

Sustainability report - 2022

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 - 10
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	66	65
4. Inbound partner agencies	16	14 2
5. Transport	9	9
6. Accommodations	16	11 5
7. Activities	15	15
8. Tour leaders, local representatives, and guides	10	10
9. Destinations	10	10
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 4227506
0.2. General manager/CEO			Shreehari Thapaliya shree@trekkingteamgroup.com (+977)1 4227506 (+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> TTG Tourism Industry Division.jpg</p>
0.4. Ownership structure	✓	✓	<p>This is a private limited company and shareholders are ;</p> <p>Shreehari Thapaliya & Harikrishna Thapaliya</p> <p>Both having 50% each of the share.</p>
0.5. Participations	✓	✓	Non
0.6. Internal structure and branches	✓	✓	<p>Mr, Shreehari Thapaliya is the person you should meet if you want to discuss anything about the company and sustainability. He will be looking the Marketing and overall management. Alok is looking some part of it and you can also talk with him. There will be other member of the team to look the IT, Sales etc.</p>
0.7. Significant changes	✓	✓	No Changes.

0.8. Awards	✓	✓	No award yet but commitment and signature on Exploitation of Children in sex tourism, Travellers against Plastic and Pack for a propose initiative and animals rights such as exploitation of animals on tourism.

















Scope of certification

3

Action			Details
0.9. Scope	✓	✓	Our scope includes 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.
0.10. Scope changes	✓	✓	No Changes.
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.			Build cultural heritage, 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 - 10
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
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).			<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 of 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> <div>  Travelife training certificate.jpg  personal_certificate.pdf </div>

			 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
1.2. Management integration	✓	✓	So far we are a small family run company with less than 10 staff in a two rooms so we have one



<p>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>sustainable coordinator and he give a home training to other staff and educate them about the responsibility. Ofcourse our guides are responsible during operation and Operation manager is responsible about deliverying this to other leaders.</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>We are committed to sustainability and our philosophy is very clear " Leave footprint and take memories" Therefore we have clear vision what we are going to do for next 5 years. We have allocated enough budget and also started training our staff on travelife. Mr. Alok Thapaliya IT Officer and person responsible to make an itinerary and Birman Tamang, Trekking Guide Have taken the most recent workshop of Travelife on 21 June 2022. We also encourage other staff to train online.</p> <div data-bbox="1025 719 1077 791">  </div> <p>Travelife June 2022 Workshop.jpeg</p>
<p>1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).</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>Shreehari Thapaliya has successfully completed the Travelife Sustainability Management training course for tour operators and travel agents. 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
1.6. Trained key staff Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.	✓	—	product, communication manager took travelife training  Staff Online Trainings TTG.pdf
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).	✓	—	Our staffs have taken the online Travelife trainings. Few of them have attended the Travelife workshops as well. The name list including the courses have been attached herewith. 8  Travelife June 2022 Workshop.jpeg  Staff Online Trainings TTG.pdf  Jan 2022 workshop.jpeg

Social cooperation

3

Action			Details
1.8. Collaboration	✓	✓	We are a Member of TAAN, NMA & life member of KEEP (Kathmandu environmental

The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.

educational Project), and helping all the environmental work they have been doing.

WE are also a member of TAP (travellers against plastic)

WE do not use any plastic during our trekking holiday, we supply bottle and purify water from UV SteriPen. This way lots of money of travelers and plastic bottle are saved.

Also involved and a active member of The code, Organisation working against the exploitation of children in a tourism.

Last but not least, we avoid the animal hurting activities like elephant ride instead we offer and suggest to have a jeep safari.

<http://www.travelersagainstplastic.org/whos-involved/travel-organizations/trekking-team-group.html>

<http://www.nepalhilfe-im-kleinen-rahmen.de/>

<http://www.trekkingteamgroup.com/page/Responsible-Business>

<https://thecode.secure.force.com/apex/MemberProfileNew?id=0019000001RL20XAAT&year=2022>





<https://keepnepal.org/member/trekking-team-group-p-ltd>






The Code report.pdf











KEEP TTG.png

<p>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>	✓	—	<p>We share our experience and what we have practiced regarding sustainable tourism via social media, website and news letter.</p> <p>Using SteriPen and Avoiding Plastic bottle since many years is one of the best practice who have done and that has shared with Ourwebsite. I didn't know earlier that I am able to share this as Best practice with travelife website. From now onwards I will share whatever I think the best practice can be with travelife site.</p> <p>http://www.trekkingteamgroup.com/page/Responsible-Business</p>
<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>	✓	✓	<p>We are working with an NGO Called Nepal Hilfe in Clinen Rahmen hand to hand to help to build a school, library, drinking water, School Dress, Stationary, Hot lunch to student and health camp of volunteer 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> <div data-bbox="1025 1082 1075 1152">  </div> <div data-bbox="1086 1125 1258 1152"> <p>20220516.JPG</p> </div> <div data-bbox="1025 1161 1075 1232">  </div> <div data-bbox="1086 1201 1263 1232"> <p>IMG_9921.jpg</p> </div> <div data-bbox="1025 1241 1075 1311">  </div> <div data-bbox="1086 1276 1263 1305"> <p>P2020107.JPG</p> </div> <div data-bbox="1025 1321 1075 1391">  </div> <div data-bbox="1086 1353 1408 1382"> <p>Volunteer Dental Camp.JPG</p> </div>

			 Dress Donation.JPG  Donation.JPG  Care for Children Receipt.jpg
--	--	--	---

Baseline assessment








2

Action			Details
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>Yes we have system to identify the sustainability performance of our supplier. We make a check list of different supplier and visit them. On the trek our guide will make a check list and supervise what they are doing good and what is still to be improved.</p> <p>We also have questions about the sustainability to our customers, which is attached.</p> <p>We do not have contract on most of the supplier but we do put our sustainability policy and code of conduct on the bottoms of Email we correspond with them.</p>  Screen shots of Evidence of sustainable accommodation policy for ACC providers.jpg  Partner Sustainability Indication.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>

			 Partner Sustainability Indication.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.			Attached is our sustainability policy. Our staff has hard copy of policy and we sent our policy to our supplier in the beginning of our partnership and we send code of conduct in bottom of each email when we sent bookings. We make sure everyone knows and understand our policy.  Trekking Team Group Policy.pdf
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).			As our office is small, we don't need any means of communication to communicate between the employees. We communicate in our office itself. We also share our things via social medias.

Action plan



3








Action			Details
--------	---	--	---------

1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	✓	✓	Action plan attached.  Action Plan TTG 2022.pdf
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.	✓	✓	All the staff members are involved from management to tourleader. Everyone knows the action plan of the company and the target. We share our opinion in every meetings in the office. Everyone work from their side to make our action plan successfull.
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.	✓	✓	We will have other staff to communicate when I am not there such as Alok and he is already trained with travelife and has knowledge about the sustainable and can communitie with clients easily. We have less than 10 staff and working in two rooms so we discuss face to face with staff member. Our sustainable coordiner himself is a product manager as well its easy.

Monitoring and evaluation

5



Action			Details
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.	✓	✓	WE use action plan as a monitoring tool and we review the status every 6 months. Sustainability manager discuss the progress and achievments during meetings about the sustsinability. Minutes have been attached of two different meetings where things about Cleaning programs,

			usage of EVs and plantation programs were discussed.
			 Minute__TTG.pdf  _MG_8691.JPG  Minute_TTG.pdf
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.	✓	✓	We will have a special 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 result and implement on our further processing.  Minute__TTG.pdf  Minute_TTG.pdf
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 meeting but in high season there will not be all staff in the office so we have made a group chat where we all share our information and communicate with each other. So no one is missing the information. All the staffs, who are not at office, communicate via the messenger group chat as it is the fastest and convenient way. Every information and news are conveyed in the group chat as it can be seen by everyone.  Minute__TTG.pdf  TTG messenger.png
1.21. Records	✓	✓	We keep record on computer on share drive and even on file so every employee can see

The organisation keeps records of conformity to the requirements of its sustainability management system.			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



4

Action			Details
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.	✓	✓	The company is very small with few staff and management is directly involved in a 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 everyday.
1.24. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	My company reports its progress via Travelife at least every two years.
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.	✓	✓	https://trekkingteamgroup.com/page/responsible-business https://www.trekkingteamgroup.com/page/travelife-report

1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and 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>Yes we do have questionnaire for clients which include about the sustainability. Please check the link below.</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/1FAIpQLSeXbmgNZEdArbusKjxZOoWF7yi9QVOe5vE1rC-mVEPOjXTlow/viewform?usp=sf_link</p>

Legal compliance and fair business practices

8

Action			Details
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>The company is registered in every necessary office.</p> <p>WE pay necessary tax and update ourself.</p> <p>WE employee 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>

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.	✓	✓	Yes, we are aware of the company compliance with all the legal requirements.
1.29. Ethical code The company has an ethical code for all management levels and for other employees.	✓	✓	<p>We have a ethical code of fair relations with all: customers, competitors, stakeholders, 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>
1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.	✓	✓	<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>












			https://www.trekkingteamgroup.com/page/responsible-business
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.	✓	✓	No donation to political party.
1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.	✓	✓	Yes, I declare that we do not develop activities in violation of anti-trust legislation or unfair competition. 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.
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.	✓	✓	When the ethical code is crossed by 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.
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.	✓	✓	




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 of Trekking Team Group.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 make deal about working hours, salary benifits etc</p> <p>I have uploded sample of few of our staffs. We have not any new staff so contract is older</p> <div>  Shanker_TTG.jpg  Appointment_Sunita.pdf </div>
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 not less than that.</p>
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 paythem 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 happened often. Some time in the season if overtime is occured it will be compansite by time/hourly.</p> <p>For fied staff irragular work hours is our part of the job.</p>
2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	<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> <div>  Insurance_TTG_staff.pdf </div>

<p>2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.</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> <p> HR Policy of Trekking Team Group.doc</p>
<p>2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.</p>	✓	—	<p>Yes we do have such a insurance to all our employee. Evidence uplodged.</p> <p> Insurance_TTG_staff.pdf</p>
<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>Yes, We have it. evidence uplodged.</p> <p> Insurance_TTG_staff.pdf</p>
<p>2.12. Pension The company contributes to a pension scheme and/or retirement plan for all staff members.</p>	✓	—	<p>Provident Fund</p> <p>We have Provident Fund, 10% of an employee's basic pay shall be deducted from their salary</p>

			<p>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> Trekking Team Group Policy.pdf</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>Yes as per "labour act 2074"</p> <p> Trekking Team Group Policy.pdf</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>Yes as per "labour act 2074" policy uploaded.</p> <p> Trekking Team Group Policy.pdf</p>
2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).	✓	—	<p>Dashain Festival Bonus, Loans and Advances are additional benefits for the staff.</p> <p> HR Policy of Trekking Team Group.doc</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	✓	✓	<p>Yes, safety of our staff and clients are 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 25 KG weight are</p>










<p>incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>		<p>allowed. We work with IPPG together.</p> <p>We also have flexible working hours with staff so it helps them flexible working, stress management and healthy living.</p> <div data-bbox="1025 325 1075 395">  </div> <p>Health and safety policy of TTG.doc</p> <div data-bbox="1025 405 1075 475">  </div> <p>Learning how to give Injection.jpg</p> <div data-bbox="1025 485 1075 555">  </div> <p>Learning bandaging when head injured.jpg</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>✓</p>	<p>✓</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>Full time staffs:</p> <p>No. of men: 5</p> <p>No. of women: 1</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>✓</p>	<p>✓</p> <p>WE never use any porter or employee below 18 years to any of our adventure holidays that include trekking in the himalaya.</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.	✓	✓	As our company is not too big, employee can talk directly with Manager and solve the problem. We respond every complaints with in 24 hr and assure/clear them all the misunderstanding.
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.	✓	✓	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 keep their saying and explain anything they want to share.
2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	✓	Staffs 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.
2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)	✓	—	Yes, we give our employees flexible time for working for an example work from home for IT staff and for other come earli and go earlier or ask to come later or go earlier with reasons.
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.	✓	✓	Persons with special needs can easily access into the office building.
2.24. Persons with special needs The company employs persons with special needs	✓	—	One member of us has a visual disability.
2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	✓	We have a small team. So everything are shared to everyone. Employees often suggest different things and they are taken into account.

		We have a meeting often so everything will be discussed there and asked face to face if they are ok with our working conditions.
--	--	--

Training and education

3

Action			Details
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>We are a group of 6 people working in a two rooms so no safety and health committee is formed, however we have regular meetings and also once in a year training regarding safety and firstaid and all employee are aware about it.</p> <p> _MG_8691.JPG</p> <p> Learning how to give Injection.jpg</p> <p> Learning bandaging when head injured.jpg</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>Our staffs 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, Who knows and trained personnel will trained to new staff, have meeting and share information.</p>

			24  PUM_Alok.jpeg
2.28. Trainee positions Traineeships/Internships are offered to students.	✓	✓	I have been working with some tour operator which they 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. 5  Internship_Sweekrit.jpg








3. Internal management: environment and community relations





65



1



Procurement

12

Action			Details
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).			Sustainable procurement policy is uploaded. 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.  Sustainable Procurement Policy.doc
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.			Our company preference is given for sustainable products and services. We follow the following procedure in order to buy sustainable product. 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 given work to woman, who is working with community and doing a fair trade.









			 Sustainable Procurement Policy.doc
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.	✓	✓	Picture of paper tupe uploded.  Printing Paper.jpeg
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.	✓	✓	WE do not have machine which print by default both side but we always print manually on both side which is good for both environmentally and economically. WE re-use single printed paper for notes or draft prints if there are some. WE do not print most of the email so just keep on a folder. WE even try to give an itinerary to our guide by email rather than printing on a paper.  Paper.pdf
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.	✓	✓	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.  Rakura Tea.jpeg
3.6. Office supplies	✓	—	We use toner cardriges which is refillable.

Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.			<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>
3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.	✓	✓	<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>
3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	✓	✓	<p>We are 6 people who take lunch in the office and use organic and locally product 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.doc</p>












3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.	✓	✓	The company only focus on those things which are locally produced and are less likely to harm. We never use and suggest to spend money on a superfluous things.
3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.	✓	✓	When giving gift to employee or customer or even partner we use organic or fair trade product such as Nepali Tea, Coffee , handicraft etc We often visit Woman handicraft Nepal and buy a hendicraft made from woman and promote it. Evidence of local handicraft visit and giveaways uploaded  Local woman handicraft 3.jpg  Local woman handicraft 1.jpg
3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	✓	We do not use any cleaning materianl 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 led free paint. We buy a 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 leflate so that we do not consume more trees. So far there is no ISO Certified printing company in Nepal. We have small brochure for trade fair only but not for general use . For other people we refer our website. 90
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).			We digitally rather than printing big brochure. AS a small company, we do not use paper like tons. It might be just few kilo in a year also financial value would be less than 300\$ in a year. 80
3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.			WE use mostly digital. Use mostly email, website, newsletters and social media for marketing. When visiting trade fair use only visiting card and exchange email and give address of our website. So almost do not use paper for marketing.

Energy



Action			Details
3.16. Energy reduction policy The company has an active commitment to reduce energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.			We use CFL bulb for low energy. We normally switched off light during day as we have sufficient sunlight in our office. We use no heater or airconditions in our office so consume very less energy.  Energy.pdf
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.			we use very less Energy in our office. It is maximum 10\$ a month. We only use very less CFL light and all our printer and other device will be off more when not in use. It is also reason that we are not a big company and after all we do have no electricity almost 10-15 hr a day. 500 0
3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.			We use solar energy in our office and only use hydro(gree 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.
3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.			Energy in Nepal is from the sustainable source (Hydro-power)


			We only have and use green Energy in Nepal and in our office. Its only Hydro.
3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	WE only use green energy so no carbon compansion apply.
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 CFL light in office and there is no light in Parking placein Nepal ! lol
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.
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.	✓	✓	<p>We do it manually. Never switch on anything when not in use.</p> <p>We have to switch on our light during office hours because of inadequate sunlight. This energy is from solar(green energy) and we are using leadlight 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.</p> <p>Regarding the computers, we often work while eating during high season, so we don't turn it off during lunch hour.</p>
3.24. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	<p>TTG Minimises the use of electricity so switch off all the equipment when not in use. Also, use less bulb and almost no electricity in a day in our office we have plenty of sunshine light.</p> <p>We always follow our switch-off policy to save energy as we can, but due to the inadequate sunlight inside our working rooms we have to keep the light on, so after finishing we always switch off the lights and equipment before leaving for home.</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).	✓	✓	We do not use many equipment which need electricity. Just computer, Vacuum cleaner and printer and Fan. These equipments will be off when not in use. Also consider buying less energy consumable equipments. Majority of the electricity source in our office is from solar energy.
3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	it is kept in default to the energy saving mode.
3.27. Other measures Other measures, not previously mentioned, have been implemented.	✓	—	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.

Water

9



Action			Details
3.28. Water reduction policy The company has implemented a policy with specific goals to reduce its	✓	✓	We don't have our own source of water in our office when we need we bring water from neighbor in a bucket. Our drinking water comes in big 20 liters bottles and that will refill in a


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.			bottle again.  Water.pdf
3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.	✓	✓	Our water source is sustainable and we do not affect environment. We purify water through SODIS method.
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.	✓	✓	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. 1
3.31. Flow restrictors Flow restrictors are installed in minimum 75 % of the taps and low-volume irrigation is utilized for landscaping.	✓	—	we have no Tap in our office. WE just collect bucket of water from next house (neighbour) and sometime from rain so we have limited use of water.
3.32. Aerators Aerators are installed.	✓	—	As we don't have any source of water and no Tap so we don't have installed aerators. WE will installed as soon as we have own running water at office. Now we have just bucket of water from neighbour.
3.33. Self-closing push taps Self-closing push taps, or other water saving technologies, are installed in min. 75 % of all taps.	✓	—	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 with Mug. We will stanned one when we have running water in our office,

3.34. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	—	we use very little water and use bucket to flush the toilet. Its all manual so it doesn't have big volume.
3.35. 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 a system yet to collect rain water or reuse waste water.
3.36. 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 buckets of water of about 15 Ltr each and our consumption is just around 30 Ltrs a day.

Waste management

8



Action			Details
3.37. 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.	✓	✓	<p>Nepal doesn't have any waste legislation yet. So for the proper management of waste, we use 3R principle for waste management.</p> <p>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>

3.38. 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).	✓	✓	We have little waste in our office . the only waste left is paper, which have been taken by the othere people who does recycle.  Waste.pdf
3.39. 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).	✓	✓	As a small business company we almost have no waste except some paper and very little plastic which comes from packing. Little biodegradable waste comes from kitchen. All together in would be small bucket full in almost one week or some time even longer and ofcourse we seperate them. We give this waste to waste collector from government. We keep ourself a record of waste we produce and incase it goes higher, we take a big control next months.
3.40. 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.	✓	✓	As our policy, we don't use a lot of plastic or even big brochures for sending 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.
3.41. 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 refillabe bottles , so that we can refill whenever we need for the consumption in the office . For our clients we provides purified water from UV. We are the supporter of Travel against Plastic here is the Trekking team group.TAP
3.42. Reuse / recycling of waste	✓	✓	We collect degradable and non degradable wastes separately. If the waste can be recycled they

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.			are given to some persons who then gives it to recycling company.
3.43. 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. We use this many many times. Probably more than 8 years one cartridges as we do not print too much.
3.44. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓	✓	Ofcourse we give back to battery company and they recycled many pars and make the new battery. 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

4



Action			Details
3.45. 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'
3.46. 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	✓	✓	We don't use any chemical in our office as we are very small and also less staff. To clean the office floor we wipe with pure water only.


properly managed.			
3.47. Paint Lead-free and water-based paints are both used inside and outside, when locally available.	✓	✓	yes it is led free paint. you can come and visit our office when you audit.
3.48. 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

6

1

Action			Details
3.49. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.	✓	✓	Our staffs come to the office by walking or bicycle or some public transport. So we don't use our own vehicle.
3.50. 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.	✓	✗	We walk or bicycle and two of our staff comes by local transport so it should be not bad at all.
3.51. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	We do a tree planting on a TTG CSR day to encourage our staff about the important of plant and we also encourage student of our local school to take a part in.

			 Tree plantation.jpg
3.52. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✓	WE use only walking, bicycle and two of them come by public transport.
3.53. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	✓	WE don't work on saturday and many other festival days. If not necessary, they can work from home for a persons like IT manager etc.
3.54. 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).	✓	✓	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. Hopefully in a few year we have many Euro standard vehicle.
3.55. 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.	✓	✓	


Sustainability training and awareness raising

1

Action			Details



3.56. 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 issues.

✓	✓	Yes, we do have staff training and do some refresher course for them once in every year.
		Details of the course: TTG CSR Day
		Dates: June 5TH 2022
		Time: 9:00 am – 4:00 pm
		Venue: Bhootkhel, Tokha
		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. Some year we do a plantation 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 we use.
		 Cleaning Campaign 1.jpg

Land use and community relations

10

Action			Details
3.57. 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

3.58. 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.	✓	✓	N/A
3.59. 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.	✓	✓	WE do not own the building and have not renovated for over 5 years except painting.
3.60. 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.	✓	✓	we don't own building and have not renovated for last 5 years. If we have one in the future, we will surely take in legal manner with community, locals and indigenous rights.
3.61. 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.	✓	✓	N/A
3.62. 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.	✓	✓	
3.63. 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 local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.	✓	✓	WE don't own the building but building owner have obtained all transparent and legal manner when making it. He also have use local craftmann and labour with fair pay. WE will have close collbration with business community around us. As we don't have ouw own water supply we bring from them in a bucket. We have a great friend ship.

			We also have great cooperation with biking guide. He help us guiding our clients and we rent his bicycle.
3.64. 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.	✓	✓	No conflict, they will be rather happy when operating small group tour to community such as home stay, go locals etc,
3.65. 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.	✓	✓	N/A
3.66. 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>Yes, we consider this carefully and use the accommodation that is typically made or are promoting locall craftsmanship such as wood carving. A hotel use carving windows. A resort made with typical local product.</p> <p>WE have preyer flag in our office which gives culural aspects. WE also have sarangi in our office which gives typical musical aspect for the visitors.</p>











4. Inbound partner agencies




14

2

Inbound partner agencies

8

Action			Details
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.			When ever 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. 2  Partner.pdf
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).			We do have outbound partner in Tibet and Bhutan. Tibet is closed for almost 3 years and Bhutan has recently opened. We had send out Policy before the pandemic and again we have sent now so that they can comply wherever possible. He is also interested to join travelife.  Sustainability policy sent to partner screenshots.jpg
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 exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).			We do not have contract but we have communicate the policy to follow. Uploaded the screenshots. Some of the points to follow are; 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




			<p>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 make clients and suppliers aware of our Sustainability Policy, and encourage them to adopt sound sustainable management practices</p> <p> Sustainability policy sent to partner screenshots.jpg</p>
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.	✓	✓	<p>We are encouraging our partner to join travelife. Bhutanese Partner is already interested to join. Screenshots of evidence of corresponding is uploaded.</p> <p> Sustainability policy sent to partner screenshots.jpg</p>
4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.	✓	—	<p>So far no partner is trained in Tibet, In Bhutan they told me they are engaged already but planning to join the travelife asap.</p> <p> Sustainability policy sent to partner screenshots.jpg</p>
4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.	✓	✓	<p>In case of Bhutan partner yes. Tibet partner is being followed up, but less awareness</p> <p>Our bhutan Partner started new business during pandemic and gave work to his staff.</p>
4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.	✓	—	<p>Until now no one, but partners are in a process like us.</p>



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.
--	---	---	---

Specific conditions

6

2

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. Evidence of email uploaded.  Bhutan_TTG Policy.png
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 codes of conduct.
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.	✓	✓	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 uploaded for evidence.  Holiday Information.docx
4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.	✓	✓	Yes, it is our number one priority to follow the national law protecting the rights of employee, and we keep this in code of conduct to follow to our partner agency also.
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.	✓	✓	Fair paid is our number one policy to be included on a contract with our partner agency. WE also consider directly with employee often when we are on the trip just to cross check.  Partner.pdf

5. Transport


9

Selecting transport suppliers

8





Action			Details
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).			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.  Mobility TTG.pdf
5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.			we do not offer international flight.
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.			We haven't started it yet. When the system comes, we will start.  Tree plantation.jpg
5.4. Transfer to departure airport 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			we do not have reliable public transport in Nepal yet so we use bus for transport to Airport.

comfort arguments).			
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).	✓	✓	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 sharing by many other people. This is more efficient and thus less CO2 emissions than car rental or taxi.
5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.	✓	✓	We do not have any boat service in Nepal, Bhutan and Tibet therefore it doesn't apply us.
5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.	✓	✓	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.
5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.	✓	✓	<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. -No Mobile conversation while driving. -Strictly follow traffic rules. <p>We have regular transport company we work and we ask the company on the basis of our</p>

		<p>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> <div data-bbox="1019 288 1072 360">  </div> <p>Code of Conduct for Drivers.docx</p>
--	--	--

Sustainable packages

1

Action			Details
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>We have several package which are sustainable. When we develop this package we always gave priority to an environment, community and 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 environment.</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>

6. Accommodations








11

5

Accommodations

8

1

Action			Details
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>We select accommodation based on their principles of support for the local community and their impact on the ecology. We use the hotel which has solar power, low impact house keeping etc.</p> <p>We also prefer reuse of towels and sheets and less electricity and water usage etc.</p> <p>We support and use for our holiday all teahouse owned by the locals and encourage them to eat locally so that it helps the community directly.</p> <p>Also we use stipends 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> <div data-bbox="1019 1109 1075 1189">  </div> <p>Accommodation Policy.docx</p>
6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and			<p>Normally Clients choose the accommodation themselves and we take the trekking part only where we provide accommodation also then, we have our policy regarding accommodation and will send to supplier to read and follow. We expect the supplier to initiate, or continue to</p>

other relevant accommodations.

develop and implement.

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 and report to travelife. yearly.

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

		<p>Lastly, we have communicated two of our accommodation providers one from Kathmandu i.e Mandala Boutique Hotel and one from Pokhara i.e White Perl.</p> <p>In case we have to select the accommodation providers then these are two and at that time when having communication with them then we attach a file include a letter with sustainable policy to be followed by accommodation providers. 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</p> <p>Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. 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>From the next tourist season (March 2023), we are prioritizing to use Travelife certified accommodation in Kathmandu as much as possible. Until today, there is only one Travelife certified hotel in Kathmandu, i.e. Traditional Comfort.</p> <p>Kantipur Temple house, Tiger Tops, Hotel Manaslu are the few other sustainable accommodation we use.</p> <p>75 1</p>
<p>6.4. Contract conditions</p> <p>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 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 and only select. We don't have such proof that we have in our communication. We send that letter file to encourage them to follow best practice and if they wish to follow more than are guided to contact us. Until now they are following only the points which we have given in that letter file.</p> <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>"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 and an increase in sales by 10%.</p> <p>The evidence of communication screenshots are uploaded.</p> <p>Also some of our partner are practising this .</p> <p>https://www.kantipurtemplehouse.com/about-us.html/?hash=sustainability_section</p> <p>30</p> <p> Best Standard Practice for Hotel.png</p>
6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on	✓	—	<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,</p>


a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).			and other trainings related to sustainability. 60
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).	✓	✓	Yes, we did. They will probably join when there is the next training in Kathmandu. Hotel Manaslu participated it.
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.	✓	✓	In cooperation with Travelife we suggest our hotel partner to take a training whenever there is one from travelife. it is so important and they can learn a lot regarding the sustainability. I will surely help and inform them if there is next training going on with cooperation with TAAN and HAN. Hotel Traditional Comfort is the Travelife certified accommodation in Kathmandu and we highly recommend to our clients.  Travelife June 2022 Workshop.jpeg
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).	✓	✗	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. Hotel Kantipur Temple house is the one who is doing this and we encourage people to use them for accommodation. We also recommend them in our travel site.

Specific conditions

3

4

Action			Details
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.			We always make sure that there is no child labor in the hotel.
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.			As stated earlier, accommodation are chosen by customer mostly and we do choose them on trekking trail where some local people can come and sell their local craft made by them so they can have some profit directly.
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).			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 a hotel like. http://www.kantipurtemplehouse.com/
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.			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. If it is proved that the accommodation providers exploits children, the contract will be terminated immediately. http://www.trekkingteamgroup.com/page/Responsible-Business





			 The Code report.pdf
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.	✓	✗	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. If it is proved that the accommodation providers exploits such things, the contract will be terminated immediately.
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.	✓	—	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 be not packed with Tinned or plastic. You can also buy some western food on the lodges but its our philisophy to use local food, employee local staff and get in touch with . Please visit our site. www.trekkingteamgroup.com
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).	✓	✗	We do not select accommodation to most of our travellers, we only operate trekking holidays and this case accommodation provided in a trekking trail and simple and family owned and they use gas or kerosene 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. There will not be any such red-listed species on the menus of our accommodation providers.


7. Activities

15

Activities













8




Action			Details
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>WE do visit the protected area such a national park and heritage site but we visit without 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>UNESCO heritage site sightseeings National Parks visit</p> <p>28</p> <p> Sensitive Destinations.pdf</p>
7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.	✓	✓	<p>In regards this we have develop a biking trip, hiking trip and a tours to heritage site. We strictly banned exploiting animals. We do not include any activities such as elephant ride. We only visit the stable or make a tour called "walk with Elephant".</p> <p> sustainableexcursionpolicy.doc</p>

<p>7.3. Suppliers communication</p> <p>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 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> Bhutan_TTG Policy.png</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities.</p> <p>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 bottle. >No Alimals or nature harm such a hunting etc > No fire wood is used for cooking > No New trails are made > No indiginious people are distrub or visited without info > 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>Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.</p>	✓	✓	<p>This has not been a great practice in nepal till now and some of them have just realized and understanding the important of sustainable tourism. We will encourage our partner and also select the partner that are practicing responsible tourism.</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.	✓	✓	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 their rules such as; 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.
7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.	✓	✓	We are ourselves, excursion providers, in our country.
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).	✓	✓	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. The contract is done with the providers in Bhutan & all the policy are informed to them.

Specific criteria

Action			Details
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.			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 (travellers against plastic) and we protect children from sex tourism, we strictly follow this to our all clients and make them aware about it.
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.			We do not offer any activities with 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.
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.			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.
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.			We do not encourage any animals activities such as bull or hull combat, rodeo's, snake show, Monkey show, dansing bears or elephant etc; WE do not promote or include any of these activities which exploit animals. Nor we promote elephant safari. 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.
7.13. Skilled Guides			All our tours or trekking guides are certified by Nepal Government. They are trained from












<p>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>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>www.nathm.edu.np</p> <p>On top of that we also provide refreshing course so that will add the knowledge.</p> <div data-bbox="1025 395 1070 464">  </div> <p>Lakpa Guide Licence.jpg</p> <div data-bbox="1025 472 1070 541">  </div> <p>Sange Guide Licence.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>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>When possible most of our trekking tours covers protected area such as national park, conservation area. WE also take all our trekkers of Annapurna area to visit the headquarter of ACAP at Ghandrung and see their work regarding sustainable tourism.</p> <div data-bbox="1025 1233 1070 1302">  </div> <p>Entry Fee.pdf</p>






8. Tour leaders, local representatives, and guides





10





Tour leaders, local representatives and guides







10

Action			Details
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.			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.
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.			Yes they do understand their working terms and conditions of working and remuneration as it is clearly stated in Appointment letter. Sample of appointment letter uploaded. <div>  Appointment_Sunita.pdf  Insurance_TTG_staff.pdf  Incentive2.JPG </div>
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.			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. 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 2500-3000 rs depending on which trek. For Porter 1700-2500 depending on trekking areas. All this wages

			<p>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>
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>We do not offer and hire any guides/leaders without license. We check every person's license before hiring them.</p> <div>  Lakpa Guide Licence.jpg  Sange Guide Licence.jpg </div>
8.5. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.	✓	✓	<p>Trekking guides and tour leaders are certified by TAAN. They are qualified members in our team. Trainings are given to them every year.</p> <div>  Lakpa Guide Licence.jpg  Sange Guide Licence.jpg </div>
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>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> <div>  Minute__TTG.pdf </div>

			 _MG_8691.JPG
8.7. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.	✓	—	<p>Our tour guides are trained in Nepal Academy of Tourism and Hotel Management office in Kathmandu. This is under Ministry of tourism, culture and aviation of Nepal Government.</p> <p>Also we give them refreshing course every year to make them up to date.</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>Five of our staff members were added on the travelife system so that they can access the learning platform.</p> <p>From where two of our guides complete their online course of Leading the way and Guides and sustainability and obtained their certificate.</p> <p>From this online course, they have updated their daily behavior on sustainability way. I have uploaded their certificate.</p> <p>Other members are on the way to finish every course in the travelife.</p> <div>  sustainability.pdf  leading the way.pdf  _MG_8691.JPG </div>

			 Travelife June 2022 Workshop.jpeg  Staff Online Trainings TTG.pdf
8.8. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.	✓	✓	<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 birdwatching guide for a trek like Shivapuri as this is best birdwatching place combine with trekking.</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>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 onn holiday information which i have enclosed here.</p>  Customer Communication activities for Sustainable Tourism.docx  Holiday Information.docx











			 Minute_TTG.pdf
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>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 more about the sexual exploitation of the children and how to solve.</p> <p>One of our staff named Bimal Upadhaya has finished the training of travelife online learning course about Sexual exploitation of children. He has been well learned and taught office members about some basic information on the sexual exploitation of children. His certificate has been uploaded in the following system.</p> <p>Additionally, total 4 of our members has finished the training which I have attached in the file manager.</p> <div>  child.pdf  dinesh.pdf  shankar upreti.pdf  birman.pdf  The Code report.pdf </div>

9. Destinations

10

Selection of destinations



5





Action			Details
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)			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. 'Sustainable Tours/Treks' page will be added on our website within 2023. It will include the sustainable tours which our company provides.  Minute__TTG.pdf  _MG_8691.JPG
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.			We have tried to introduce new destination where there are not many tourist. Also promoting new destination will be a benefit 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 Far western part of Nepal.
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,			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 become more polluted, lack of flight, difficult to walk in a trail where you have to wait many minute to give way to others. So we

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 like sirubari etc.
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 where we can easily accessible by local transport without using plane. We are planning to use EVs for 100% of our city tours from next season.
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

5

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 so 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

			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.
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).	✓	✓	Being of Member of KEEP and TAAN, we have supported locals and also influenced local government concerning sustainability. We as a Member of more than 1000 agency have big influence towards government or locals authority. 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.  KEEP TTG.png
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.	✓	✓	Have been supporting Annapurna Conservation area project and NTNC, National park and conservation financially and also productwise selling a trip of that destination. Some evidence uploaded. https://www.trekkingteamgroup.com/nepal-trips/safari-tour/chitwan-tour  National Park receipt.jpg  Tree plantation.jpg  Entry Fee.pdf
9.10. Forbidden souvenirs 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	✓	✓	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 buy. Therefore it is our concern to give them all info during info night so that they will know what

as permitted by law).

to buy and what not to. We also have that info on our holiday information which we will send to every clients.














Holiday Information.docx


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.			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.  Screenshot 2022_11_15 150824.png
10.2. CRM A Customer Relationship Management system is available (CRM)			We don't have that system yet, if you are talking about the software.
10.3. Customer privacy The company ensures that customer privacy is not compromised.			We do not sell or expose their email or photos to anywhere. This is strictly kept confidential.
10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.			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.





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.	✓	✓	<p>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.</p> <p>Our products are good as we try to use as much as local owned lodge or house to stay and use the local food.</p>
10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.	✓	✓	<p>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.</p> <div data-bbox="1025 587 1077 659">  DOC </div> <p>Holiday Information.docx</p>
10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.	✓	—	<p>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>WE are DMC and our partner in Europe or elsewhere are informed about it. Some of them are already practising this.</p> <p>50</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>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 whenever available.</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.	✓	✓	There is no choice and we take private transport depending on group size from transport providers. EVs are used whenever available.
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.	✓	✓	We do not offer international flight.
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.	✓	—	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.
10.13. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.	✓	✓	<p>There is only 1 Travelife certified hotel in Kathmandu, i.e. Traditional Comfort.</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>
10.14. Travel advise sustainable offers	✓	✓	While offering our product and when communicating we informed them about the sustainable


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>alternative. In our holiday informaion which we provide to every customer will have details about sustsinability and our practice and suggestion for them.</p> <div>  Holiday Information.docx </div> <div>  Bhutan_TTG Policy.png </div>
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>Here is the link where people can see the status of our company with Travelife.</p> <p>https://www.trekkingteamgroup.com/page/responsible-business</p>




After booking and during holidays




12

Action			Details
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>This information is given during the briefing night on the first day and attached is the briefing we go through.</p> <div>  welcome dinner.jpg </div> <div>  Holiday Information.docx </div>
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	✓	✓	<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</p>

contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).			<p>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> welcome dinner.jpg</p> <p> Holiday Information.docx</p>
10.18. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	✓	<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>
10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	✓	<p>Always, phone is working 24 hr.</p> <p> Holiday Information.docx</p>
10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓	<p>All our guides are informed and trained to cope 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> Emergency situation guideline of operation..pdf</p>




<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>We will give written information alone an itinerary to the customer. WE have dos and Don't in our website as well. File is uplodged and link is given.</p> <p>https://www.trekkingteamgroup.com/do-s-and-don-t</p> <p> DOs AND DON.pdf</p>
<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>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>We make our clienrs aware that all the items selling in Market are not legal. There might be souviners 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 hendicraft such as Carpet.</p> <p>Using lather goods from endenger animals such as tiger, leopard.</p> <p>Any immage of god older than 100 years are illegal to buy in Nepal.</p> <p>Any antique things re illegal to buy from Nepal.</p> <p>Any drugs such as maruwana 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 sacred sites are illegal to take.</p> <p>These are the things we communicate with customers.</p>
10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	<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 our first night which 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.jpg</p> <p> Culture program.jpg</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>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 suvh as pokhara and Chitwan we often use tourist bus where many people share the bus.</p> <p> Holiday Information.docx</p>
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).	✓	—	<p>We have been introducing our clients to visit project where they can donate some money, or sponsor school or any other stationary. If people are convinced that the money is going on 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 sponsor to built a school. Evidence uplodud.</p>

			 Welcome gate!.jpg  Learning a Nepali dance.jpg  new school building.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 insurance until now. If there is one we will be probably the first one to do. If you know anything do let me know.

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.pdf
10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.	✓	✓	We also include the questions about the sustainability in our clients feedback questionnaire, this way it will be easy to understand clients satisfaction. https://forms.gle/muGda6k6GiBQQcDh9

<p>10.30. Complaints The company has clear procedures in case of complaints from clients.</p>	✓	✓	<p>As we are not a big company, all complains are received directly from our clients to sales team and this will be addressed with in 24 hr. We also have Google feedback form where our client can address such a complain.</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> <div data-bbox="1025 549 1075 619">  </div> <p>Customer Feedback Form _ Google Forms.pdf</p>