



Nepal Sanctuary Treks (Pvt.) Ltd.

# **SUSTAINABILITY POLICY**

**Date of Issue: October 2025**



## EXECUTIVE SUMMARY

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Nepal Sanctuary Treks is dedicated to responsible and sustainable tourism. Our sustainability framework integrates environmental stewardship, social responsibility, and economic sustainability into every aspect of our operations.

This policy outlines our commitment to minimizing environmental impact, ensuring fair business practices, and supporting community development. It also defines our management structure for monitoring progress and maintaining transparency.

## INTRODUCTION

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Nepal Sanctuary Treks recognizes that the tourism industry has both the potential to positively impact and the risk to harm the environment and local communities. Our Sustainability Policy ensures that all our operations, from trekking logistics to office management, are designed to promote environmental conservation, cultural preservation, and equitable economic benefits. Through this policy, we commit to continuous improvement in sustainability performance.

### 1 MISSION STATEMENT:

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- At Nepal Sanctuary Treks, our mission is to provide quality and safe experiences while supporting a sustainable society and business.
- We strive to reduce negative impacts on the environment and society, and we actively encourage our chain suppliers and guests to adopt sustainable practices.
- Through awareness-building and responsible operations, we aim to be a socially, economically, environmentally, and culturally responsible trekking company.
- We are committed and implemented to our sustainability policy, compliance with regulations, and minimizing our operational impact. Transparency is paramount in our sustainability efforts.
- Support business partners (accommodation providers, excursion providers) towards more sustainability by circulating the best sustainability practices and encouraging the adoption of sustainability practices.
- Create sustainability awareness among our guests, office, and trekking staff
- To fulfill and comply with national legislation, regulation, and codes of practice.
- Reduce the impact of our internal operation and trekking operation activities.
- Ensure transparency in regard to sustainability policy
- Work closely with our suppliers to deliver higher sustainability standards and motivate them toward more sustainable.



## 2 VISION STATEMENT

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To use immersive travel experiences to preserve the nature, traditions, and culture of the Himalayas.

## 3 SUSTAINABILITY MANAGEMENT AND LEGAL COMPLIANCE

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Nepal Sanctuary Treks has developed a structured sustainability management framework led by the Sustainability Coordinator and supported by the Green Team. This system ensures the effective implementation and monitoring of our sustainability initiatives.

### 3.1 SUSTAINABILITY COORDINATOR

Name: Pramila Shrestha

Job Title: Business Development and Sustainability Coordinator

Contact: +977-9818437173

### 3.2 KEY RESPONSIBILITIES

- Oversee Travelife reporting and certification.
- Monitor and evaluate sustainability action plans.
- Communicate sustainability goals and progress to staff and management.
- Facilitate internal training and awareness.
- Collaborate with partners to promote best practices.

### 3.3 ENGAGEMENT OF COMPANY

#### Management Integration

The Green Team, comprising representatives from operations, procurement, and management, ensures sustainability integration across departments. Regular Travelife and sustainability training sessions are conducted to strengthen knowledge and encourage innovation.

**Trained Key staff:** Every two years, all essential staff members undergo a refresher course in Travelife Basic Training, accompanied by additional sustainability training.

#### Additional training management:

The sustainability coordinator, along with key staff members and/or management, have participated in specialized training and educational programs on sustainable tourism management. These programs were conducted by Travelife through workshops and webinars organized by the Import Promotion Desk.



### 3.4 SOCIAL COOPERATION

Nepal Sanctuary Treks actively partners with leading travel organizations to promote sustainable tourism. We are a general member of PATA, NATA, KEEP, and TAAN, regularly engaging in training programs and industry updates.

In 2019, we became a partner of the Import Promotion Desk (IPD), participating in its sustainable tourism training and seminars in Kathmandu. From 2019 to 2024, we successfully completed IPD's sustainable tourism program and are now considered ready for the European market under IPD criteria.

During the pandemic, we continued our commitment by attending various sustainable tourism webinars.

Since 2023, we have also joined the Adventure Travel Trade Association (ATTA), using their member hub to share and communicate our sustainability initiatives with the global adventure travel community.

### 3.5 CORPORATE SOCIAL RESPONSIBILITY

Nepal Sanctuary Treks actively engages in community development initiatives such as infrastructure development, education, health, and sanitation projects. Also please refer to [Corporate Social Responsibility Page](#) and [blog](#):

- Conducted a workshop on sexual abuse, good touch, bad touch, and safe online practices to the children.
- Contributed to the Protect Nepal Initiative through Grande International Hospital. The initiative aims to provide locally-made face shields to protect healthcare professionals during the COVID-19 pandemic.
- Distributed food to porters living in remote areas during the COVID-19 pandemic.
- Provided financial support to trekking guides throughout the COVID-19 pandemic.
- Made a financial contribution towards the establishment of temporary toilets in the Terai region in collaboration with Nobel Compassionate Volunteers (NCV) following the tornado disaster in 2019.
- Supported a health camp in the Upper Mustang region of Nepal in collaboration with the Godavari Aluminum Association. Evidence of this collaboration is attached.
- Collaborated with the Katja Foundation and NCV for earthquake relief programs.
- Provided relief fund to Nobel Compassionate Volunteer for earthquake stricken people of Jajarkot.



### 3.6 ACCESS TO THE POLICY

- The company sustainability policy is accessible to all employees, business partners as well as the public.
- Website has the sustainability policy as a pdf attachment.
- We have developed code of sound sustainability practices handbook for our chain suppliers and requesting them to adopt sustainability standards
- We have recommended Travelife web address to our accommodation suppliers.
- We use **Google Drive** to store and share all policies internally, ensuring easy access and transparency for all staff.

### 3.7 ACTION PLAN

- Actively involve employees in developing and implementing our Sustainability Action Plan, ensuring they are informed and committed to our Sustainability Policy.
- Use the Travelife Action Plan system to structure and monitor all plans with clear deadlines.
- Hold regular meetings with office staff and trekking crew to communicate the sustainability policy and action plan, gather feedback, assign responsibilities, and conduct follow-ups to ensure effective implementation.

### 3.8 MONITORING AND EVALUATION

We follow a structured system to track and enhance our sustainability efforts through various activities:

- Use the Travelife Action Planning tool to track progress on sustainability goals.
- Monitor waste management performance through the Doko Recycler Dashboard.
- Keep detailed attendance records for all training sessions.
- Maintain a trekking guide database that logs their training, trekking experience, and license status.
- Collect customer feedback using an online Google form.
- Conduct regular inspections of both new and existing hotels.
- Distribute the Hotel Sustainable Practices Survey annually.
- Maintain a comprehensive teahouse lodge database containing information on sustainability, service quality, amenities, room capacity, and owner contacts. Trekking guides collect these details during treks using an inspection checklist to assess each teahouse lodge.
- Use the Lake Louise form and oximeter to monitor altitude sickness symptoms during treks.
- Track supplier contracts and sustainability efforts through a database, and send suppliers an annual self-assessment survey.



- Utilize the Carmacal system to measure the environmental impact of tours and treks.
- Record paper usage to monitor resource consumption.
- Hold pre- and post-season meetings between trekking guides and management to share updates and feedback.

This comprehensive approach helps us stay organized, maintain accountability, and continuously improve our sustainability practices.

### **3.9 STAFF COMMUNICATION**

- Regular meetings are held with the Managing Director, General Manager, and Sustainability Coordinator to discuss sustainability updates, new ideas, and action plan implementation.
- Trekking guides hold monthly meetings during the off-season to discuss sustainability initiatives, review action plans, assess progress, and clarify their roles and responsibilities.
- Before the trekking season begins and after it concludes, guides meet with the Managing Director and General Manager to receive updates, share feedback, and discuss key takeaways from the season.
- Guides returning from trek are called for meetings to receive updates on treks and client feedback. They are given feedback forms to evaluate the company's service and performance.
- Minutes of meetings are recorded to document important updates and decisions for future planning.
- The Sustainability Coordinator regularly communicates with the Managing Director through phone calls to report actions and remedial processes.
- During the COVID-19 lockdowns, general staff meetings were not possible. Instead, staff members were contacted regularly via email and phone calls to check on their well-being.
- In late 2020, the staff in Kathmandu participated in a day walk and rubbish cleaning exercise to maintain morale.

## **4 LEGAL COMPLIANCE AND FAIR BUSINESS PRACTICES**

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- The company ensures compliance with all necessary legal obligations pertaining to health, safety, labor, anti-bribery, corruption, and environmental aspects.
- We regularly stay updated on the labor laws, health and safety regulations of Nepal, and strictly adhere to the guidelines set by the Nepalese government.
- Maintain a zero-tolerance policy towards bribery and corruption, and we diligently fulfill our tax obligations to the government within the specified time frame



## 5 INTERNAL MANAGEMENT, SOCIAL POLICY AND HUMAN RIGHTS

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### 5.1 SUSTAINABLE PURCHASING

We embed sustainability into our daily operations—from procurement and waste management to water conservation and energy efficiency.

#### Paper:

- We prioritize purchasing environmentally friendly Trident A4 size paper for our office. Trident Group uses wheat/paddy straw for paper, saving trees, and supports farmers with eco-friendly practices, and is one of the largest paper units. The company is ISO 9001:2008, OHSAS 18001:2007, ISO 14001:2004 and FSC Certified mill with an integrated pulp and paper mill using Wheat Straw (agricultural residue) as the primary raw material to produce high quality W&P paper varieties. Please go through their [ESG Report](#).
- Tea and coffee: We source these items directly from local suppliers, purchasing them in bulk. For office and camping treks we use Olla Organic Coffee.

### 5.2 CATERING:

- We strive to offer a minimum range of sustainable products for catering, including seasonal, locally produced, organic.
- The company provides lunch to staff members to reduce plastic waste from food containers.
- The food menu varies daily and is prepared with proper hygiene standards.
- Kitchen cook fill out a food estimation form and make monthly purchases, delivered by our driver, to reduce packaging waste and eliminate the need for frequent store visits.
- Employees are encouraged to buy food items from local wholesale shops instead of department stores to minimize packaging.
- Kitchen staff are encouraged to bring cloth bags for shopping.
- No MSG is used in food preparation by the company's kitchen staff.
- The company prioritizes buying organic tea and coffee for both office and trekking purposes.
- The company has a large compound area where vegetables and fruits are grown and mainly used in meals.
- Monthly menus are carefully planned to avoid overestimating and wasting food items.

### 5.3 GIVEAWAYS:

- Our approach to giveaways involves purchasing crafts that represent the diversity of local cultures. We prefer buying directly from artisans or community-led initiatives for example pashmina shawl, Singing bowl, Lhokta Note book



- The company generously distributed tents to individuals affected by the 2015 earthquake and its own staff members.
- Every client is offered a Waterproof Duffel bag and Mug as a token of appreciation.

#### **5.4 CLEANING MATERIALS:**

We choose natural cleaning products that are less harmful to the environment and provide training to our housekeeping personnel on eco-friendly cleaning techniques, such as using less water.

#### **5.5 PAINT:**

In order to promote a healthy working environment, our office has been painted using [Asian Paints](#) lead-free, water-based paint.

#### **5.6 PROCUREMENT AND PAPER**

- Melamine plates, ceramic items, and stainless cups are used for office purposes instead of disposable alternatives.
- Each email includes a note below the signature, encouraging recipients to consider the environment before printing.
- Printing is minimized and reserved for necessary documents, with a preference for electronic communication via email.
- Paper used within the company is collected for reuse and recycling.
- Staff members are encouraged to utilize recycled paper when printing is required.
- Documents are stored in Google Drive for secure backup and easy access.
- Proper page setup and layout are checked when printing is unavoidable to optimize paper usage.
- Recycled paper, specifically lokhta paper, is supplied to the printing press for producing envelopes, letterheads, flyers, and client folders.
- Documents, trip dossiers, and other information are primarily sent electronically via email.
- The company has a "Think before you print" policy in place.
- Waste paper is reused for printing or making notes, and scrap paper is collected in a designated box.
- Computers are set to print double-sided, and old contracts and one-sided printed documents are reused for personal purposes on the blank side.
- Staff members are encouraged to use ink-efficient printing settings to reduce ink consumption.
- Invoices and quotes are sent via email as PDF files, minimizing paper usage and promoting reuse.
- Biodegradable soap and cleaning powder are used for office cleaning purposes.
- The office supplies such as business cards, letterheads, flyers, client folders, and envelopes are crafted from Lhokta paper, a type of Nepali handmade recycled paper. We have been



utilizing the remaining stock of Lhokta paper for over two years and have not made any additional purchases.

- During camping treks, our cooks are provided with an estimation list where they can estimate and note down the required items. This helps us minimize wastage and enables us to purchase the necessary items in bulk from suppliers. By ordering according to the estimated needs, we aim to reduce waste and optimize our procurement process.

## 5.7 PROMOTIONAL MATERIALS

- We use digital promotion methods like social media platforms, newsletter to promote our travel products.
- Brochures are sent digitally to clients and business partners.
- For the ITB Berlin, ATTA Adventure Travel, 2024-2025 event, we printed brochures using gloss-free paper and French cartridge, prioritizing environmentally friendly printing materials.

## 6 ENERGY

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### 6.1 ENERGY REDUCTION POLICY

- Computers are set to sleep mode during lunch breaks to conserve energy.
- Utensils are washed in bulk rather than individually to reduce water usage.
- Employees are encouraged to use the half flush for light toilet use and the full flush when necessary.
- Fans are turned off during lunch breaks and at the end of the day to minimize electricity consumption.
- Staff are encouraged to regularly clean out their email inboxes and unsubscribe from unnecessary mailing lists.
- To reduce the size of email traffic, links and shared folders are used instead of sending large attachments.
- All electronic devices and lights are turned off before leaving the office.
- Reminder stickers are placed throughout the workspace to promote energy-saving habits, including switching off lights when leaving a room.
- Office rooms feature large windows with adjustable blinds, allowing natural light to reduce the need for artificial lighting.
- LED lights have been installed to further improve energy efficiency.

### 6.2 SUSTAINABLE ENERGY

- At our office, we use solar panels and an inverter for our energy requirements.



### 6.3 WATER REDUCTION POLICY

- The office has implemented a dual flush system in its toilets.
- Reminder posters promoting water-saving practices have been placed in the kitchen and office restroom areas.

### 6.4 WATER SOURCING

- The office utilizes underground water for official cleaning purposes and has a rainwater collection system in place. The collected rainwater is utilized for various purposes, including irrigation and restroom facilities.
- As for drinking water, the office procures refillable 20-litre gallon containers.

## 7 WASTE MANAGEMENT

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- Waste is carefully separated, composted, and recycled with the help of Doko Recycler. During treks, field teams ensure that trail waste is managed responsibly.
- Organic kitchen waste is collected in composting buckets and later turned into fertilizer, which is used for gardening and rooftop vegetable beds.
- Upon arrival, guests receive a reusable metal water bottle to promote sustainability and reduce single-use plastic.
- Packed lunches are provided in reusable, BPA-free lunch boxes.
- Stainless steel bowls, cutlery, and cups are used to avoid disposable items.
- Trekking staff are given cloth bags—rather than plastic—for collecting garbage along the trail.
- Reusable cloth bags are also used by kitchen staff for grocery shopping.
- To reduce waste, only a limited number of brochures are printed on non-glossy paper for trade fairs, and any leftovers are stored for future use.
- Guests and agents receive locally made, eco-friendly souvenirs such as ceramic mugs, Lhokta paper notebooks, and Pashmina shawls.
- Because of limited recycling facilities in Nepal, guests are encouraged to take used batteries back to their home countries for proper disposal.
- Our office has shifted to digital processes, replacing paper feedback forms with online Google Forms.
- Pre-trip forms are also completed online, eliminating the need for printing and scanning.

## 8 REDUCING POLLUTION

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- In our office, we employ a do-it-yourself (DIY) cleaning solution to maintain cleanliness on the floors.
- The garden is nourished with compost derived from kitchen waste.
- Recyclable items are thoroughly cleaned and placed in waste segregation bins.
- Additionally, biodegradable hand wash soap is utilized in the washroom.



- Both inside and outside of the office, we have utilized lead-free and water-based paints for the painting process.
- Instead of relying on generators, we have installed an inverter for lighting purposes during load-shedding.
- We prioritize digitalization and minimize the use of paper.
- The office compound is surrounded with fruit and flower trees, creating a serene and peace working atmosphere.
- In the kitchen area, we separate the bins to sort different types of waste, and in the office rooms, we provide Doko for collecting recyclable paper.

## 9 MOBILITY

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- Due to the unreliability, inconvenience, and time-consuming nature of public transportation, one employee opts to use Pathao rides for their daily commute. Some trekking guides also use their personal bicycles to get around.
- For staff who own vehicles, the office provides fuel support.
- During the monsoon or off-season, employees without personal vehicles are encouraged to work from home when possible.
- We follow Nepal's emission standards by conducting thorough inspections of our company vehicles every six months. A green sticker on the car window displays the date of the most recent check.
- Our vehicles use H2 Clean Depollution Technology from [Durga Engineering Auto Works](#) to reduce carbon deposits, emissions, noise, and fuel consumption—while improving mileage and engine life.

## 10 HUMAN RESOURCE POLICY

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At Nepal Sanctuary Treks, we recognize our employees as one of our most valuable assets and are committed to maintaining fair and supportive workplace practices through clearly defined policies and standards.

All staff are provided with formal employment contracts, receive fair wages, and have access to benefits such as medical insurance and provident fund contributions. We fully comply with national labor laws, including those related to holidays, leave entitlements, and non-discrimination.

To support work-life balance, we offer flexible working hours based on individual needs and circumstances.

We invest in staff development through regular training programs, and conduct annual employee satisfaction surveys to gather feedback and identify areas for improvement.



During the COVID-19 pandemic, we provided financial support to our employees, reinforcing our commitment to their well-being during challenging times.

All employment practices are guided by our comprehensive Human Resource Policy, which is reviewed and updated to align with evolving needs and legal standards.

## 11 CHILD EXPLOITATION

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Nepal Sanctuary Treks maintains a strict zero-tolerance policy against child exploitation and child labor. All staff and suppliers undergo child protection training and must adhere to our Code of Conduct during visits to schools or orphanages.

Child labor is strictly prohibited, and this standard applies to all our service providers. Any supplier found to be involved in child exploitation, including the use of child labor, will have their contract with us terminated immediately.

We firmly oppose all forms of child exploitation, including:

- Child labor
- Human trafficking
- Child prostitution
- Child pornography

All staff, guides, and suppliers are required to:

- Understand and comply with local laws and regulations regarding child protection
- Report any suspicions or incidents of child exploitation promptly to the appropriate authorities
- Always respect children's privacy and dignity, including obtaining permission before taking photographs

For detailed guidelines, please refer to the [Orphanage and School Visit Policy](#) and [CAS Trip Code of Conduct \(School Visit\)](#).

## 12 ACCOMMODATION

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We prioritize small, locally owned boutique hotels and conduct thorough inspections to ensure they meet our quality standards and values. Together with our service providers, we incorporate local art, architecture, and culture into our guest experiences.



To support responsible tourism, we have a policy and contract in place that guide accommodation partners in adopting sustainable practices—such as offering local, organic, and fair-trade food and promoting environmentally responsible, locally made souvenirs.

Additionally, we encourage accommodation providers to prioritize the following sustainability practices:

- Ensuring 100% child protection
- Anti-corruption and bribery
- Implementing effective waste management practices
- Promoting water efficiency and rainwater harvesting
- Utilizing renewable energy sources
- Supporting the local community
- Animal welfare,
- Protection of biodiversity
- Sustainable food practices

We distributed an online survey titled “***Accommodation Sustainable Practices***” to evaluate the sustainability efforts of our partners.

Whenever possible, we partner with sustainable and certified accommodations. Our current collaborators include Prakriti Resort and Organic Farm and Hotel Shambala (both Travelife certified), Tiger Mountain Pokhara Lodge (Travelife Gold certified), and Barahi Jungle Lodge (ToFT certified).

For accommodations without certification, we carefully review and documented their sustainability practices and policies. We then highlight and publish these practices on our website—please feel free to explore our [accommodation partners’ sustainability efforts](#).

Additionally, we actively promote these partner hotels and their sustainability initiatives to our B2B agents, helping to enhance their marketing reach.

## 13 TRANSPORTATION

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Our office drivers receive annual training on sustainable driving and our code of conduct, along with completing the Travelife Customer Experience and Education course.

For over 20 years, Nepal Sanctuary Treks has partnered with a trusted transportation provider known for maintaining high standards in vehicle safety and driver professionalism. All vehicles are equipped with seat belts, a first aid kit, and a fire extinguisher to ensure client safety.



We use the Travelife Carmacal system to monitor carbon emissions and conduct annual emissions testing in line with environmental regulations.

Each year, our transportation partner collaborates with a vehicle association to deliver a two-day driver training program typically held in June or July—coordinated with the tourism board and traffic police. These sessions cover road safety, driving etiquette, and responsible behavior.

Routine vehicle maintenance—including servicing, seat cover replacements, and part upgrades—is regularly conducted by our transportation partner to keep the fleet in optimal condition.

## **14 ACTIVITIES**

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### **14.1 SUSTAINABLE EXCURSION POLICY**

Nepal Sanctuary Treks organizes activities such as rafting and jungle safaris through trusted partners. We have formal contracts with these suppliers that clearly outline our sustainability policies.

We require all suppliers to train their guides in sustainable practices, following the guidelines we provide. To support continuous improvement, we send them a self-assessment form annually to review their sustainability performance, and we keep this information in our database.

Contracts with excursion providers are updated every two years, with suppliers asked to sign the revised agreements. These contracts also mandate that suppliers regularly evaluate their own practices and share this information with clients.

To further support responsible operations, we have shared the Travelife Sustainability Codes of Good Practice with our jungle safari and rafting providers.

Nepal Sanctuary Treks has maintained a strong partnership with its rafting provider for over 22 years, demonstrating our long-term commitment to responsible tourism. The rafting company prioritizes the safety of its river guides, especially for challenging trips, by providing insurance coverage. They also conduct annual training sessions to continually enhance the skills and knowledge of their guides, ensuring excellent service quality.

### **14.2 BIODIVERSITY CONSERVATION**

Biodiversity conservation is a top priority for us and our chosen service providers. We strictly adhere to regulations to ensure that wildlife species are sustainably utilized and in compliance with local, national, and international laws.



### **14.3 NO WILDLIFE HARVESTING AND NO NEGATIVE IMPACT ON WILDLIFE**

At Nepal Sanctuary Treks, we are deeply committed to sustainability and environmental stewardship. We have implemented the following policies to ensure the protection of wildlife during our excursions. We maintain a zero-tolerance approach towards any excursion providers who do not share our commitment.

**14.4 NO WILDLIFE HARVESTING:** We strictly prohibit any form of wildlife harvesting during our excursions. This includes hunting, fishing, or collecting wildlife, their eggs, or any other natural resources. This prohibition extends to activities such as consumption, trading, and purchasing of species listed on the IUCN Red List. We include these information on trip dossier and our website. .

**14.5 NO NEGATIVE IMPACT ON WILDLIFE:** Our excursions are designed and conducted with utmost care to minimize any negative impact on wildlife and their habitats. We adhere to all relevant regulations and guidelines to protect and respect the natural environment.

We actively discourage activities that could potentially harm animals, such as elephant rides.

Furthermore, we have designed our trekking experiences to minimize their impact on the environment, and our rafting excursions are conducted with a focus on sustainability.

### **14.6 ZERO TOLERANCE WITH EXCURSION PROVIDERS:**

We partner only with excursion providers who share our values and commitment to wildlife protection.

Any excursion provider found to be in violation of our wildlife protection policies will face immediate termination of our partnership.

## **15 TOUR LEADERS, LOCAL REPRESENTATIVES, AND GUIDES**

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We have implemented a Communication Policy and a Teahouse Lodge & Camping Trek Briefing Policy to maintain consistency and professionalism throughout our operations. All trekking guides receive biannual in-house training focused on communication skills and client briefing procedures, conducted before each trekking season. They are handed Communication policy during trek.

Our guides also regularly take refresher courses in first aid and sustainability. They have completed online training through Travelife, which strengthens their knowledge and commitment to responsible tourism.

To ensure clients are well-prepared and culturally respectful, we provide a detailed trip dossier before their journey. This dossier includes important information such as cultural codes of conduct, environmental guidelines, and relevant social insights.



As part of our environmental responsibility, guides actively help keep trekking routes clean. They are equipped with garbage bags, tongs, weighing scales, and a monitoring sheet to track the waste collected during treks.

To motivate and acknowledge their efforts, we offer monetary incentives to guides who collect significant amounts of litter, reinforcing our shared commitment to preserving natural trails.

Additionally, each year our trekking crew participates in refresher training based on Travelife guidelines, covering topics such as child protection, guiding and sustainability, and waste management.

#### **Fair wages and contract terms:**

All guides are contracted with clearly defined wages and responsibilities, ensuring fair compensation and clarity around their duties. Additionally, all guides and porters are insured to provide protection during their work.

#### **Porter equipment:**

Apart from this, each porter is provided with one complete set of gear, including custom-made boots, crampons, helmets, sunglasses, gloves, warm clothing, and a sleeping bag, ensuring their safety and comfort on treks.

## **16 DESTINATIONS**

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- During camping treks, we prioritize purchasing local ingredients to support the community and minimize transportation-related carbon footprint.
- We strictly adhere to legal requirements when visiting protected areas and heritage sites, covering the necessary entry and permit fees.
- In camping treks, NST hires environmental porters who are responsible for collecting and properly disposing of the waste generated. The collected waste is brought back to the city and sent to a facility for appropriate treatment.
- During the COVID-19 pandemic in 2020, NST organized a hiking trail cleaning campaign in the vicinity of Kathmandu valley's hiking trails.
- In 2021, NST visited a local school with 800 students to conduct a Go Green campaign. Additionally, eco posters were distributed to schools as part of the initiative. In 2025, we developed Eco-poster in Nepali version and distributed it at teahouse lodges and local schools.



- As part of their efforts, NST focuses on rubbish cleaning along the trails and educates teahouse owners about sustainable practices.
- Before the main trekking season or expedition, guides go on reccee trips to explore new, off-the-beaten-path destinations. During these trips, they check trail conditions, weather, and safety hazards. They also review accommodations, teahouses, and facilities along the way. The goal is to spot any changes or issues that could affect the trekking experience for clients. While guides focus on the trekking regions, the management team carries out reccee trips within the Kathmandu Valley.
- Our accommodations mainly include homestays, local teahouse lodges, and small boutique hotels. Each season, our guides conduct thorough inspections of these lodges using a standardized ***Teahouse Lodge Inspection Checklist***, evaluating aspects such as service quality, sustainability practices, safety measures, and room conditions. This careful selection process ensures that all accommodations meet our high standards for guest experience and environmental responsibility.

## 17 CUSTOMER COMMUNICATION AND PROTECTION

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Nepal Sanctuary Treks is committed to protecting client privacy and ensuring a high standard of safety and service throughout the travel experience.

We have developed a Social Media, Video, and Photography Policy to safeguard customer privacy. All staff and guides are required to sign this policy. Additionally, our Customer Privacy Policy is published on our website, and cookie settings have been implemented to enhance user experience while browsing.

Upon booking, clients receive an online [pre-trip form](#) to complete. This form collects essential details such as flight information, dietary requirements, room preferences, physical fitness level, trekking experience, and agreement to our terms and conditions.

To support guest health and safety, we have invested in dedicated water filters for our trekking expeditions, ensuring access to clean and safe drinking water. We currently operate with two filters and plan to expand our inventory.

We have a comprehensive Risk Assessment in place for all treks, which is shared with clients after booking and reviewed during daily briefings throughout the journey. Emergency and medical evacuation procedures are well-established to ensure prompt response in critical situations.

Client health is monitored during treks through regular oxygen level checks and the use of the Lake Louise scoring system to assess symptoms of altitude sickness. For high-altitude treks, a portable altitude chamber is carried.



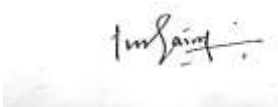
All guides are equipped with a comprehensive first aid kit and a satellite phone for reliable communication in remote areas. They also undergo mandatory first aid training every year, conducted before the spring and autumn trekking seasons, to ensure they are prepared to handle medical emergencies.

At the end of each tour, our Managing Director or General Manager personally meets with clients to gather feedback. Clients also receive a thank-you note encouraging them to leave a review on [Trip Advisor](#) and [Google Review](#). We also send clients a link to our online Google feedback form to collect more detailed responses.

## 18 MANAGEMENT ACKNOWLEDGEMENT

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The management team of Nepal Sanctuary Treks is committed to implementing and communicating this policy to all staff and suppliers. While it may not cover every situation, it serves as a general guide to our principles, expectations, and commitment to responsible practices.

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|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Tulsi Gyawali, Managing Director                                      |    |
| Prashant Rana, General Manager                                        |  |
| Pramila Shrestha, Business Development/<br>Sustainability Coordinator |  |