about 15-30 liters depending on the requirements. The water source is sustainable and does not affect environment. We use water provided by the government. We purify water through SODIS method.</p> |
| <p>3.30. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p> | ✓ | ✓ | <p>We use maximum two bucket of water every day, one bucket for the kitchen and one for the toilet. So that is the reason our water use is minimum. Our bucket is about 15 liters.</p> <p>1</p> |
| <p>3.31. Water saving taps Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussion taps)</p> | ✓ | ✓ | <p>As we don't have any source of water and there is no tap, so we don't have installed aerators. We will install it as soon as we have our own running water at office. Now we just fill our buckets with water from neighbour.</p> <p>No source of water, no Tap and no running water in our office. We just bring two bucket of water each day from neighbour house and use them.</p> |



| | | | |
|--|---|---|--|
| | | | |
| 3.32. Water saving toilets Dual flush or other water saving equipment is installed in the toilets | ✓ | ✓ | We use very little water from the bucket for each flush in the toilet. It is all manually done and it doesn't have big volume. |
| 3.33. Rain water Waste water and/or collected rain water is re-used. | ✓ | — | We hardly use 1 cubic meter water per month so we do not have system yet to collect rain water or reuse waste water. We also do not have any outer space to collect rain water. |
| 3.34. Other examples Other water-saving measures, not previously mentioned, have been implemented. | ✓ | — | We have no running water in our office so we probably save the water more than others. We just bring two bucket of water of about 15 Ltr each and our consumption is just around 30 Lts a day. |

Waste management











8

| Action |  |  | Details |
|--|---|--|--|
| 3.35. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment. | ✓ | ✓ | Nepal don't have any waste legislation yet. So for the proper management of waste, we use 3R principle for waste management. REDUCE The best way to manage waste is to not produce it. This can be done by shopping carefully and being aware of a few guidelines REUSE It makes economic and environmental sense to reuse products. Sometimes it takes creativity: RECYCLE Recycling is a series of steps that takes a used material and processes, remanufactures, and sells it as a new product. |





| | | | |
|--|---|---|--|
| <p>3.36. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p> | ✓ | ✓ | <p>We have very little waste in our office. The only waste is paper, which is taken by the local recycling authority.</p> <p> Waste.pdf</p> |
| <p>3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).</p> | ✓ | ✓ | <p>As a small business company we almost have no waste except some paper and very little plastic which comes from packaging. Little biodegradable waste comes from kitchen. All together in would be small bucket full in almost one week or some time even longer and of course we seperate them. We give this waste to waste collector from government.</p> <p>We keep ourself a record of waste we produce and incase it goes higher, we take a big control next months.</p> <p> Bins at Office.JPG</p> |
| <p>3.38. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p> | ✓ | ✓ | <p>As our policy, we don't use a lot of plastic or even big brochures for sending it to our clients. What we are doing is we put every thing in digital form in our website, which helps to reduce the use of paper and packaging.</p> <p>While giving souvenirs to clients, it is given inside the cotton tote bags. The gifts given are Nepali organic coffee and singing bowls.</p> <p> Organic Coffee.jpg</p> <p> Singing Bowl.jpg</p> |






| | | | |
|--|---|---|---|
| | | |  Cotton Tote Bag.jpg |
| 3.39. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use. | ✓ | ✓ | We are against plastic. We use 20 litres refillable water jars, so that we can refill whenever we need for the consumption in the office. For our clients we provide purified water from UV. We are a supporter of TAP (Travelers Against Plastic). |
| 3.40. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste, plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities. | ✓ | ✓ | We collect degradable and non degradable wastes separately. If the waste can be recycled they are given to some persons who then gives it to recycling company.  Bins at Office.JPG |
| 3.41. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible. | ✓ | ✓ | We have refilling cartridges for printing. Hence this is reusable for a long time. Our current cartridge is probably more than 8 years old as we do not print too much. |
| 3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed. | ✓ | ✓ | We give back the old batteries to the inverter company for recycling. We do not use too much battery in my office as we have green energy from solar on the roof of my office. http://www.trekkingteamgroup.com/page/our-philosophy |

Reducing pollution

| Action |  |  | Details |
|--|---|--|--|
| 3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment. |  |  | Yes, it is disposed through the government sewage system. |
| 3.44. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed. |  |  | We don't use any chemical in our office as we are very small and we have few staff. To clean the office floor we wipe with pure water only using a cotton cloth. |
| 3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available. |  |  | Yes we used lead free paint when we painted our office 4 years ago. |
| 3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company). |  |  | We are not a source. |

Mobility



| Action |  |  | Details |
|--|---|--|--|
| 3.47. Staff travel policy The company has a sustainability mobility policy for staff related travel, |  |  | Our staff come to the office by walking, by bicycle or some public transport. So we don't use our own vehicle. |

| | | | |
|---|---|---|---|
| <p>which includes reduction of travel and more sustainable modes of transport.</p> | | | |
| <p>3.48. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p> | ✓ | ✓ | <p>The managing director sometimes takes part in ITB Berlin. The carbon emission during the travel is approx 1.3 to 1.5 ton for round trip depending on the airlines.</p> <p>1</p> |
| <p>3.49. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p> | ✓ | ✓ | <p>We do tree plantation program on the TTG CSR day to encourage our staff about the importance of plantation. This also helps in offsetting the Carbon.</p> <p> Environment Day 2024.JPG</p> <p> Plantation TTG.JPG</p> <p> Plantation 1.jpg</p> <p> Plantation 2.jpg</p> <p> Plantation 3.jpg</p> |
| <p>3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p> | ✓ | ✓ | <p>Our staff do not have private cars. So we either walk, bicycle or use public transport for work commute.</p> |
| <p>3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings,</p> | ✓ | ✓ | <p>We have work from home policy. As all of us live locally, it is easier to walk to the office.</p> |

| | | | |
|--|---|---|---|
| work-at-home policies or other means. | | | |
| 3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B). | ✓ | ✓ | <p>We don't have car of our own but when renting for a trip we use good conditions vehicle and mostly new one. Some of them Euro standard as they started coming to Nepal as well this day but not sufficient all the time.</p> <p>We have also started to use EVs for tours whenever possible, as the transport company has limited number of EVs available.</p> <p>The following link shows an example of EV used during the tour.</p> <p>https://www.facebook.com/story.php?story_fbid=8014547008575429&id=100000606287250&rdid=OVWmNgBoluiiQ6VI#</p> |
| 3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards. | ✓ | ✓ | We rent vehicles from transport company and use EVs as much as possible. All the vehicles have to go through pollution test every year which is mandated by the government. |

Sustainability training and awareness raising

1

| Action |  |  | Details |
|--|---|--|---|
| 3.54. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste | ✓ | ✓ | Yes, we do have staff training and do some refresher course for them once in every year. Our latest TTG CSR details is as follows. Details of the course: TTG CSR Day |

issues.

Date: June 5TH 2024
Time: 9:00 am – 4:00 pm
Venue: Balthali
Chief Instructor: Shreehari Thapaliya and team

Details of the training: The day is celebrated with an environment day with the different slogan. We do different activities in different year. Every year we do a plantation program and some year we clean the heritage sites. Beside this we also give short training to learn their responsibility about the sustainability to save water, energy and many other things that is useful for our daily life.



Environment Day 2024.JPG







TTG Training 1.jpg




TTG Heritage Sites Cleaning Campaign.png

Land use and community relations

10

| Action |  |  | Details |
|--|---|--|---|
| 3.55. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations. |  |  | We don't own any building or land. We rent it. Our office is in compliance with all the laws. |

| | | | |
|--|---|---|---|
| | | | |
| <p>3.56. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.</p> | ✓ | ✓ | N/A |
| <p>3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.</p> | ✓ | ✓ | We do not own the building and have not renovated for over 5 years except painting. |
| <p>3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.</p> | ✓ | ✓ | <p>We don't own building and have not renovated for last 5 years.</p> <p>If we have one in the future, we will surely comply with the legal matters with community, locals and indigenous rights.</p> |
| <p>3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.</p> | ✓ | ✓ | N/A |
| <p>3.60. Invasive species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.</p> | ✓ | ✓ | |
| <p>3.61. Community consultation Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid adverse effects on</p> | ✓ | ✓ | We don't own the building but building owner have obtained all transparent and legal manner when making it. He also have use local craftsmen and labour with fair pay. |




| | | | |
|--|---|---|---|
| <p>local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</p> | | | <p>We have close collaboration with business community around us. As we don't have our own water supply we bring from them in a bucket. We have a great friendship.</p> <p>We also have great cooperation with another neighbour, a biking guide. He help us guiding our clients and we rent his bicycle.</p> |
| <p>3.62. Community services The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.</p> | ✓ | ✓ | <p>No conflict, they will be rather happy when operating small group tour to community such as home stay, local-living tours etc.</p> |
| <p>3.63. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.</p> | ✓ | ✓ | <p>N/A</p> |
| <p>3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.</p> | ✓ | ✓ | <p>Yes, we consider this carefully and use the accommodation which is typically made or are promoting local craftsmanship such as wood carved.</p> <p>We have prayer flag in our office which gives cultural aspects. We also have sarangi in our office which gives typical traditional and musical aspect for the visitors.</p> <p> Prayer flags at office.jpg</p> |


4. Inbound partner agencies

16

Inbound partner agencies

8



| Action |  | Details |
|--|---|--|
| <p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p> | <p>✓</p> | <p>✓</p> <p>Whenever we select a partner in Tibet or Bhutan we ask them about their responsible tourism policy and ask them to follow the one we practice. We have a partner policy as attached.</p> <p>2</p> <p> Partner.pdf</p> |
| <p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p> | <p>✓</p> | <p>✓</p> <p>We have informed to our partner agencies to engage with Travelife. A sample is attached.</p> <p> Communication to partner in Bhutan.jpg</p> |
| <p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p> | <p>✓</p> | <p>✓</p> <p>We do not have contract but we have communicate the policy to follow. Some of the points to follow are;</p> <p>No Child Labor is offered. No bottles waters are provided during excursion Work place Safety Policies and equipped during excursion Working conditions of porter and its limit of weight Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work Equal Employment Opportunity Livable salary to our employees plus extra salary for over time. Hours of Operations (normal hour of operation per day is 8 hours) employees can do extra overtime To</p> |

| | | | |
|--|---|---|---|
| | | | make clients and suppliers aware of our Sustainability Policy, and encourage them to adopt sound sustainable management practices |
| 4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies. | ✓ | ✓ | We are encouraging our partner to join Travelife. Bhutanese Partner is interested to join. Screenshots of evidence of correspondance is uploaded.  Communication to partner in Bhutan.jpg |
| 4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies. | ✓ | — | So far no partner is trained in Tibet. In Bhutan they are trained by the Bhutan government, and are interested in engaging with Travelife. |
| 4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results. | ✓ | ✓ | Our Bhutanese partner is working according to the sustainability rules of their government. Hopefully they will engage with Travelife very soon. |
| 4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements. | ✓ | — | Until now no one, but they are in the process. |
| 4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing benefits). | ✓ | — | We have not provided incentive yet but we have agreed to pay 5% more for their services if they engage actively in sustainable practices. Our Bhutanese partner is working towards more sustainable tours. |

Specific conditions

8

| Action | | | Details |
|---|---|---|---|
| 4.9. Contracts Written contracts with partner agencies are in place. | ✓ | ✓ | We do not have written contract with Partner agency so far. However we share our sustainable policy via email before starting partnership. |
| 4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis. | ✓ | — | There are no contracts done, however we have some understanding and communication about some code of conduct about the sustainable practice they have to follow. |
| 4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition). | ✓ | — | No contract, but included in our codes of conduct. |
| 4.12. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions). | ✓ | ✓ | We do not have contract however we are against sexual exploitation of the children and working together with THE CODE. Included in code of conduct for partners. http://www.trekkingteamgroup.com/page/Responsible-Business We have also introduced this to our partner and they are aware about it. |
| 4.13. Licence Partner companies comply with local, national and international legislation and regulations. | ✓ | ✓ | No contract, but included in code of conduct. Our partner companies are government registered in their countries and follow all the rules and regulations. |






| | | | |
|---|----------|----------|---|
| <p>4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.</p> | <p>✓</p> | <p>✓</p> | <p>Clients are in contact with us directly so we provide information known as 'holiday information' which has all details about the trip, destination, sustainability, dos and don't. File uplodged for evidence.</p> <p> Holiday Information.docx</p> |
| <p>4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p> | <p>✓</p> | <p>✓</p> | <p>Yes, it is our number one priority to follow the national law protecting the rights of employees, and we keep this in code of conduct to follow to our partner agency also.</p> |
| <p>4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.</p> | <p>✓</p> | <p>✓</p> | <p>Fair pay is our number one policy to be included on a contract with our partner agency. We also talk directly with employee often when we are on the trip just to cross check.</p> <p> Partner.pdf</p> |


5. Transport


10

Selecting transport suppliers

8



| Action |  | Details |
|--|---|--|
| <p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p> |  | <p>We do not arrange any international transport but will arrange domestic transport to our customers. EVs are used whenever available for city tours and airport pickup/drop. We do not use vehicles that are more than 10 years old or which are affecting the environment by emitting harmful smokes.</p> <p>An example of the use of EV during the tours.</p> <p>https://www.facebook.com/story.php?story_fbid=8014547008575429&id=100000606287250&rdid=AEeSXTIyclwJ5VQL#</p> |
| <p>5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.</p> |  | <p>We do not offer international flight.</p> |
| <p>5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.</p> |  | <p>We are not responsible for the transport to the destination, but only the vehicles used during the tours.</p> |
| <p>5.4. Transfer to departure airport</p> |  | <p>EVs are used for all the transport in the city for small groups. For big groups, we use bus for</p> |



| | | | |
|---|---|---|---|
| <p>Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p> | | | <p>the airport transfers. An example of EV used for the airport transfer is attached.</p>  EV transport.jpg |
| <p>5.5. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p> | ✓ | ✓ | <p>We use EVs for city sightseeing. As we rent the vehicles from transport company, it is not possible to use EVs for all the tours outside of the valley, since there are issues with the availability of EVs. We are promoting mostly public tourist bus to use for our all trekkers rather than taking private car for their own. When we travel one city to other such as down to Pokhara or Chitwan we use public tourist bus transport. It will be shared by many other people. This is more efficient and thus less CO2 emissions than car rental or taxi.</p> |
| <p>5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.</p> | ✓ | ✓ | <p>We do not have any boat service in Nepal, Bhutan and Tibet therefore it doesn't apply us.</p> |
| <p>5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.</p> | ✓ | ✓ | <p>We only use the transport which has green sticker from Ministry of Transport. This label takes in consideration of environmental criteria. Also tourist bus is safer than regular bus.</p> |
| <p>5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.</p> | ✓ | ✓ | <p>Yes, we do teach drivers provided by other companies to follow the code of conduct. they are mainly as follows;</p> <ul style="list-style-type: none"> -Stop the engine when stopping for Meals or toilet break or even a photo break. -Keep the vehicle up to date and change the filter often. -Use of Horn very minimum in order to reduce noise pollution. -Take safety precaution such as no risky overtake or too fast drive. |

| | | |
|--|--|--|
| | | <p>-No Mobile conversation while driving.</p> <p>-Strictly follow traffic rules.</p> <p>We have regular transport company we work with and we ask the company on the basis of our clients' feedback to send a particular driver and vehicle.</p> <p>The code of conduct is being published and informed to the driver with a copy of it.</p> <p>2023-2035 Updates</p> <p>The code of conduct is provided to the transport company. The owner then describes it to their drivers.</p> <p> Code of Conduct for Drivers.docx</p> |
|--|--|--|

Sustainable packages

2

| Action | | Details |
|---|---|--|
| <p>5.9. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p> | <p> </p> | <p>We have several package which are sustainable. When we develop this package we always give priority to the environment, community, transport and accommodation.</p> <p>A biking trip to Kathmandu valley is the best way to explore without any environment issue. You will be going depth inside so able to explore more and we eat at a nepalese home where they also make some money from the food and people overwhelmed with their hospitality.</p> <p>If we take a 2 days trip we make a home stay and that benifit the community.</p> <p>These biking trips are without support of vehicle so we are not making any negative impact on</p> |


| | | |
|--|----------|--|
| | | <p>environment.</p> <p>We have a 'Sustainable Tours' section on our website.</p> <p>http://www.trekkingteamgroup.com/page/Kathmandu-Valley-Rim-Biking</p> <p>http://www.trekkingteamgroup.com/page/local-living-i-home-stay</p> <p>https://www.trekkingteamgroup.com/day-tour/other/an-experience-of-school-visit-go-local-</p> <p>https://www.trekkingteamgroup.com/day-tour/other/cook-like-a-local-cooking-class-</p> |
| <p>5.10. Carbon management (products)</p> <p>The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of its products and to inform its clients.</p> | <p>✓</p> | <p>We use the GHG emission calculator and we try to offset as much as possible by plantation every year.</p> <p> Plantation TTG.JPG</p> <p> Everest Base Camp_2025_02_05 18_24_41.719406_00_00_label.png</p> |

6. Accommodations

16

Accommodations

9

| Action | | | Details |
|---|---|---|---|
| <p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p> | ✓ | ✓ | <p>We select accommodation based on their principles of support for the local community and their impact on the ecology. We use the hotel which use green energy, low impact etc.</p> <p>We also prefer the reuse of towels and sheets and less electricity and water usage etc.</p> <p>We support and use teahouses owned by the locals and encourage guests to eat local foods, so that it helps the community directly.</p> <p>Also we use Steripens in every trip to ensure that clients will not buy the bottle water and use the tap water to be drinkable.</p> <p>The details for choosing the right accommodation policy is uploaded in the file.</p> <p> Accommodation Policy.docx</p> |
| <p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p> | ✓ | ✓ | <p>Normally clients choose the accommodation themselves and we provide accommodation in the trekking part only. We use locally owned teahouses during the trek. In the case of the few hotels we work with in Kathmandu, we communicate in the beginning regarding sustainability practices with them. We expect the supplier to initiate, or continue to develop and implement.</p> |

We have policy to use of accommodations that do little/no damage to the natural and social environment. We give preference to sustainability certified accommodations where possible but there is not anyone in Kathmandu yet.

We will visit the accommodation and see their performance.

TTG actively communicates its policy to accommodation suppliers. TTG expects the accommodation supplier to read the sustainability policy and the supplier to start to develop and implement, an equivalent sustainability strategy covering the supplier's impact on the environment, its employees and the local community.

Our company communicates with accommodation suppliers in the following ways.

Email

Our first preference for communication is email and phone. During our communication, we often have a conversation about sustainability policy.

In-person visit


When we have free time, we visit the accommodation supplier in person and encourage in sustainability by improving their services.



What we communicate

Our company promotes as a mandatory policy:

Child labor Anti-corruption Waste management Energy consumption

Lastly, we have communicated two of our accommodation providers one from Kathmandu i.e



| | | |
|---|------------|---|
| | | <p>Mandala Boutique Hotel and one from Pokhara i.e White Pearl. We have communicated with them regarding the sustainability practices in the beginning. The file that we have prepared to send for accommodation providers is being attached in the following:</p> <p> Screen shots of Evidence of sustainable accommodation policy for ACC providers.jpg</p> |
| <p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travelyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p> | <p>✓ ✓</p> | <p>Internationally certified hotels are limited in Nepal, hence as a tour operator / travel agent we mainly look at their practices to identify the more responsible accommodation providers.</p> <p>We prioritize accommodation working towards sustainability.</p> <p>Kantipur Temple house, Tiger Tops, Hotel Manaslu, Hotel Shambala are the few sustainable accommodation we use.</p> <p>75 1</p> |
| <p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p> | <p>✓ ✓</p> | <p>We use the accommodation without contract, however we have clearly communicated to partners and/or accommodation providers about child labour, anti-corruption and bribery, waste management and protection of biodiversity.</p> <p>As far as we know it is free of Child labour, anti-corruption and bribery to all the accommodation we use but regarding Waste management and protection of biodiversity, they have been trying and doing their best on our Nepal standard.</p> <p>As already mentioned, we don't select any accommodation providers. In case if we have to select then we send a best practice for sustainable policy, a letter file which is being attached in section 6.2. Our team first visit the hotel before selecting them. We don't have such proof that</p> |


| | | |
|---|------------|---|
| | | <p>we have in our communication. We send the letter file to encourage them to follow best practice.</p>  Screen shots of Evidence of sustainable accommodation policy for ACC providers.jpg |
| <p>6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p> | <p>✓ ✓</p> | <p>Best Practice standards of Travelife and other guidance towards more sustainability management are shared to accommodation supplier by email.</p> <p>Also, they have reported that many of the clients were happy with their sustainable practice.</p> <p>The evidence of communication screenshots are uploaded.</p> <p>https://kantipurtemplehouse.com/about-us/</p> <p>40</p>  Best Standard Practice for Hotel communication.png |
| <p>6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).</p> | <p>✓ —</p> | <p>We often do on site inspection of our accommodation partners. It is in our action plan to engage as many accommodation providers in Travelife by pursuing them to attend workshops, and other trainings related to sustainability.</p> <p>60</p> |

| | | | |
|--|---|---|--|
| <p>6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p> | ✓ | ✓ | The hotels from Kathmandu took part in the last training workshop of Travelife. |
| <p>6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p> | ✓ | ✓ | <p>In cooperation with Travelife we suggest our hotel partner to take a training whenever there is one from Travelife. It is very important and they can learn a lot regarding sustainability.</p> <p>I will help and inform them if there is next training going on with cooperation with TAAN and HAN.</p> <p>Hotel Traditional Comfort & Hotel Shambala are the Travelife certified accommodation in Kathmandu and we highly recommend it to our clients.</p> |
| <p>6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p> | ✓ | ✓ | <p>Yes we do provide incentives specially for the accommodation which work for sustainability. For an example use the accommodation which banned plastic water bottle in the hotel. We promote the hotels working towards sustainability to our partners and clients.</p> |

Specific conditions

7

| Action |  |  | Details |
|---|---|--|--|
| <p>6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p> | ✓ | ✓ | We always make sure that there is no child labor in the hotel. |

| | | | |
|---|---|---|---|
| <p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p> | ✓ | ✓ | <p>Accommodation in the city is chosen by customer. We choose teahouses on trekking trail. They are all locally owned and provide local products such as foods and any souvenirs if available. Local people can come and sell their local craft made by them so they can have some profit directly.</p> |
| <p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p> | ✓ | ✓ | <p>We normally don't book accommodation, however incase we need to do for some clients we do use the hotel who work for responsible tourism, help the community and has great art and architect such as carving window and door of wood to keep the heritage and art alive. Such hotels are Kantipur Temple House & Mandala Boutique Hotel.</p> |
| <p>6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p> | ✓ | ✓ | <p>Normally accommodations are chosen by clients, however we are very much against the exploitation of the children. We work together with THE CODE and we are an active member of them. Our guide and porters will let us know if the teahouses on the trek are exploiting any children.</p> <p>If it is proven that the accommodation providers exploits children, the contract will be terminated immediately.</p> <p>http://www.trekkingteamgroup.com/page/Responsible-Business</p> <p> The Code member.jpg</p> |
| <p>6.14. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p> | ✓ | ✓ | <p>Most of the time we do not select accommodation ourselves but we may select for someone if they ask for it. This case we use the family run local accommodation and their foods are mostly locally produced, and they are not harming anything to neighbouring community.</p> <p>If it is proved that the accommodation providers exploits such things, the contract will be terminated immediately.</p> |




| | | | |
|--|---|---|--|
| <p>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p> | ✓ | ✓ | <p>The teahouses on the trek provide locally grown foods for our guests. As a trekking operator, we use mostly local food produced by local farmer. It will be cheaper, healthier and even environment friendly as this will not be packed with tin or plastic.</p> <p>We encourage our guests to eat local foods during the trek rather than the packed foods.</p> |
| <p>6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).</p> | ✓ | ✓ | <p>We do not select accommodation to most of our travellers. We only operate trekking holidays and in this case accommodation provided in a trekking trail is simple and family owned. They use gas, kerosene, firewoods or bio gas to cook the food and whatever the heating coming on the side are use to warm water. There is no AC and they have been using the Green Electricity made from Hydro power in a local village, or solar energy.</p> <p>There are not any such red-listed species on the menus of our accommodation providers.</p> |


7. Activities

15

Activities











8



| Action |  | Details |
|--|---|--|
| <p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p> | <p>✓</p> | <p>✓</p> <p>We visit the protected area such a national park and heritage site, without making any negative impact. We travel in a small group, use local guide, follow our principle leave nothing but footprint and take nothing but the memories.</p> <p>The 'sensitive excursions' we provide are:</p> <p style="padding-left: 40px;">UNESCO heritage site sightseeings National Parks visit</p> <p>28</p> <p> Sensitive Destinations TTG.pdf</p> |
| <p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p> | <p>✓</p> | <p>✓</p> <p>In regard this we have developed biking trips, hiking trips and tours to heritage site. We strictly banned exploiting animals. We do not include any activities such as elephant ride. We visit the elephant stable and do a tour called "walk with Elephant". We do not use any animals to carry goods during the trek, but only use porters. This helps the multiple local people to get jobs.</p> <p> sustainableexcursionpolicy.doc</p> |

| | | | |
|---|---|---|---|
| <p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p> | ✓ | ✓ | <p>Yes, we communicate our sustainability policy with partner clearly beginning of our contract. We also remind them about this every year. We expect the supplier to have read the sustainability policy and expect the supplier to initiate, or continue to develop and implement, an equivalent sustainability strategy covering the supplier's impact on the environment, its employees and the local community. Evidence of communication screenshots uploaded.</p>  <p>Sustainability Policy for partners.jpg</p> |
| <p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p> | ✓ | ✓ | <p>We do provide some trips that are sensitive, here is our code of conduct;</p> <ul style="list-style-type: none"> > No use of plastic. > No waste is left behind us such a tin or plastic bottle. >No harm to animals or nature such as hunting etc > No fire wood is used for cooking > No New trails are made > No indeginious people are distrubed or visited without advance information > No more than 15 people are taken in each group <p>We operate this trips by ourselves and have no locals partners therefore no evidence of communication.</p> |
| <p>7.5. Baseline / self evaluation</p> | ✓ | ✓ | <p>This has not been a great practice in nepal till now and some of them have just realized and</p> |

| | | | |
|--|---|---|---|
| <p>Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.</p> | | | <p>understanding the important of sustainable tourism. We will encourage our partner and also select the partner that are practicing responsible tourism.</p> |
| <p>7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p> | ✓ | ✓ | <p>National parks and conservation areas in Nepal are managed with a controlled sustainability standard. When visiting this national park we inform and educate our clients to follow rules such as;</p> <p>Flora and Fauna of the park are fully protected and must not be disturbed at any cost. Do not purchase illegal animal or plant products. The purchase of illegal animal or plant product may bring you to the legal prosecution. The visitors of the park must respect the religious and cultural sites all around the park. The visitors are required to place the trash in the rubbish bins and should care about the cleanliness. The visitors are strictly prohibited to walk within the park between sunset and sunrise.</p> |
| <p>7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.</p> | ✓ | ✓ | <p>We are ourselves, excursion providers, in our country.</p> |
| <p>7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p> | ✓ | ✓ | <p>We do not have such a contract as we do not have other DMC. We do all by ourselves in Nepal, Bhutan and Tibet. We only take some support from our partner in Tibet when we organise a trip there.</p> <p>The contract is done with the providers in Bhutan & all the policy are informed to them.</p> |

Specific criteria

| Action |  |  | Details |
|---|---|--|--|
| <p>7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p> |  |  | <p>We do not offer any activities which threaten animals, nature or which are socially not acceptable. We do not promote any activities which affect animals or human. As a supporter of TAP (Travelers Against Plastic) and we protect children from sex tourism, we strictly follow the principles and explain to our clients and make them aware about it.</p> |
| <p>7.10. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p> |  |  | <p>We do not offer any activities where captive wildlife is held. No activities of our company related to animals except some jeep safari trip to National park but that is just to show some animals with respect. We are totally against elephant rides and suggest everybody to take a jeep safari instead. We do not sell Elephant safari. Jeep safari is organised with sensitivity for the animals.</p> |
| <p>7.11. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p> |  |  | <p>It is completely illegal to harvest wild animals or birds in Nepal. We do not encourage, promote this sort of things to our clients rather inform them about our rules of government.</p> |
| <p>7.12. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p> |  |  | <p>We do not encourage any animals activities such as bull or hull combat, rodeo's, snake show, Monkey show, dancing bears or elephant etc; We do not promote or include any of these activities which exploit animals. Nor we promote elephant safari.</p> <p>We offer jeep safari which operate with some fees which contribute for conservation management. The fee that is paid for the jeep safari goes towards the improvement of the national park.</p> |

| | | | |
|--|----------|----------|--|
| <p>7.13. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p> | <p>✓</p> | <p>✓</p> | <p>All our tours or trekking guides are certified by Nepal Government. They are trained from Nepal Academy of Tourism and Hotel Management, Ministry of culture, Tourism and Civil Aviation to be the trek and tour leader of Nepal.</p> <p>On top of that we also provide refreshing course so that will add the knowledge.</p> <p> Sange Guide Licence TTG.jpg</p> <p> Lakpa Guide Licence TTG.jpg</p> |
| <p>7.14. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p> | <p>✓</p> | <p>✓</p> | <p>Yes we do support the local community and social project. We have many tours that promote and support local communities such as:</p> <p>Cook like a Local School visit Homestay trips</p> <p>We use locally owned teahouses on the trek which directly helps the local community.</p> <p>https://www.trekkingteamgroup.com/cooking-class-in-kathmandu/</p> <p>https://www.trekkingteamgroup.com/local-school-visit/</p> <p>https://www.trekkingteamgroup.com/nepal-trips/philanthropic-travel/</p> <p>https://www.trekkingteamgroup.com/nepal-trips/local-living-home-stay/</p> |
| <p>7.15. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p> | <p>✓</p> | <p>✓</p> | <p>In Nepal, the permit system helps companies comply with this criterion. By paying the permit / entrance fee, our company supports environmental and biodiversity protection.</p> <p>Most of our trekking tours cover protected area such as national park, conservation area. We</p> |

also take all our trekkers of Annapurna area to visit the headquarter of ACAP at Ghandrung and see their work regarding sustainable tourism.





All the trekking tours require permits, which helps in the protection of the National Park.



8. Tour leaders, local representatives, and guides




11










Tour leaders, local representatives and guides



11






| Action |  | Details |
|---|---|---|
| <p>8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.</p> | <p>✓</p> | <p>✓ We always have local staff including tour leader. We do not use international leader because our local leaders are the best assets of our company and they are resourceful.</p> |
| <p>8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p> | <p>✓</p> | <p>✓ Yes they do understand their working terms and conditions of working and remuneration as it is clearly stated in Appointment letter.</p> <p>Sample of appointment letter uploaded.</p> <p>2023-2025 Update</p> <p>There is a specific place in the office where the files containing HR policy is kept. Our staffs are informed about it and they can go over those documents whenever needed. Everyone in the office understand the terms and conditions of their employment.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 1094 1368 1171">  Appointment_Sunita.pdf </div> <div data-bbox="1025 1171 1317 1248">  Remuneration 1.jpg </div> <div data-bbox="1025 1248 1317 1324">  Remuneration 2.jpg </div> </div> |

| | | |
|--|----------|--|
| <p>8.3. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p> | <p>✓</p> | <p>✓</p> <p>All our staff including Guide and porters are paid not less than Nepal government rules and TAAN rules. Often we pay more than that. They all are paid fair.</p> <p>Specific pay rate for office boy is 20000, and higher for any other staff above him depend on what they do and what speciality they have. For Trekking guide daily wages is 2500-3500 rs depending on which trek. For Porter 2000-2500 depending on trekking areas. All this wages are higher than government and TAAN rules.</p> <p>The minimum working wage in Nepal is below Rs 15,000 per month according to government rules.</p> |
| <p>8.4. License Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.</p> | <p>✓</p> | <p>✓</p> <p>We do not offer and hire any guides/leaders without license. We check every person's license before hiring them.</p> <p> Sange Guide Licence TTG.jpg</p> <p> Lakpa Guide Licence TTG.jpg</p> |
| <p>8.5. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p> | <p>✓</p> | <p>✓</p> <p>Trekking guides and tour leaders are certified by TAAN. There are qualified members in our team. Trainings are given to them every year.</p> <p>2023-2025 Update</p> <p>Guide refresher training - trained by the director on 5 June 2024</p> <p>KEEP Wilderness First Aid & Rescue Training</p> <p>TAAN Storytelling & First Aid Training</p> <p>NATTA Sustainability Training</p> |

| | | | |
|---|----------|----------|---|
| | | |  Lakpa Guide Licence.jpg  Sange Guide Licence.jpg  NATTA sustainability training.jpg  KEEP_Birman.jpg  TAAN Training.JPG  TTG Training 2.jpg  Learning bandaging for head injury.jpg |
| <p>8.6. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p> | <p>✓</p> | <p>✓</p> | <p>We have meeting with all staff including guides and office staff regarding our mission, policy of sustainability and to know about the Export Marketing Plan. Without discussion and interaction with staff we won't achieve the goal.</p> <p>We also have uploded everything on our site, have printed and kept on a file where every staff can see.</p>  TTG _ Minute 2.pdf  Guide Training.jpg |
| <p>8.7. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p> | <p>✓</p> | <p>✓</p> | <p>Our tour guides are trained in Nepal Academy of Tourism and Hotel Managemen office in Kathmandu. This is under Ministry of tourism, culture and aviation of Nepal Government.</p> <p>Also we give them refreshing course everyyear to make them uptodate.</p> |

| | | |
|--|------------|--|
| | | <p>In travelife platform, we have added our staff members and encourage to take an online course. One of each has finished the different course related to their sector. The guides are introduced to best practices that they can promote and recommend when guiding tours in environmentally and socially sensitive areas.</p> <p>Our staff members were added on the travelife system so that they can access the learning platform.</p> <p>From this online course, they have updated their behaviors on sustainability.</p> <ul style="list-style-type: none">  sustainability.pdf  leading the way.pdf  _MG_8691.JPG  Travelife June 2022 Workshop.jpeg  Staff Online Trainings TTG.pdf  KEEP_Birman.jpg  TAAN Training.JPG  TTG Training 1.jpg  Guide Training.jpg |
| <p>8.8. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p> | <p>✓ ✓</p> | <p>We only use trained guide and sherpas so they are well trained about this sustainability aspect. We also do refreshing course often during off season.</p> <p>Depending on the trekking area and route, we send different guides. For example, a</p> |

| | | |
|---|------------|--|
| | | <p>birdwatching guide for a trek like Shivapuri as this is best birdwatching place combined with trekking.</p> |
| <p>8.9. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p> | <p>✓ ✓</p> | <p>We have an info night on the arrival day. Same day clients will meet a guide, have welcome Nepali dinner with culture program. Our guide will give them a briefing about their trip, he will also brief them about the sustainability matters, social norms and value so that it will be easier for them to do the correct things.</p> <p>Some of the key points that need to communicate between tourist and guide are in document file which is kept in the office table with a copy of it with each guide so that it will be easy for the guide to communicate with clients about sustainable practice.</p> <p>Also we have included some of this information on holiday information which i have enclosed here.</p> <p>https://www.trekkingteamgroup.com/do-s-and-don-t/</p> <p>Every clients are well informed about the information prior to their arrival and they are again informed after their arrival.</p> <p> Customer Communication activities for Sustainable Tourism.docx</p> <p> Holiday Information.docx</p> |
| <p>8.10. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p> | <p>✓ ✓</p> | <p>All our trekking guides are trained in NATHAM and they received all info about this Sexual Exploitation of children. They have 1-2 classes on this topic during their training. So they are informed about it.</p> <p>Besides this, we are also an active member of The CODE, an organization which educates travelers about this. Our staff can train themselves online on the CODE site as well to know</p> |







| | | |
|---|------------|--|
| | | <p>more about the sexual exploitation of the children and how to solve.</p> <p>Our staff have done training of Travelife through online learning course about Sexual exploitation of children. They have been well informed and taught office members about some basic information on the sexual exploitation of children.</p> <p> child.pdf</p> <p> dinesh.pdf</p> <p> shankar upreti.pdf</p> <p> birman.pdf</p> <p> The Code Report TTG.pdf</p> |
| <p>8.11. Working conditions</p> <p>The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).</p> | <p>✓ ✓</p> | <p>All of our tours are just hiking to the base camp, and not mountain climbing. All of our staff are well trained and are happy with the company. Some of them have been working with us for more than 25 years.</p> |

9. Destinations

11

Selection of destinations



5







| Action |  | Details |
|--|---|--|
| <p>9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)</p> |  | <p>We collect this record from our guides, clients feedback and from our partners. During general meeting Everyone share the info and keep the record on file and computer. We then sort out some relatable solution in a sustainable way and we implement them effectively. Meeting photo and minutes uploaded.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  Staff meeting TTG.jpg </div> <div style="display: flex; align-items: center; margin-top: 5px;">  TTG Staff Training.jpg </div> |
| <p>9.2. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p> |  | <p>While preparing a new tour, many things including sustainability aspects are taken in mind. We have tried to introduce new destination where there are not many tourist. Also promoting new destination will be a benifit to the local people. They can sell their local product and they will have some income. Such as Tamang heritage trail, Api Saipal Trek or treks in the far western part of Nepal.</p> <p>https://www.trekkingteamgroup.com/sustainable-tours/</p> |
| <p>9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water,</p> |  | <p>Such as around Annapurna trek or Everest Base Camp trek, where thousands of trekkers get there every months, many of them in helis, and this has made the national park more polluted, difficult to walk in a trail where you have to wait many minute to give way to others. So we</p> |




| | | | |
|--|---|---|--|
| energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects). | | | encourage our customer to choose more sustainable trek such as home stay treks. |
| 9.4. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered. | ✓ | ✓ | Sure, we use local bus or tourist bus as a transport rather than using small coach or flight. We try to introduce new trip in a area which can be easily accessible by local transport without using flights. We have been using EVs for 100% of our city tours. |
| 9.5. International sanctions The company complies with UN and other relevant (EU) sanctions regarding tourism destinations. | ✓ | ✓ | We don't have that yet. |

Local projects and initiatives

6

| Action |  |  | Details |
|---|---|--|--|
| 9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities. | ✓ | — | The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities. |
| 9.7. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport) | ✓ | ✓ | Encourage to by a local product from fair trade. We have a local network as we employ local guides, suppliers and operators in the destinations. We run a holiday in a small group and never operate big group sizes to limit negative social and environmental impacts. Homestays are always encouraged where possible. Training |

| | | |
|---|------------|---|
| | | <p>opportunities are provided to porter so that they can get to the higher position in the company. Fair payment and working conditions for all staff and porters are provided.</p> <p> Local woman handicraft 1 TTG.jpg</p> |
| <p>9.8. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).</p> | <p>✓ ✓</p> | <p>Being of Member of KEEP and TAAN, we have supported locals and also influenced local government concerning sustainability. We as a Member of a group of more than 1000 agency have big influence towards government or locals authority.</p> <p>Such as opening new route or giving training to the local villagers or house owner to be able to handle guest as a home stay.</p> <p> KEEP TTG.png</p> |
| <p>9.9. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.</p> | <p>✓ ✓</p> | <p>We have been supporting Annapurna Conservation Area Project and NTNC, National park and conservation financially and also product wise selling a trip of that destination.</p> <p>The permits issued for the trek is typically for the conservation of the National Parks.</p> <p> Entry Fee.pdf</p> <p> Plantation 1.jpg</p> <p> Plantation 2.jpg</p> <p> Plantation 3.jpg</p> |
| | | |











| | | | |
|---|----------|----------|---|
| <p>9.10. Forbidden souvenirs</p> <p>The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN ‘Red List’; historic and archaeological artefacts (except as permitted by law).</p> | <p>✓</p> | <p>✓</p> | <p>We do not promote any illegal souvenirs and souvenirs made from endanger flora or fauna, rather give them an information what punishment they will get if they buy it.</p> <p>Therefore it is our concern to give them all info during info night so that they will know what to buy and what not to. We also have that info on our holiday information which we send to every clients before their arrival. All the details are explained to clients on the arrival day.</p> <p>https://www.trekkingteamgroup.com/do-s-and-don-t/</p> <p> Holiday Information.docx</p> |
| <p>9.11. Exploitation and harassment</p> <p>The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.</p> | <p>✓</p> | <p>✓</p> | <p>As we are a proud member of THE CODE, we work totally against the sexual exploitation of children. This thing is not taken lightly at all.</p> <p> The Code member.jpg</p> <p> The Code Report TTG.pdf</p> |




10. Customer communication and protection

30



Prior to booking

15

| Action |  | Details |
|---|---|--|
| 10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors. |  |  <p>When receiving first email from the clients about their interest on trek/tours in Nepal, we make sure that the trek they have chosen is correct for them. We give lots of advice regarding difficulty, scenic, easy access and so on. It is very important for us and them to discuss a lot about their interest, physical conditions and budget so that we can advise exactly the proper trip for them so that they will have a memorable trip. We will always listen to their view and suggest our opinion to choose the holiday.</p>  Suggestion for treks.PNG |
| 10.2. CRM A Customer Relationship Management system is available (CRM) |  |  <p>We don't have such softwares as we do not deal with many customers.</p> |
| 10.3. Customer privacy The company ensures that customer privacy is not compromised. |  |  <p>We do not sell or expose their email or photos to anywhere. This is strictly kept confidential.</p> <p>https://www.trekkingteamgroup.com/privacy-policy/</p> |
| 10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and |  |  <p>Our policy regarding marketing and advertising is very simple. We promise what we can deliver. It is nonsense to promise things that you can't fulfill. We have more than 45% repeated clients so it shows that our customers are happy to travel with us again and again.</p> |

| | | |
|--|-----|---|
| do not promise more than is being delivered. | | https://www.trekkingteamgroup.com/experience/  Brochure TTG.pdf |
| 10.5. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims. | ✓ ✓ | Yes, everything is very clear. We have a rate of every trek published on our site and there are no last minute surprise or hidden cost. Everything is very clear to customer before they book any trip with us. The things included and not included on the price is displayed on the website as well. https://www.trekkingteamgroup.com/experience/ Our products are good as we try to use as much as local owned lodge or house to stay and use the local food.  Brochure TTG.pdf |
| 10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete. | ✓ ✓ | We have kept the information on our site and every tour they book or ask, we send them details info called holiday information like a file uploded.  Holiday Information.docx |
| 10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated. | ✓ — | We operate individual client and also a group but the group size would me maximum 15. Normally our standard size is from 2-10 persons in many groups. It is also in the website. Our clients will know the number of people in the group before they arrive in Nepal. |






| | | | |
|---|----------|----------|--|
| <p>10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p> | <p>✓</p> | <p>—</p> | <p>We have calculated carbon emission of some of our tours from Carmacal. We will calculate the carbon emission of all of our trips in the future either from Carmacal or other carbon emission calculators. We inform our clients about the sustainable tours options through brochures and newsletters. They can also see it on our website.</p> <p>50</p> |
| <p>10.9. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p> | <p>✓</p> | <p>✓</p> | <p>As we do not have train, we use mostly buses for the transport except few customer who would like to travel by car or jeep. However we have given them enough information about this alternative and the impact of using the small vehicle privately. EVs are used for the city tours and also for traveling outside the valley whenever available.</p> |
| <p>10.10. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p> | <p>✓</p> | <p>✓</p> | <p>There is no choice and we take private transport depending on group size from transport providers. EVs are used whenever available.</p> |
| <p>10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p> | <p>✓</p> | <p>✓</p> | <p>We do not offer international flight.</p> |
| <p>10.12. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p> | <p>✓</p> | <p>✓</p> | <p>We do not sell air transport however we order to third party who specialize for ticketing. We take domestic flight with them whenever we need it for our trekking or tour holidays. Offsetting is done by our annually plantation program.</p> |
| <p>10.13. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or</p> | <p>✓</p> | <p>✓</p> | <p>There are only 2 Travelife certified hotel in Kathmandu, i.e. Traditional Comfort & Hotel Shambala.</p> |




| | | |
|--|------------|--|
| <p>transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p> | | <p>We also suggest accommodation Like Tiger Tops, Sapana Village etc. We also suggest following sustainable tours.</p> <p>https://trekkingteamgroup.com/nepal-trips/local-living-home-stay</p> <p>https://trekkingteamgroup.com/nepal-trips/school-travel</p> <p>https://trekkingteamgroup.com/nepal-trips/other/cooking-classes-cook-like-a-local</p> <p>https://trekkingteamgroup.com/charity-treks-travel-for-a-cause</p> |
| <p>10.14. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p> | <p>✓ ✓</p> | <p>While offering our product and when communicating we inform them about the sustainable alternative. In our holiday informaion which we provide to every customer will have details about sustsinability and our practice and suggestion for them. Sustainability information along with tours are displayed on our website. Our brochure also displays sustainable tours such as home stay treks & biking trips.</p> <p>https://www.trekkingteamgroup.com/sustainable-tours/</p> <p> Holiday Information.docx</p> <p> Brochure TTG.pdf</p> |
| <p>10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company’s sustainability status (e.g in relation to Travelife and STAH).</p> | <p>✓ ✓</p> | <p>Here is the link where people can see the status of our company with Travelife.</p> <p>We have displayed Travelife Certified logo on every pages of our website.</p> |



| | | |
|--|--|---|
| | | https://www.trekkingteamgroup.com/page/responsible-business |
|--|--|---|



After booking and during holidays





12

| Action |  | Details |
|---|---|---|
| <p>10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p> | <p>✓</p> | <p>✓ This information is given during the briefing night with welcome dinner on the first day and attached is the briefing we go through.</p> <p> Holiday Information.docx</p> <p> Welcome Dinner TTG.jpg</p> |
| <p>10.17. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p> | <p>✓</p> | <p>✓ We send this info to people when they are ready to book or after booking. We send them information about the dress code, not to buy illegal souvenirs, not to use more water and electricity. Specially people forgot to switch off their light of the room when going out. Also give them an information if they would like to involve in a community project etc. We have a briefing night when we have a welcome dinner on first night and guide will brief them everything about it.</p> <p> Holiday Information.docx</p> <p> Welcome Dinner TTG.jpg</p> |

| | | | |
|--|----------|----------|--|
| <p>10.18. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p> | <p>✓</p> | <p>✓</p> | <p>Yes, we give them details information about safety and what they should know before they come here. We also have this info in our site.</p> <p>https://www.trekkingteamgroup.com/page/staying-healthy-in-nepal</p> <p> Staying healthy in Nepal.pdf</p> |
| <p>10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p> | <p>✓</p> | <p>✓</p> | <p>Always, phone is working 24 hr. We have a Whatsapp group for each of our tours, where there are clients, guides and people from the office. This is the most efficient way of communicating.</p> <p> Holiday Information.docx</p> |
| <p>10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p> | <p>✓</p> | <p>✓</p> | <p>All our guides are informed and trained to cope with the emergency situation while on trip. We will also informed all our customer about this situation on a info night on 1st day of arrival during dinner time.</p> <p>Our guides have been trained by KEEP & NATTA for wilderness first aid training. The director also teaches how to handle these situations during the guide meeting. The last guide meeting was conducted on 5 June 2024.</p> <p>References: https://www.greathimalayatrail.com/rescue-and-emergency/#:~:text=If%20an%20emergency%20occurs%20you,a%20not%20life%2Dthreatening%20situation. https://www.era-ewv-ferp.org/hiking-emergency-procedures/#:~:text=Stay%20Calm%20and%20Assess%20the.device%20you%20have%20on%20hand.</p> <p> Emergency situation guideline of operation..pdf</p> |



| | | | |
|--|------------|--|---|
| | | |  Guide Training.jpg |
| <p>10.21. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p> | <p>✓ ✓</p> | | <p>We will give written information along an itinerary to the customer. We have Do's and Don'ts in our website as well. File is uplodged and link is given.</p> <p>https://www.trekkingteamgroup.com/do-s-and-don-t</p>  DOs AND DON.pdf |
| <p>10.22. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p> | <p>✓ ✓</p> | | <p>Yes, we give this this information also in the beginning and tell them to follow it strictly. Exploitation of children is very seriously taken here. As we are member of "The Code" and we have been working with them together and kept all this information on our site so people are very much aware about it. They can easily see this on our pholisophy link too</p> <p>https://www.trekkingteamgroup.com/page/our-philosophy</p> |
| <p>10.23. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p> | <p>✓ ✓</p> | | <p>We make our clients aware that all the items selling in Market are not legal. There might be souvenirs which are completely banned in the country but still selling by the shopkeepers such as,</p> <p>Many factory people are using child labour to product the handicraft such as Carpet.</p> <p>Using leather goods from endenger animals such as tiger, leopard.</p> <p>Any image of god older than 100 years are illegal to buy in Nepal.</p> |


| | | |
|--|------------|---|
| | | <p>Any antique things are illegal to buy from Nepal.</p> <p>Any drugs such as marijuana are illegal to buy or even smooke.</p> <p>Taking any religious objects such as prayer stone, statues, temple ritual objects, prayer flags away from secred sites are illegal to take.</p> <p>These are the prohibited purchases we communicate with customers. The information is provided to them before they arrive in Nepal and also after their arrival.</p> <p>https://www.trekkingteamgroup.com/do-s-and-don-t/</p> |
| <p>10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p> | <p>✓ ✓</p> | <p>Yes, we do inform clients about this and many clients love it to practice "stay like local and eat like locals"! Infact it is the best way to see the country. You can eat international food at home too but locally made food of each destination are always good on their own country. For an example we provide welcome dinner on the first night where we introduce Nepali culture program and typical Nepali food. This way they will be able to immerse with culture and also have an oppertunity to taste the Nepali cusine.</p> <p> Welcome Dinner TTG.jpg</p> <p> Culture Program TTG.jpg</p> |
| <p>10.25. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p> | <p>✓ ✓</p> | <p>We give them alternative of every transport while booking and encourage them to use atleast some local transport for their experience and people love it to try to travel to places such as Pokhara and Chitwan. We often use tourist bus where many people share the bus.</p> |

| | | |
|--|---|---|
| | |  Holiday Information.docx |
| 10.26. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects). | ✓ | We have been introducing our clients to visit project where they can donate some money, or sponsor school or any other stationery items. If people are convinced that the money is going on the right way and it has made big impact, they are happy to donate some money and some people even donating regularly. Some of them have even sponsored to build a school. Evidence uploded.  Welcome gate Gramindevi School.jpg  Clients dancing with local students and community.jpg  New school building _ Gramindevi.jpg |
| 10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy) | ✓ | ✓ We do not have that sort of liability insurance in Nepal until now. If there is one we will be probably the first one to do. |

After holidays

3

| Action |  |  Details |
|---|---|--|
| 10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements. | ✓ | ✓ We always ask clients to send us feedback. We also send them our form to fillup after the trip. This way help us to understand the situation and our service quality so that we can improve where necessary. |

| | | |
|--|------------|--|
| | |  Customer Feedback Form _ Google Forms TTG.pdf |
| <p>10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p> | <p>✓ ✓</p> | <p>We also include the questions about the sustainability in our clients feedback questionnaire, this way it will be easy to understand clients satisfaction.</p> <p>https://forms.gle/muGda6k6GiBQQcDh9</p> <p>Some links of reviews:</p> <p>https://g.co/kgs/t4EKa9H</p> <p>https://g.co/kgs/4aRLDnc</p> <p>https://g.co/kgs/1kuZnUR</p> <p>https://www.tripadvisor.com/ShowUserReviews-g293890-d6013000-r927059797-Trekking_Team_Group-Kathmandu_Kathmandu_Valley_Bagmati_Zone_Central_Region.html</p> |
| <p>10.30. Complaints The company has clear procedures in case of complaints from clients.</p> | <p>✓ ✓</p> | <p>As we are not a big company, all complaints are received directly from our clients to the office team, and this will be addressed within 24 hr. Clients communicate with the office in the Whatsapp group, and if there are any issues they will let us know.</p> <p>We also have a Google feedback form where our client can address such a complaint.</p> <p>https://www.trekkingteamgroup.com/page/terms-and-conditions</p> <p>The contact details to report the complaints are informed in the above link. Complaints are acknowledged by managing director, Shreehari Thapaliya, and required actions are taken.</p> |



Complaint Handling TTG.pdf