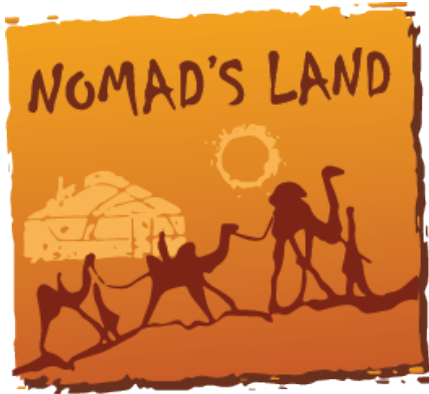


Sustainability report - 2025

Nomad's Land Asia Travelife Certified



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

Nomad's Land Asia

Nejinsky 27

720000 Bishkek

www.nomadsland.travel

office@nomadsland.travel

Tourist volume 251 - 1000

Number of employees

Type of tourism Active / soft adventure, Sport and adventure, Winter Sport, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Volunteer tourism, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife

Special target groups Young people, Seniors, Families with children

Destinations offered Central Asia

Sustainability coordinator

Samuel Maret

office@nomadsland.travel

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	18 / 10
3. Internal management: environment and community relations	64	64
4. Inbound partner agencies	16	16
5. Transport	10	10
6. Accommodations	16	16
7. Activities	15	14 / 1
8. Tour leaders, local representatives, and guides	11	11
9. Destinations	11	11
10. Customer communication and protection	30	27 / 3

6. Detailed overview

0. Company characteristics

26

Contact details


2



Action			Details
0.1. Sustainability coordinator			Aisulu Noruzbaeva nomadsland.kz@gmail.com +312 996 46 66
0.2. General manager/CEO			Samuel Maret s.maret@nomadsland.travel +996772545610

Organization structure

6

Action			Details
0.3. Legal body			Nomad's Land Asia Llc Ministry of Justice of the Kyrgyz Republic

		<p>January 4th, 2017</p>  <p>Свидетельство Nomad_s Land Asia.pdf</p>	
0.4. Ownership structure	✓	✓	The company is owned by Shakhzada Mare, whose management has been entrusted to Samuel Maret
0.5. Participations	✓	✓	Nomad's Land Asia is a limited liability company 100% owned by Shakhzada Mare .
0.6. Internal structure and branches	✓	✓	<p>Nomad's Land Asia does not have a branch office. The whole team is actively involved in the development of sustainable tourism within the company and in our office in Bishkek. Travelife training has not been restricted within the team.</p> <p>The organisational structure of Nomad's Land Asia is linear, consisting of office managers and trip designers, their role is not limited.</p> <p>However, we wanted at least one trip designer and one office manager to undergo the basic training before the certification audit:</p> <p>Shakhzadae Maret / Director Nina Akbutina / Accountant Samuel Maret / General manager / Sustainability Manager / Ecotourism Nepal Mongolia China Kyrgyzstan Aisulu Noruzbaeva / Trip designer / Sustainability Coordinator / Ecotourism Kazakhstan Shahnoza Yusupova / Office manager / Office / Booking / Cash Desk / Contracting Sustainability</p>

		<p>Aliya Nurkulova / Office assistant / Office / Booking / Content manager / Sustainability communication</p> <p>Nikita Ryzhkov / Trip designer / Ecotourism Turkmenistan</p> <p>Baktygul Kadyrbekova / Trip designer / Ecotourism Uzbekistan</p> <p>Aibek Asanov / Trip designer / Coordinator DMO Jetti Oguz / Ecotourism Tajikistan</p> <p>Aidar Japarov / Web content manager / DMO specialist / Ecotourism Kyrgyzstan</p> <p>Mathieu Charruaz / Extern consultant / Agro-tourism specialis / Ecotourism Afganistan</p>	
		<p> 1.14.0.2 Staff positions at Nomad_s Land.pdf</p> <p> 1.14.0.1 Organizational chart Nomad_s Land Asia.pdf</p>	
0.7. Significant changes	✓	✓	<p>Первый аудит</p> <p>First audit</p>
0.8. Awards	✓	✓	<p>Travelife Partner 2022</p> <p>Travelife Certified 2024</p>

Scope of certification



3

Action	 	Details
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0.9. Scope	✓	✓	Our scope includes itineraries, reservations of hotels, lodges, transfers, excursions, transportation and guides, and preparation of travel documents. The certification cover the brand "Nomad's Land" and "Trekistan".
0.10. Scope changes	✓	✓	Первый аудит First audit
0.11. Measurement changes	✓	✓	Первый аудит First audit

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, Activity provider, Guiding service
0.13. Brands (within the scope of the certification)	✓	✓	
0.14. Key business segments / brands	✓	✓	

0.15. Contracted suppliers	✓	✓	
0.16. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Intangible cultural heritage, City tour Hiking, Rafting, Horse riding, Mountain biking, Mountain climbing, Winter sport Boat tours, Canoe trips Visiting traditional communities, Visiting indigenous people, Visiting schools Captive animals, Working animals
0.17. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	251 - 1000
0.18. Tourism types	✓	✓	Active / soft adventure, Sport and adventure, Winter Sport, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Volunteer tourism, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
0.19. Target groups	✓	✓	Young people, Seniors, Families with children
0.20. Destinations	✓	✓	Central 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	✓	✓	
0.25. Categories and gender	✓	✓	



Describe the amount of formal and direct employed personnel per category (make an estimate):			
--	--	--	--

Public communication

1

Action			Details
0.26. Brands under Travelife scope			

1. Sustainability management & legal compliance

34

Engagement of company

7

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>			<p>Sustainability Coordinator Samuel Maret</p> <p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Координатор по устойчивому развитию отвечает за разработку и координацию внедрения дорожной карты устойчивого развития в нашем офисе (офисах).</p> <p>Он/она выступает в качестве связующего звена между всеми отделами для внедрения принципов устойчивого развития и стимулирования действий среди руководителей, а также по отношению к поставщикам и клиентам.</p> <p>Обязанности:</p> <ul style="list-style-type: none"> Разработка отчетов и планов действий для генерального руководства, отслеживание и представление соответствующих данных по устойчивому развитию компании; ● Ответственность за управление и обновление схемы сертификации устойчивого развития (Travelife); ● Помощь ВСЕМ отделам в разработке предложений и услуг ответственного туризма с привлечением поставщиков и клиентов, продвигающихся к большей устойчивости; ● Оптимизация положительного воздействия нашей деятельности на средства к

существованию, культуру и окружающую среду как в офисах, так и во время туров;

- Распространение передового опыта для сокращения использования природных ресурсов (бумага, вода, энергия, закупок) и, в конечном счете, сокращение выбросов углекислого газа в атмосферу;
- Координация и/или проведение внутренних и внешних (поставщики) тренингов, организация мозговых штурмов с коллегами для определения возможных мер по обеспечению устойчивости;
- Участие в подготовке, редактировании и распространении внутренних бюллетеней/брошюр по вопросам устойчивого развития;
- Помощь в выявлении и управлении туристическими проектами на базе местных сообществ и другими местными инициативами по сохранению природы. и т.д.

SUSTAINABILITY COORDINATOR (M/F)

Job Details :

Working place : Nomad's Land Office, Nejenksy Lane 27, Bishkek, Kyrgyzstan

Supervisor : Samuel Maret

General mission description :

The Sustainability Coordinator is responsible for creating sustainable policies within the organization, carrying out sustainability training, as well as planning corporate and social responsibility (CSR) projects for the implementation of the entire organization.

Duties & Responsibilities :

Implementation of the sustainability program of Travelife

Implementation of the sustainability policy and action plan; Travelife planning and reporting; Contact for Travelife regarding trainings and collective actions;

At the Office

Initiation and coordination of activities related to sustainable development
Dissemination of sustainability information within our team. Up-date our Quality System Management (QSM) Development of minimum sustainability criteria for tours
To set up and control the Green office policy

Our travellers

Dissemination of sustainability information on our website, through our program, through the voucher, through the signature of our emails To create a code of conduite
To inform client about approximative carbon pollution To develop a system of carbon compensation

Our Guides

Dissemination of sustainability information within them To create a code of conduite
Training

Our Drivers

Dissemination of sustainability information within them To create a code of conduite

Our CBT's, accommodations and local partners

		<p>Dissemination of sustainability information within them To create a code of conduct To develop criteria of sustainability of CBT partners To develop business with Green accommodation and to develop criteria of sustainability for lodges with any certification Sustainability Tourism seminar organization for CBT partners To give a training about ecotourism once a year to the partners</p> <p>Share of information on social media and on our website :</p> <p>To post once a week on chosen Social Medias To be active on Social Medias to provide information about our eco-project and our sustainable policies To animate our FB group for guides To animate our FB group for local partners To upload all policies To share website pages on social medias</p>
<p>1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Устойчивое развитие является частью всех процедур и процессов компании. Все политики четко доводятся до сведения всех сотрудников. Руководство активно участвует в реализации политики устойчивого развития и плана действий, а именно:</p> <ol style="list-style-type: none"> 1. [ФИО и должность] отвечают за [например, соблюдение законодательства в области устойчивого развития, управление офисом, разработку экологически безопасной продукции, общение с партнерами и клиентами в соответствии со всеми политиками устойчивого развития]. 2. [ФИО и должность] отвечают за... 3. [ФИО и должность] отвечают за...

Регулярно проводятся совещания, на которых обсуждается достигнутый прогресс и вносятся необходимые коррективы.

The preparation for Travelife certification has significantly enhanced our SQM procedures and processes, leading to a comprehensive improvement in tasks and responsibilities related to sustainable development and internal communication. The integration of the Travelife action plan has notably clarified and defined specific responsibilities for actions linked to our daily work. Our entire team has seamlessly incorporated the Travelife system into our daily operations, with each member now dedicated to a core mission aligned with our commitment to sustainability:

1. Noruzbeva Aisuluu Urmatbekovna - Sustainability Coordinator is responsible for compliance with the legislation in the field of sustainable development, office management, development of environmentally friendly products, communication with partners and customers in accordance with all sustainable development policies; is responsible of the development of ecotourism in Kazakhstan.





2. Samuel Maret - General manager and Sustainability Manager is responsible for compliance with sustainability legislation, development of environmentally friendly tours, communication with partners, coordination of all sponsored organizations; is responsible of the development of ecotourism in Nepal, Mongolia, China and Kyrgyzstan.

3. Yusupova Shakhnoza Anatolievna - Office Manager is responsible for the internal workings of all processes in the office, communicating with service providers, partners, guides and drivers and ensuring their compliance with sustainability legislation.





4. Aibek Asanbaev, trip designer, is responsible of the development of the DMO Jeti Oguz, and development of ecotourism in Tajikistan


5. Baktygul Kadyrbekova, trip designer, is responsible of the development of ecotourism in Uzbekistan

6. Nikita Ryzhkov, trip designer, is responsible of the development of ecotourism in Turkmenistan

		<p>7. Aidar Japarov, DMO development specialist</p> <p>8. Mathieu Charruaz, extern specialist, is responsible of the development of ecotourism in Afghanistan and Uzbekistan</p> <p>9. Pierre-Armand Dussex, extern specialist, is responsible of the territorial development of Jeti Oguz district</p> <p>Regular meetings are held with the rest of the company to discuss progress and make necessary adjustments.</p> <p> Slack.jpg</p> <p> Slack1.jpg</p> <p> Photo from the meeting 16.01.2023.jpg</p> <p> 1.14.1.0.1 Organizational chart Nomad_s Land Asia.pdf</p>
<p>1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Для реализации политики устойчивого развития компания выделяет необходимые человеческие ресурсы и обещает, что финансово реализует все суммы, требуемые на устойчивое развитие компании.</p> <p>Ориентировочный объем финансовых ресурсов, выделяемых на следующий год, составляет [....].</p> <p>Since the creation of brand "Nomad's Land Asia", the entire team has been involved in the development of ecotourism. Our general manager, Samuel Maret, is the referent for all questions related to the development of sustainable tourism. Aisulu Noruzbaeva is our</p>

		<p>coordinator for sustainable tourism development. All the other members of the team are actively involved in sustainability, 6 people.</p> <p>Some of our guides also participate as lecturers in our training seminars.</p> <p>As all our activities are focused on developing sustainable tourism, we evaluate expenditure through the Travelife reporting programme.</p>
<p>1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓ ✓</p>	<p>We aim to foster sustainable development in the tourism sector by raising awareness of ecotourism and agrotourism, promoting responsible travel practices, and creating programs that actively engage and benefit local communities.</p> <p>When you travel with Nomad's Land, you embrace our travel philosophy. Whether you are our client, partner, guide, or colleague, this page informs you of our vision, mission, and policies for developing sustainable tourism.</p> <p>In 2024, our commitment to sustainable tourism was recognized with Travelife certification. We invite you to explore more about our efforts by reading our articles on other pages of our website, including Eco-projects, Blogs, and Partners.</p> <p>Our vision is to be the leading agency in connecting and uniting communities based on tourism in Central Asia. We aim to foster sustainable development in the tourism sector by raising awareness of ecotourism and agrotourism, promoting responsible travel practices, and creating programs that actively engage and benefit local communities.</p> <p>Our mission is to engage and collaborate with local communities, ensuring their active participation and consent in our initiatives. We aim to return a fair share of profits to the local community, supporting their socio-economic development. We prioritize community involvement, conserve biodiversity, and promote environmental sustainability by minimizing non-renewable resource consumption. We respect traditional cultures and social structures, partnering with local ecotourism initiatives and promoting the training and empowerment of local guides to foster sustainable tourism practices.</p>

		<p>A special chapter is available on our website : https://nomadsland.ch/en/about/sustainability</p>
<p>1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>Samuel Maret - General manager Aisulu Noruzbaeva - Trip designer and sustainability manager</p> <p>Company learning monitor No workshop information for this company</p> <p> learning_certificate Samuel Maret.pdf  learning_certificate Noruzbaeva Aisulu.pdf  certificate Noruzbaeva Aisulu.pdf  Gestion de la durabilité _ Samuel Maret.pdf</p>
<p>1.6. Trained key staff Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.</p>	<p>✓ —</p>	<p>Members of the staff are actually training through the Travelife plateforme :</p> <p>Shakhnoza Usupova - Office manager</p> <p>Nikita Ryzhkov - Trip designer Aibek Asanov - Trip designer Victor Pillonel - Trip designer - guide trainer Mathieu Charruaz : Trip designer - horse guide trainer - agrotourism development specialist</p> <p>Aidar Japarov - DMO specialist</p>



		<p>Stanislav Konovalev : Guide trainer - Risk manager</p> <p>Baktygul Kadyrbekova - guide Aisulu Noruzbaeva - guide</p> <p>2</p> <p> Baktygul Kadyrbekova certificate.pdf</p> <p> learning_certificate Nikita Ryzhkov.pdf</p> <p> learning_certificate Aibek Asanov.pdf</p> <p> learning_certificate Ayana Zholdoshbek.pdf</p> <p> personal_certificate Shakhnoza.pdf</p> <p> personal_certificate Aidar Japarov.pdf</p> <p> personal_certificate Mathieu Charruaz.pdf</p> <p> personal_certificate Victor Pillonel.pdf</p> <p> ANIMAL_WELFARE_Mathieu Charruaz.pdf</p>
<p>1.7. Additional training management The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, university courses, specific courses).</p>	<p>✓</p>	<p>Nikita was trained by Helvetas in December 2019 to promote winter tourism</p> <p>Aisulu in December 2022 took a training course on green and sustainable tourism products</p> <p>2 of our guides Ainagul and Makpalbek have been trained in Principles of Sustainable Tourism</p>

		<p>in guiding December 2023</p> <p>Samuel Maret has completed course about Sustainable Marketing Program 2024 of GoodTourismInstitute</p> <p>4</p> <p> Training certificates.pdf</p> <p> GTK Certificates December 2023 Training1.pdf</p> <p> GTK Certificates December 2023 Training1_M.pdf</p> <p> nomads.land_Sustainable_Marketing_Program_Sustainable_Marketing_Program_Good_Tourism_Institute.pdf</p>
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Social cooperation

3

Action			Details
<p>1.8. Collaboration</p> <p>The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>			<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы являемся членами Кыргызской ассоциации туроператоров (КАТО) и принимаем активное участие в их инициативах, тренингах и семинарах.</p> <p>Our partners are available on the link: https://www.nomadsland.ch/en/before-you-go/partners and https://nomadsland.ch/en/before-you-go/eco-projects</p>

		<ul style="list-style-type: none"> • Working partner of different CBT in Kyrgyzstan, in Tajikistan, in Uzbekistan and in Kazakhstan • Member of KATO (Kyrgyz Association of Tour Operator) • A member of Mountain Cluster Association • Founder member of the Excurs Training (Kyrgyz Excursion Guide association) • Vice-President of "Boule de Neige" Association Switzerland (bringing access to Winter Sports to children in Kyrgyzstan, Tajikistan and Afghanistan) • Volunteering and supervisory board member at "Babushka Adoption Foundation", giving hope to elderly of Kyrgyzstan • Working on new Women project "Use of medicinal plant and edible plants" for CBT providers <p>Nomad's Land and Village Monde have been working together since 2018 to promote tourism in Kyrgyzstan. The partnership has resulted in the creation of the Vaolo.com website, which currently showcases 156 different homestays and other tourism offerings in the country.</p> <p>https://nomadsland.travel/en/blog/village-monde-vaolo</p> <p>February 2023 : creation of the DMO Destination Jeti Oguz (Kyrgyzstan) with initiative of the local community of the whole district https://www.facebook.com/destinationjетиoguz</p> <p> Excursus _ Training.jpg</p> <p> Excursus training.pdf</p>
<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>✓ —</p>	<p>Nomad's Land Asia actively shares its wealth of sustainability management experiences through diverse and creative channels, fostering a commitment to responsible travel practices. Key highlights of our engagement include:</p> <p>Media Platforms: Utilizing various social media channels such as Facebook, YouTube, Instagram, X, and blogs to showcase our commitment. Eco-project articles on our website(s) further amplify our dedication, and TV and newspaper interviews provide additional avenues for spreading awareness.</p>

Events: Participating in meetings with international donors and organizing seminars for Community-Based Tourism (CBT) initiatives are crucial components of our engagement. Noteworthy is our annual Seminar for CBT partners in Kyrgyzstan, initiated in 2019, which covers topics such as tourism sustainability, waste management, new trends, and evolving culinary expectations. [Tourism fairs](#).

Working/Discussion Groups: Collaborating with diverse stakeholders including international donors, local communities, actors in the tourism industry, NGOs, institutions, and various educational bodies such as Bukhara State University, National University of Bishkek, schools like Nr 26 of Bishkek, Lycee 14 of Karakol, Lycee 55 of Kyzyl Suu, sports organizations like the [Kyrgyz National Agency of Sport](#), Young Sport School of Naryn, [Young Sport School of Karakol](#), and Destination Management Organizations (DMOs) like [Jeti Oguz](#).

Mentoring programmes: Our main involvement in mentoring programmes aims to develop new tourism products, transfer knowledge and develop skills, contributing to the growth of local communities based on eco-tourism or agro-tourism. New program developed in partnership with [NGO Leadership](#) in Karakol.






CSR/Sustainability Guidance: Disseminating valuable insights through tools such as our guide manual, educational booklets, newsletters, and codes of conduct to ensure that sustainable practices are deeply ingrained in every aspect of our operations.

Travelife Website: Sharing our experiences and commitment to sustainability on the Travelife website, contributing to a broader global community dedicated to responsible tourism.

Furthermore, our engagement history includes organizing 17 Seminars with local CBT partners across Kyrgyzstan in 2015, focusing on sustainable tourism development. These seminars covered crucial aspects of sustainable tourism, providing our partners with knowledge and tools for fostering responsible practices within their communities. Through these multifaceted approaches, Nomad's Land Asia remains dedicated to inspiring, educating, and collaborating for a sustainable and responsible travel industry.



Partner Training April 2019.jpg

		 Partner Training April 2019 _1_.jpg  Partner Training April 2019 _2_.jpg  Certificates awarded at the Nov 2023 seminar DMO Jeti Oguz.JPG
<p>1.10. Donations</p> <p>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>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Помимо внедрения практик устойчивого развития в деятельность и этику компании, мы также оказываем непосредственное положительное влияние на местные сообщества и общество в целом, поддерживая проект / некоммерческую организацию [...].</p> <p>В текущем году объём пожертвований составил [...] / В следующем году мы планируем начать оказывать финансовую / волонтерскую поддержку проекту / некоммерческой организации [...].</p> <p>Our donations are mainly in kind or in human resources.</p> <p>Babushka Adoption Foundation : volunteering (around 100\$ per year); transport costs during humanitarian aid actions; translation works Boule de Neige Association : volunteering (around 200\$ per year) through various actions : office work on coordination between the Swiss association and Kyrgyz, Tajik and Afghan partners; coordination of actions; logistic support; DMO Jeti Oguz (salaries, internet, electricity, rent of office, design of new website, advices, training), around 2000\$ spent in 2023</p>  LETTRE DE REMERCIEMENT.pdf  Babushka Adoption.jpg



Boule de Neige Association.jpg

Baseline assessment

2


Action			Details																				
<p>1.11. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания начала вести список поставщиков и партнеров по размещению, чтобы помочь определить уровень их устойчивости. Кроме того, мы начали делиться передовым опытом в области устойчивого развития с гостиницами и гостевыми домами. Мы надеемся, что это поможет нам повысить осведомленность наших партнеров в области устойчивого развития, способствуя тем самым более ответственному подходу к ведению бизнеса.</p> <p>We have establish a list of partners offering lodge based first on Travelife certified, then on these criterias :</p> <table border="1" data-bbox="1014 1007 2063 1177"> <tr> <td>Local building material</td> <td>Environmental friendly heating</td> <td>Green energy</td> <td>Local cuisine</td> <td>Water savings</td> </tr> <tr> <td colspan="5">Waste management</td> </tr> </table> <p>We have establish a list of services providers partners based first on Travelife certified, then on these criterias :</p> <table border="1" data-bbox="1014 1286 2063 1353"> <tr> <td>Local support</td> <td>Environmental friendly</td> <td>Green energy</td> <td>Responsible approach</td> <td>Animal wellcare</td> </tr> <tr> <td colspan="5">Waste management</td> </tr> </table>	Local building material	Environmental friendly heating	Green energy	Local cuisine	Water savings	Waste management					Local support	Environmental friendly	Green energy	Responsible approach	Animal wellcare	Waste management				
Local building material	Environmental friendly heating	Green energy	Local cuisine	Water savings																			
Waste management																							
Local support	Environmental friendly	Green energy	Responsible approach	Animal wellcare																			
Waste management																							

			Inventory partner NL lodge and activities.xlsx
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).	✓	✓	Nomad's Land Asia has conducted a baseline assessment through the Reporting & Planning tools of Travelife. This report will be our baseline report of our politic and actions of sustainable tourism development. It is our aim to go for Travelife certification and all actions and improvement will be done on this way.

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.	✓	✓	Sustainability in Tourism Nomad's Land Asia aims to increase awareness of ecotourism and responsible travel, for a sustainable development of the tourism sector. When you travel with Nomad's Land, you accept to share our travel philosophy. Whether you are our client, our partner, our guide or our colleague, you are informed on this page of our policies for the development of sustainable tourism. Our mission is to operate with the involvement and consent of local communities. To give a fair share of profits back to the local community. To involve communities rather than individuals.




		<p>To contribute to the conservation of biodiversity To be environmentally sustainable and require the lowest possible consumption of non-renewable resources. To respect traditional culture and social structures. Not to make local people perform inappropriate ceremonies, etc. To work with local ecotourism partner and infrastructure To develop training for our local guide</p> <p>Our policies</p> <p>Nomad's Land Asia is proud to announce the formalization of our commitment to ecotourism principles through a comprehensive set of policies, each dedicated to a specific thematic area. These policies, meticulously crafted and endorsed by our team, serve as guiding documents reflecting our philosophy to sustainable practices.</p> <p>Accessible on our website in French, Spanish, English, and Russian languages, these policies cover various dimensions, including social, cultural, economic, and environmental impacts of our activities.</p> <p>By making our policies readily available in multiple languages, we aim to foster transparency, accountability, and engagement with a global audience, setting a new standard for ecotourism excellence.</p> <p>https://www.nomadsland.travel/en/about/sustainability</p> <p> Child abuse staff training 11th of March 2025.jpg</p>
<p>1.14. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	<p>✓ ✓</p>	<p>The sustainability policy is currently available in English, in Spanish, in French and in Russian on our website.</p> <p>Our website is the platform that will inform our customers and our international outbound partners about our involvement in sustainability.</p> <p>Our local partners, accommodations and local guides are informed via a Facebook discussion group.</p>

		<p>Our guides, who welcome our customers from the start to the end of the tour are informed on a Facebook discussion group.</p> <p>Also, our Facebook pages will be used to continuously inform our clients about the evolution of our commitment and the progress of our projects.</p> <p>Projects & initiatives : https://nomadsland.travel/en/before-you-go/eco-projects</p> <p>Our Policies : https://nomadsland.travel/en/about/sustainability</p>
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Action plan

3





Action			Details
<p>1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>			<p>Our organization has employed a dynamic approach to action planning, utilizing tools like Trello and Slack to streamline strategies, action plans, and duties. In our ongoing pursuit of development, we have integrated the Action Plan feature from the Travelife platform into our system, complementing our existing tools and fortifying our comprehensive approach.</p> <p>The initial phase of our action plan involved immersing ourselves in the Travelife certification process. This not only provided valuable insights into our current sustainable development practices but also facilitated the formalization of our existing methodologies. The incorporation of the Travelife Action Plan has proven to be highly effective, allowing us to seamlessly integrate it into our workflow.</p> <p>As of mid-March 2022, the majority of our planned initiatives, dating back to the end of the previous year, have been successfully executed. This accomplishment not only signifies our commitment to sustainable practices but also highlights our proactive efforts to surpass predefined criteria.</p>



		 action_plan _2_.pdf  Actions plan 2023_2025.pdf
<p>1.16. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	<p>✓ ✓</p>	<p>Since 2001, Samuel Maret has worked for the sustainable development of tourism.</p> <p>The aim of creating Nomad's Land was to develop rural communities in the mountains of Central Asia. Since its inception, all employees are imbued with the core values of eco-tourism. We learn together to develop it and we have implemented dozens of projects.</p> <p>All the staff at the office get a first introduction about Travelife and update of our sustainable politic. Most of our team has complete successfully the basic training.</p> <p>General Manager, our Office manager and our Sustainable coordinator are fully implicated in the process. The other members are involved on a daily basis in ongoing actions, and are given specific tasks related to the formalization of our ecotourism development.</p> <p>For these purposes, we also use a dedicated channel in our intern Slack chat: "Travelife". Screenshot attached. All our team members are members of Facebook groups where our information is distributed to local communities and our guides.</p>  Slack correspondence.png
<p>1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши продукт-менеджеры ознакомлены с Политикой устойчивого развития и Планом действий. Это обсуждается на регулярных совещаниях, а также в каналах внутренней коммуникации.</p>

		<p>Product developers and contract managers undergo comprehensive training and are equipped with the necessary resources to effectively implement supplier-related policies. The entire team receives training on the Travelife platform, with a particular emphasis on completing the basic training. Additionally, team members are encouraged to pursue further training on topics that align with their interests and responsibilities.</p> <p>Access to a range of valuable resources, including Travelife, Nomad's Land, UNWTO, etc., is provided to ensure that staff members have the information and tools needed to adhere to sustainable practices. Information on supplier-related policies is communicated through various channels, including the labor contract (Chapter 2.1.7) and integrated into the sales processes outlined in our SQM framework. This approach ensures that all team members are well-informed and continuously updated on best practices and guidelines related to sustainability in the travel industry.</p> <p>We organise small meetings when necessary to explain the evolution of our certification and the actions taken and to be taken.</p> <p>All staff members are part of the different FB groups (for guides and for partners) and take part in discussions.</p> <p>The sustainability policies are available and updated on our website.</p>
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Monitoring and evaluation

5

Action			Details
<p>1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>			<p>We actively oversee the implementation of our sustainable development policy through the action plan established on the Travelife platform. Our monitoring process involves regular informal evaluations, including meetings with CBT heads and local guiding staff. To enhance our evaluation methods, we have introduced a statistical document that tracks the evolution of</p>

		<p>various purchases and quantifiable energy.</p> <p>Moving forward, we plan to leverage the Travelife "Monitoring and Evaluation" table, selecting key indicators for a more streamlined and effective assessment. Several of our key partners, including inbound and outbound partners, guides, and accommodations, are already integrated into our evaluation grid.</p> <p> Коммунальные услуги 2023.xlsx</p> <p> Monitoring CO2 _ staff meeting 11th of March 2025.jpg</p>
<p>1.19. Corrective measures</p> <p>The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures should be designed to identify the cause and prove that corrective measures have been taken and are efficient.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша команда регулярно обсуждает на своих собраниях ход выполнения Плана действий и при необходимости принимает корректирующие меры в соответствии с целями компании в области устойчивого развития.</p> <p>During the meetings with the whole team about the development of sustainable tourism, the coordinator will discuss the progress of the action plan and all employees will discuss the necessary corrective measures, in case of discrepancies between the objectives and the planned actions.</p> <p>Quantitative monitoring of resources used in our office has been created: gas, paper, electricity, water consumption</p> <p>Questions related to sustainable tourism have been added to the questionnaire/feedback form given to tourists at the end of their stay.</p> <p>A ranking of partner accommodation and service providers has been created, a statistics table will be created at the end of 2023 to evaluate the results of our partners.</p>



<p>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.</p>	<p>✓ ✓</p>	<p>The company's employees are regularly informed about the company's sustainability policies and successes. First of all, the company has a very convenient platform both for internal communication and for providing information to tourists. Each employee works on a specific blog article topic regarding culture, social norms, interesting traditions, which is important to cover for foreigners.</p> <p>All internal communications are conducted face-to-face in the office, or there is a convenient slack platform with a specific hashtag #travellife. With separate hashtags and face-to-face correspondence, information spreads quickly and tasks are completed on time.</p> <p>Also to support employee communication, there is a separate Facebook group called Nomad's Land Guides where common goals, reminders related to the sustainability policy are shared. In addition, Nomad's Land's Facebook page and the official company website are fully aligned with the themes of cultural sensitivity, economic and social benefits, long-term partnerships, community engagement. Various trainings and educational events are held throughout the year, where each employee can gain new knowledge and get closer to the team.</p> <p>All the links to common groups: https://www.facebook.com/groups/223261515603371 https://www.facebook.com/nomadsland.kg https://www.facebook.com/groups/373920197837644 https://www.facebook.com/groups/4088734737878190 https://www.facebook.com/groups/5930633960347434 Also we communicate through our internal FB group (team & guides), during seminar with our local service providers, slack platform.</p>
<p>1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все документы, загруженные в отчет Travelife Certified, доступны нашим сотрудникам для ознакомления.</p>


			<p>Our organization meticulously maintains records to ensure conformity with the requirements of our sustainability management system.</p> <p>The central hub for our sustainable policies, eco-projects, and eco-partnerships is our website, providing an accessible library for our staff.</p> <p>In addition to this, our staff has a comprehensive work manual embedded within our SQM, encompassing procedures that include sustainability aspects, tips, and recommendations. All team members have access to the Travelife platform, where they are encouraged to read reports and stay informed. Sustainability actions remain a recurring topic in our office meetings, fostering ongoing discussion and awareness.</p> <p>Furthermore, our staff actively engages in various online chat groups alongside guides and local partners. To document and track compliance, all relevant data and evidence are meticulously recorded within our Travelife platform.</p>
<p>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).</p>	✓	✓	

External reporting and communication

4

Action			Details
<p>1.23. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Руководство непосредственно вовлечено в процесс устойчивого развития компании и хорошо осведомлено о ходе выполнения отчетности в области устойчивого развития и</p>




		<p>реализации политики и плана действий в области устойчивого развития.</p> <p>Встречи с высшим руководством проводятся с регулярностью в [...] для информирования о достигнутом прогрессе и обсуждения дальнейших действий.</p> <p>The management report is this Travelife report in combination with the Travelife action plan.</p> <p>A full report is produced by our sustainability coordinator once a year, or more frequently if necessary.</p> <p>At our team meetings, certain items on the agenda are directly or indirectly related to sustainability.</p> <p> meeting 27.12.2023.jpeg</p> <p> meeting 27.12.2023 _1_.jpeg</p>
<p>1.24. Travelife reporting The company reports its progress via Travelife at least every two years.</p>	<p>✓ ✓</p>	<p>We wil report our progress via Travelife at least every two years.</p>
<p>1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	<p>✓ ✓</p>	<p>Our customers and partners are kept constantly informed about the progress of our tourism projects on our various online platforms, in the form of posts, blogs and articles.</p> <p>The Travelife report provides a comprehensive overview of our actions and their results.</p> <p>Some of our ecotourism projects are also described on the "Eco-projects" page of our website: https://nomadsland.ch/en/before-you-go/eco-projects</p> <p>The results are also communicated to the local communities where Nomad's Land is involved in their development through concrete actions, such as a training seminar in the Jeti Oguz</p>

		<p>community from 24 to 26 November 2023. The results of the launch phase of the new DMO were described during the seminar.</p> <p>Our Travelife report will be published and updated on our website.</p>  Seminaire nov 2023 DMO Jeti Oguz.jpg
<p>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>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>По любым вопросам в области устойчивого развития клиенты и другие заинтересованные стороны могут обращаться в нашу компанию по адресу электронной почты [...], указанному на нашем сайте.</p> <p>Our customers and all our partners are invited to consult our sustainable policies on our website: https://nomadsland.travel/en/about/sustainability</p> <p>"Your feedback is very important for us</p> <p><i>If you noticed something during your trip that did not comply with our policies, or if you have any questions, please contact our sustainability manager aisulu@nomadsland.travel "</i></p> <p><i>After each trip, the trip designer sends an online link to the feedback form.</i></p>

Legal compliance and fair business practices

8

Action			Details
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<p>1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы заявляем, что соблюдаем все основные юридические обязательства, необходимые для членства в КАТО.</p> <p>Nomad's Land Asia is committed to compliance with local and national laws and fair business practices.</p> <p>Our code of ethics includes the following:</p> <p style="text-align: center;">Legal compliance Ethical code Bribery and corruption Who is covered by the Policy? Political involvement Fair competition Non compliance and violations Supply chain liability Consumer Rights</p> <p> Ethical code of Nomad_s Land.pdf</p> <p> 1.27 перечень НПА по иерархии.docx</p>
<p>1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы заявляем, что наша компания соблюдает все юридические требования в области здоровья и безопасности, труда, окружающей среды и этических норм.</p> <p>To the best of our knowledge, our company is in compliance with all legal requirements in the field of health & safety, labour, environment and ethical standards.</p> <p> Ethical code of Nomad_s Land.pdf</p>

<p>1.29. Ethical code The company has an ethical code for all management levels and for other employees.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания придерживается профессионального кодекса, который касается честных отношений со всеми заинтересованными сторонами: клиентами, конкурентами, персоналом, пунктами назначения и поставщиками.</p> <p>Наш этический кодекс соответствует стандарту ОЭСР для международных компаний и охватывает такие важные темы, как политика борьбы со взяточничеством, честная конкуренция и защита клиентов.</p> <p>Все наши сотрудники осведомлены об этическом кодексе компании и соблюдают его требования.</p> <p>Ethical code of Nomad’s Land Asia</p> <p>Legal compliance</p> <p>Nomad’s Land Asia is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, child protection, animal wellcare, environment and ethical standards.</p> <p>Nomad’s Land Asia complies with the basic legal obligations required for KATO (Kyrgyz Association of Tour Operators) membership.</p> <p>Ethical code</p> <p>It is Nomad's Land Asia Llc policy to conduct all of our business in an honest and ethical manner. Nomad’s Land Asia Llc understands and promotes ethical values common to humanity, with an attitude of tolerance and respect for the diversity of religious, philosophical and moral beliefs.</p> <p>Nomad's Land Asia is committed to maintaining transparency and integrity in all marketing and advertising endeavors. We pledge that our promotional materials, statements, and publications will refrain from any misleading information, over-advertisement, or under-delivery. Our</p>
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assurance extends to ensuring that our entire staff is well-versed in our policies, aligning their efforts to deliver services that align seamlessly with our commitment to the sustainable development of tourism.

Bribery and corruption

We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery.

We will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate.

The purpose of this policy is to:

set out the responsibilities of Nomad's Land Asia and of those working for and with us, in observing and upholding our position on bribery and corruption; and provide information and guidance to those working for and with us on how to recognise and deal with bribery and corruption issues.

Bribery and corruption are punishable for individuals and if we are found to have taken part in corruption we could face an unlimited fine and face damage to our reputation. We therefore take our legal responsibilities very seriously.

Who is covered by the Policy?

This policy applies to all individuals working at all levels for Nomad's Land Asia, including senior managers, officers, directors, employees (whether permanent, fixed-term or temporary), committee members, auditors, consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors or any other person associated with us, wherever located (collectively referred to as **workers** in this policy).

Political involvement

Nomad's Land Asia Llc is not affiliated with any political party. However, we do encourage

political initiatives in the direction of sustainable tourism development only through professional associations such as KATO and the Kyrgyzstan Mountain Cluster Association.

Fair competition

Nomad's Land Asia Llc is not involved in activities that are considered unfair competition or in violation with any anti-trust legislation.

Nomad's Land Asia Llc trip designers are not allowed to initiate offers to new partner-customers if they already have a local partner offering the same services as Nomad's Land Asia Llc.

Non compliance and violations

All violations of our policies are recorded in a "Policies violations report" file.

Each violation will be discussed at the next meeting of the office team. Once a year, an analysis will be made of all violations, and concrete actions will be taken to avoid repeating the same violations. The partner or worker will be sanctioned if there is no awareness or improvement.

Supply chain liability :



We declare that we do not have any association to entities that have been successfully prosecuted for forced labor, child exploitation and environmental violations.



Suppliers who respect our ethical rules and policies will be favoured to work within the Nomad's Land family.

Suppliers who do not comply with certain rules will be notified. If no action is taken to improve compliance, then warnings will be given. If the supplier shows no willingness to comply or makes no effort, then they will be banned from our supplier list.

Consumer Rights :

Employees will at all times respect customer privacy and take reasonable measures to ensure

		<p>the security of personal data they collect, store, process or disseminate.</p> <p>The rules of customer privacy are defined in our following policy and available on our website in 4 languages: https://nomadsland.travel/en/privacy</p> <p> Ethical code of Nomad_s Land.pdf</p>
<p>1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В соответствии с нашим этическим кодексом наша компания придерживается подхода абсолютной нетерпимости к взяточничеству и коррупции и обязуется действовать профессионально, справедливо и добросовестно во всех наших деловых отношениях и отношениях, где бы мы ни работали, а также внедрять и обеспечивать соблюдение эффективных систем противодействия взяточничеству.</p> <p>Report on Combating Corruption and Bribery</p> <p>Acknowledgment of the Issue in Central Asia</p> <p>In light of the prevalent issue of corruption and bribery, particularly notable in the historical term 'baksheesh' originating from Central Asia, our agency underscores a robust commitment to ethical conduct. Our comprehensive bribery policy is explicitly outlined in our ethical code.</p> <p>Integration into Contracts with Local Partners</p> <p>Recognizing the severity of the problem and as part of our proactive stance against corruption, we have instituted a stringent specification within contracts established with our local partners. This stipulation mandates the full compliance with and adherence to our sustainability policies, including the explicit guidelines articulated in our agency's code of ethics.</p> <p> Ethical code of Nomad_s Land.pdf</p>

<p>1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p>	✓	✓	
<p>1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В соответствии с нашим этическим кодексом, наша компания не ведет деятельность, нарушающую антимонопольное законодательство или недобросовестную конкуренцию.</p> <p>Fair competition policy is described in our ethical code</p> <p> Ethical code of Nomad_s Land.pdf</p>
<p>1.33. Non-compliance If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В нашей компании не было серьезных нарушений этического кодекса, и все наши сотрудники могут свободно обращаться друг к другу по этическим вопросам.</p> <p>All violations of our policies are recorded in the file "Policies violations report"</p> <p> Policies violations report _ Sheet1.pdf</p>
<p>1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.</p>	✓	✓	<p>Company's suppliers are a reflection of the company's product. Awareness of suppliers' activities helps to prevent undue liability and litigation, particularly in serious matters.</p> <p>Supply Chain liability is described in our ethical code</p>



2. Internal management: social policy & human rights


18

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Social policy and human rights





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Action			Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>	✓	✓	<p>We affirm our commitment to fostering trade union membership, facilitating collective labor negotiations, and supporting the representation of members by trade unions. Adhering to the Kyrgyz Labor Code, we ensure that employees are not impeded in joining different trade unions.</p> <p>Moreover, as a founding member of Excursus Training—an organization uniting all guides in Kyrgyzstan—we actively contribute to the establishment of a trade union for guides. Additionally, we are supporting the capacity-building initiatives of the Kyrgyz Association of Ski Instructors. These efforts are promoted through our social channels.</p> <p> 1.4.5.1 Nomad_s Land Asia _ template _ Labour contract.pdf</p>
<p>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).</p>	-	-	<p>Регулируется законом о трудовых договорах КР</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/1564?cl=ru-ru</p> <p>Our agency comply with the Kyrgyz Labor Code</p>
<p>2.3. No forced labour Employees are free to enter or leave their employment through their own</p>	-	-	<p>Заявляем что наша компания соблюдает закон:</p>

<p>choice without penalty (in accordance with their contract).</p>		<p>ТРУДОВОЙ КОДЕКС КЫРГЫЗСКОЙ РЕСПУБЛИКИ от 4 августа 2004 года № 106</p> <p>Статья 2. Основные принципы правового регулирования трудовых и непосредственно связанных с ними отношений</p> <p>- запрещение принудительного труда и дискриминации в сфере трудовых правоотношений;</p> <p>We declare that our company complies with the</p> <p>Labour Code of the KYRGYZ REPUBLIC of 4 August 2004 No. 106</p> <p>Article 2: Basic principles of legal regulation of labour and directly related relations</p> <p>- Prohibition of forced labour and discrimination in the sphere of labour legal relations;</p>
<p>2.4. HR Manual The company has a written Human Resource policy.</p>	<p>✓</p>	<p>The following statement of principles and intentions comprise the Employees Policy of Nomad's Land Asia Llc, under the brand "Nomad's Land". This Policy has been developed according to the requirements of the international certification scheme of Travelife for sustainable tourism.</p> <p>Principles</p> <p>We are committed to provide and maintain a suitable and safe working environment in order to ensure the protection of all employees. We are committed to comply with all relevant legislation, regulations and with all other requirements to which the agency subscribes in regards to safety as well as labour law. We are committed to continuously improve health and safety levels in the workplace and welfare of employees.</p> <p>We try our best to satisfy the following objectives:</p>

			<p>Secure employment wherever possible. Provide equal opportunities to all employees. Protect human rights and not accept any form of discrimination, racism, intimidation, abuse or harassment. Zero accidents and incidents. Safe and healthy working conditions for all our employees. Provision of safe products and services. Recruit with no any discrimination Assume the training if the candidate is not enough educated Assume a continuing education to all our employees</p> <p>Intentions</p> <p>To apply all relevant social security laws through providing sufficient wages and benefits at national legal standards or higher, meeting proper working hours, paid overtime, meeting legal age of employment. To give additional benefits wherever possible for working unsocial hours. To create and maintain a healthy, open and sufficient channel of communication with employees giving freedom for expressing complains and views. To give the right to all employees to join or form a trade union of their own choice and to bargain collectively. To identify and evaluate all health and safety risks concerning our activities and implement continuous control measures in order to ensure accident, illness and incident prevention for our employees, clients and other people within our activities. To set and revise objectives, targets and management plans in order to manage health and safety matters and welfare of employees. To minimize accidents and incidents in the workplace and improve our premises and work methods in regards to safety. To ensure that all employees are aware of their individual responsibilities for acting in accordance with the Policy. To give equal opportunities for training and promotion. To communicate to our employees our Policy and revise at regular intervals in order to be suitable in respect to our services and activities.</p> <p>This effort engages all Nomad's Land Asia employees and management.</p> <p> 1.14.5.1 Nomad_s Land Asia HR Policy.pdf</p>
<p>2.5. Formal contracts</p>	<p>✓</p>	<p>✓</p>	<p>The employment contract has undergone a comprehensive revision, incorporating all Travelife</p>


<p>All employees of the company have an employment contract, including labour conditions and a job description.</p>			<p>criteria and adhering to all Kyrgyz laws.</p> <p> 1.4.5.1 Nomad_s Land Asia _ template _ Labour contract.pdf</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>For 2022, the minimum wage is set at 6000 soms. (minimum legal 4000-6000 soms) The salary of employees is 1,100 soms for an eight-hour working day.</p> <p>For 2023, the minimum wage is set at 10'000 soms. (minimum legal 4000-6000 soms) The salary of employees is 1,400 soms for an eight-hour working day.</p> <p> Employee work schedule.pdf</p>
<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>	<p>✓</p>	<p>✓</p>	<p>6.3.3. Сверхурочная работа оплачивается согласно нормам действующего трудового законодательства Кыргызской Республики. По желанию Работника сверхурочная работа вместо повышенной оплаты может компенсироваться предоставлением дополнительного времени отдыха, но не менее времени, отработанного сверхурочно.</p> <p> Employee work schedule.pdf</p> <p> 1.4.5.1 Nomad_s Land Asia _ template _ Labour contract.pdf</p>
<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>	<p>✓</p>	<p>✓</p>	<p>All citizens of Kyrgyzstan receive Compulsory health insurance - this is a state form of social protection aimed at ensuring the rights of citizens of the Kyrgyz Republic in the field of health protection, the purpose of which is to guarantee the provision of insured citizens of the Kyrgyz Republic with high-quality medical and preventive care under the Program of State Guarantees of Medical and Sanitary Care and compulsory health insurance.</p>

<p>2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.</p>	<p>✓ ✓</p>	<p style="text-align: center;">Отпуска по уходу за ребенком</p> <p>5.1. Работнику по заявлению предоставляется дополнительный отпуск без сохранения заработной платы по уходу за ребенком до достижения ребенком возраста трех лет. По соглашению сторон отпуск по уходу за ребенком до достижения им возраста трех лет может быть предоставлен в любое время и любой продолжительности.</p> <p>5.2. Отпуска по уходу за ребенком могут быть использованы полностью или по частям также отцом ребенка, бабушкой, дедом, другим родственником или опекуном, фактически осуществляющим уход за ребенком.</p> <p>5.3. По заявлению женщины или лиц, указанных в части второй настоящей статьи, во время нахождения в отпусках по уходу за ребенком они могут работать на условиях неполного рабочего времени или на дому.</p> <p>5.4. За указанными работниками за время отпусков по уходу за ребенком сохраняется место работы (должность).</p> <p>5.5. Отпуска по уходу за ребенком засчитываются в общий трудовой стаж, а также в стаж работы по специальности (кроме случаев назначения пенсии на льготных условиях, за выслугу лет и других случаях, установленных иными нормативными правовыми актами).</p> <p> 1.4.5.1 Nomad_s Land Asia _ template _ Labour contract.pdf</p>
<p>2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.</p>	<p>✓ —</p>	<p>State social insurance of the Kyrgyz Republic</p> <p>State social insurance is a system of state-guaranteed types of provision of insured persons in case of loss of earnings or income due to labor injury or occupational disease, disability, old age, loss of breadwinner and death at the expense of compulsory insurance contributions of</p>

			employers and citizens.
2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	—	—	Страхование ответственности регулируется законодательством Кыргызской Республики. Закон КР об обязательном страховании гражданской ответственности работодателя за причинение вреда жизни и здоровью работника при исполнении им трудовых (служебных обязанностей) According to clause 3.3.6. of our labor contract for employees, we provide social insurance for the employee against accidents at work and occupational diseases
2.12. Pension The company contributes to a pension scheme and/or retirement plan for all staff members.	✓	—	Nomad's Land Asia Llc pays its share of social funds according to Kyrgyz law.
2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	—	—	Трудовой отпуск сотрудникам предоставляется в соответствии с Трудовым кодексом КР http://cbd.minjust.gov.kg/act/view/ru-ru/1505 Заявляем что наша компания соблюдает этому закону According to our employment contract, all employees are provided with a mandatory paid leave of 28 calendar days, which is in accordance with the labor code of the Kyrgyz Republic.


<p>2.14. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	<p>—</p>	<p>—</p>	<p>Больничные регулируются Трудовым кодексом КР http://cbd.minjust.gov.kg/act/view/ru-ru/1505 According to our labor contract 3.3.6 Carry out social insurance of the Employee against accidents at work and occupational diseases;</p>
<p>2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В качестве дополнительных бонусов наша компания предлагает всем сотрудникам [...] (премии в конце года, гибкий график работы, командообразующие мероприятия).</p> <p>In addition to upholding Kyrgyz labor rights, our agency provides supplementary benefits to its employees, including:</p> <ul style="list-style-type: none"> Participation in a cycle-to-work scheme, encouraging walking, biking, or the use of public transport to and from the workplace. Offering various forms of additional income, such as profit-sharing and bonuses (e.g., commission, performance, loyalty, birthday, wedding, new-born, etc.). Providing the opportunity to volunteer for community projects during working hours. Allowing employees to borrow equipment from the agency's inventory, such as skis, snowshoes, tents, sleeping bags, etc. Reimbursing training and team-building expenses organized within the agency, with the hours spent on these activities considered as working hours. Creating a child-friendly workplace where staff can bring their children, with a dedicated room provided. Extending all discounts obtained through the agency's activities to its employees. Avoiding the imposition of fixed working hours and promoting a flexible work-from-home approach.

<p>2.16. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	<p>—</p>	<p>—</p> <p>Вопросы охраны здоровья и безопасности сотрудников регулируются Законом КР об общественном здравоохранении и Трудовым кодексом КР</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/202630?cl=ru-ru</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/1505</p> <p>Заявляем что наша компания соблюдает этому закону</p> <p>We comply with the law of the Kyrgyz Republic on labor protection, health and safety of employees.</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><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания поддерживает рабочую среду, свободную от дискриминации, где к сотрудникам относятся с достоинством и уважением. Все сотрудники несут общую ответственность за недопущение дискриминации в отношении любого сотрудника или соискателя по признаку возраста, происхождения, цвета кожи, гендерной идентичности или самовыражения, семейного положения, состояния здоровья, национального происхождения, политической принадлежности, религии или любой другой характеристики, защищенной действующими законами, правилами и нормами. Мы придерживаемся этих принципов во всех аспектах трудовой деятельности, включая подбор, прием на работу, обучение, компенсацию, продвижение по службе, льготы и дисциплину.</p> <p>We comply with the Labor Code of the Kyrgyz Republic http://cbd.minjust.gov.kg/act/view/ru-ru/1505, according to Article No. 9 of which discrimination in the labor sphere is prohibited</p>
<p>2.18. Child labour The company does not employ children (14 year or younger) to complete</p>	<p>—</p>	<p>—</p> <p>Вопросы детского труда регулируются КОДЕКСОМ КЫРГЫЗСКОЙ РЕСПУБЛИКИ О ДЕТЯХ и Трудовым кодексом КР</p>

<p>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>http://cbd.minjust.gov.kg/act/view/ru-ru/203700</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/1505</p> <p>We comply with the labor code of the Kyrgyz Republic</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/203700</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/1505</p>
<p>2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	<p>--</p> <p>--</p>	<p>We have a formal procedures described in our SQM : 1.14.2.6.1 Complaints procedure</p> <p>Employees can describe their complaint in our online form : 1.14.2.6.2 Employee complaint's form</p> <p>Complaints are made either personally to the general manager or at our meetings. The linear organisation of Nomad's Land Asia allows everyone to give their opinion and to feel free to complain. As long as the problem has not been solved, the discussion remains open in search of a solution that satisfies all parties.</p> <p> 1.14.2.6.1 Complaints procedure.pdf</p>
<p>2.20. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>--</p> <p>--</p>	<p>Вопрос представления интересов сотрудников перед руководством регулируется Трудовым кодексом КР</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/1505</p>


		<p>Our sustainable development policy is based on a linear or horizontal organisation. All team members have the same salary (except accountant), and this salary is discussed at our meetings. Any topic of the internal organisation of our company can be discussed at the meetings. We pay special attention to transparency with our employees about our strategy and organisation.</p> <p>Incentives and recognitions are rewarded with bonuses and/or commissions.</p> <p>We encourage working from home in order to limit the need for transport, and working hours are free.</p>
<p>2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>— —</p>	<p>Вопросы дисциплинарных взысканий регулируются Трудовым кодексом КР</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/1505</p> <p>In the event of a significant breach, Kyrgyz law will be applicable.</p> <p>Our employees are well-versed in the company's core values, mission, and culture. This information is readily accessible on our website and in our SQM.</p> <p>All questions or complaints are promptly addressed without discrimination. Employees are informed of any complaints made against them, complete with supporting evidence, prior to a meeting. The General Manager grants the right to be accompanied and ensures no decision is taken before consulting all relevant parties and necessary documents.</p> <p>Disciplinary action is only considered in cases of severe misconduct, and utmost confidentiality is upheld throughout the process.</p>
<p>2.22. Flexible working times</p>	<p>✓ —</p>	<p>Our organizational structure operates on a foundation of trust. Upon employment, all staff</p>

<p>The company supports flexible working times or part time employment (e.g. to support family obligations)</p>		<p>members are notified that working hours are flexible, and working from home is actively encouraged, facilitated by the provision of laptops. Team members have the flexibility to tailor their working hours according to their personal or family schedules. Furthermore, there is no requirement for employees to provide specific details regarding the reasons for their absence.</p>
<p>2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания предоставляет равные возможности для работы всем и открыта для людей с особыми потребностями. (Офис оборудован парковочными местами рядом со входом, пандусами для инвалидных колясок, лифтами и т.д.). Если такие сотрудники присоединятся к нашей команде в будущем, мы обязуемся создать для них все необходимые условия труда.</p> <p>Our present rented office is not entirely equipped for individuals with special needs. However, the entrance on the ground floor is more accessible for those with physical disabilities, especially with human support. We prioritize office ergonomics, ensuring quality chairs and screens. If the need arises, every endeavor will be undertaken to enhance site accessibility.</p>
<p>2.24. Persons with special needs The company employs persons with special needs</p>	<p>✓ —</p>	<p>Our agency complies with the Law of the Kyrgyz Republic on the Rights and Guarantees of Disabled Persons, as well as the Labour Code of the Kyrgyz Republic.</p> <p>http://cbd.minjust.gov.kg/act/view/ru-ru/202329</p> <p>Nomad's Land Asia commits to non-discrimination against any candidate, whether for office staff, guides, or drivers, based on disabilities, provided the candidate can effectively contribute to assigned tasks. We are dedicated to adapting working conditions to ensure the suitable pairing of the right guide with the right program.</p>

<p>2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы уверены, что благополучие сотрудников является ключевым фактором, определяющим долгосрочную эффективность организации. Поэтому мы ежегодно проводим оценку удовлетворенности наших сотрудников по прилагаемой ниже анкете.</p> <p>At any time, any team member may request a personal or group meeting to express their satisfaction or dissatisfaction. The CEO evaluates the necessary measures and discusses with employees about possible actions. In addition, satisfaction surveys are conducted online and anonymously by completing an online questionnaire https://docs.google.com/forms/d/e/1FAIpQLSeFMHvEvnFQQu6JCA5vjsRy4Y-ZBYpxw8aN_9gxrdR15fO96A/viewform?usp=sharing</p> <p> Результаты опроса среди сотрудников.png</p>
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Training and education

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Action		Details
<p>2.26. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания ответственно подходит к обучению сотрудников их обязанностям, правам и ответственности в отношении социальной и культурной практики, экономики и качества, прав человека, охраны труда и техники безопасности. Например, [ваш пример] (все они проходят инструктаж и обучение по охране труда и технике безопасности, а также по устойчивому развитию).</p> <p>Последний тренинг состоялся [дата и место проведения] и охватывал темы [ваш пример].</p>

Prioritizing Personnel Well-being: Nomad's Land Asia places paramount importance on ensuring the health and safety of our personnel through comprehensive training. Regular sessions cover their roles, rights, and responsibilities, emphasizing social and cultural practices, economic and quality issues, human rights, and extensive health and safety practices, including risk and crisis management.






Diverse Health and Safety Initiatives: Our commitment extends beyond diverse training. All office staff and guides actively engage in the Kyrgyz Union of Excursion Guides, participating in annual rescue courses and specialized training (3 first aid training were held in 2023). Noteworthy initiatives include a dedicated COVID-19 procedures course, participation in the Ministry of Natural Catastroph's training on fire risks in houses in November 2023, and a specific focus on avalanche risks through our snowreport.kg initiative.


Holistic Risk Management System: Nomad's Land Asia has developed and continually improved a comprehensive risk management system. Initiatives like the creation of snowreport.kg, providing avalanche risk information, contribute to safer experiences for both our personnel and clients. Additionally, our own risk intern management system evolves year by year, incorporating risk procedures, risk assessment, library of risks, etc..

Educational Courses for Guides: In June 2023, we conducted specialized courses for guides on trekking routes along the Teskei Alatau mountain range. This targeted training enhances their skills and knowledge, ensuring they are well-equipped to manage potential risks and emergencies during challenging expeditions.

Inclusive Approach: Our commitment to health and safety goes beyond personnel, extending to initiatives like [summer and winter kid camps](#). These programs foster a culture of safety from an early age, instilling a sense of responsibility and awareness among the younger generation.

Our company is highly committed to training our employees on their duties, rights, and responsibilities, especially in the areas of social and cultural practices, economics, quality, human rights, occupational health, and safety. For example, all employees undergo safety training as well as education on sustainable development. During the most recent three-day training, which took place from February 24 to 26, we covered topics such as creating a year-round horse-riding program for the DMO Jeti Oguz community, establishing a sustainable practical training course for local guides, and a course on the geology and history of the region

		<p>in collaboration with the Geopark Teskei and the historical museum of Orgochor. Special attention was given to safety and codes of conduct on horseback and in the mountains.</p> <p> Training seminar on Covid.19 and the behaviors to adopt in the tourist sphere.jpg</p> <p> first aid training.jpeg</p> <p> Training Geopark Teskei DMO Jeti Oguz _2_.jpg</p> <p> Training Geopark Teskei DMO Jeti Oguz.jpg</p> <p> Training Geopark Teskei DMO Jeti Oguz _3_.jpg</p>
<p>2.27. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания заинтересована в личном развитии своих сотрудников и регулярно предлагает возможности обучения по вопросам туристической индустрии и устойчивого развития.</p> <p>Последний тренинг состоялся [дата и место проведения] и охватывал темы [ваш пример].</p> <p>Recognizing the scarcity of formal training opportunities in the country, our staff undergoes continuous on-the-job training, reinforcing their skills and knowledge. Our committed general manager actively promotes and supports all training initiatives, functioning as a mentor to coach our team effectively.</p> <p>Membership in the Kyrgyz Union of Excursion Guides (Excurs Training) provides our office staff and guides with access to regular training courses, fostering a culture of continuous learning. Our agency, in collaboration with the Union of Tour Guides, conducts specialized training sessions, ensuring our team remains abreast of the latest industry standards.</p>

		<p>As proud members of the Kyrgyz Association of Tour Operators (KATO), our employees are encouraged to partake in training sessions and seminars, enhancing their professional growth. Furthermore, our commitment to ongoing development extends globally through engagement with international development organizations such as SDC, EU, USAID, JICA, and others, providing valuable training opportunities.</p> <p>Our dedication to excellence is further demonstrated through our participation in web-based training platforms, including Travelife and ATTA. These platforms offer comprehensive resources, allowing our team to stay informed about sustainable tourism practices and industry trends. Amid the challenges posed by the COVID-19 pandemic, a specialized course on COVID-19 procedures was organized in our office in 2021 for members of the Kyrgyz Excursion Guides Union "Excurs", showcasing our commitment to staff well-being and adaptability to changing circumstances.</p> <p>10 200</p> <p> Training certificates.pdf</p>
<p>2.28. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания стремится предоставлять студентам возможность прохождения практики, чтобы внести свой вклад в поддержку молодых специалистов.</p> <p>В этом году мы приняли [укажите количество] студентов из [названия университетов/стран]. Стажеры отвечали за выполнение различных задач, таких как [ваш пример].</p> <p>Средняя продолжительность предлагаемых стажировок составляет [введите число].</p> <p>Facilitating opportunities for young and talented individuals seeking a training stage is a core value for our agency, offering a gateway to future professional activities. Annually, we strive to</p>

provide a maximum number of internship positions, fostering collaboration with Kyrgyz National University and the Kyrgyz Union of Excursion Guides.

During the summer, we welcome interns to the office and as assistants to our main guides, often from institutions like Lycee 14 of Karakol and Lycee 55 of Kyzyl Suu. Office interns take on responsibilities akin to an office manager, engaging in communication with local partners and seeking new cooperation opportunities.

Assistant guides among our interns accompany tourists, applying the knowledge gained in guide school and foreign languages. The duration of the internship aligns with the tour duration, typically ranging from 7 to 15 days, and is a paid opportunity.

In 2022, Aelita interned in the office for one month, while Aruzhan, Ilima, Aibek, and Abdrahman served as assistant guides.

In 2023, three assistants underwent training during trekking programs with tourists and a pre-tour training program in June.

10


3. Internal management: environment and community relations






64

Procurement

12

Action			Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>			<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания активно занимается сокращением количества одноразовых и расходных материалов в офисе. Наши действия включают:</p> <ul style="list-style-type: none"> - Использование многоразовых сумок вместо пластиковых пакетов для офисных нужд; - Использование в офисе керамической или многоразовой посуды и столовых приборов вместо пластиковых или пенопластовых; - Использование аккумуляторных батарей вместо одноразовых; - Предпочтение электронной коммуникации вместо печатных материалов; - Использование многоразовых бутылок для воды вместо одноразовых пластиковых; - Использование полотенец для рук вместо бумажных полотенец; - [Ваш пример]... <p>Все наши сотрудники ознакомлены с данной политикой, и мы призываем их следовать ей.</p> <p>With the adoption of different IT tools, we have drastically reduced printing on paper (Dropbox; Trello; Slack)</p> <p>Our "Green Office policy" is online available : https://nomadsland.travel/en/about/sustainability</p> <p>Courses on waste management are often included in our training seminars.</p>

<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания несет ответственность за принятие решений, направленных на снижение воздействия нашей деятельности на окружающую среду. На всех этапах закупок, туров, строительства и повседневной деятельности будут предприниматься шаги по учету воздействия и проработке реализации позитивных изменений.</p> <p>Поэтому мы учитываем экологическую безопасность при принятии всех решений о покупке и прежде всего проводим расследование на основе политики, приведенной выше.</p> <p>Все наши сотрудники ознакомлены с этой политикой и призываются следовать ей.</p> <p>We dont have policy but we intend to make our operations more sustainable by:</p> <p>We aim to buy only locally produced fair-trade food for our tourist, as much as possible.</p> <p>We aim to buy as much as possible food during the tour, in local markets.</p> <p>We always aim to purchase in bulk and buy sustainable and green cleaning products, as available.</p> <p>Our giveaways are also locally sourced to reduce CO2 emissions and provide employment opportunities for local companies.</p> <p>https://nomadsland.travel/en/about/sustainability</p> <p> 1.14.6.0 Sustainable purchasing Policy.pdf</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced),</p>	<p>✓ ✓</p>	<p>Given the very limited supply of paper in Bishkek, we initially didn't prioritize the choice of paper and labels, using Snegurochka paper and Ballet. However, following consultation with our coach, we became aware that Ballet lacks an FCS certificate, unlike Snegurochka.</p>

<p>when such options are locally available.</p>		<p>Henceforth, we have decided to exclusively use Snegurochka paper due to its FCS certification.</p> <p> Paper.jpg</p> <p> Paper Snegurochka.jpg</p> <p> Ballet paper.jpg</p>
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	<p>✓ ✓</p>	<p>Through this procurement policy, we intend to make our operations more sustainable by:</p> <p>Our clients receive programs only by email, and we don't use printed brochure or catalogs</p> <p>With the adoption of IT tools, we have drastically reduced printing on paper (Dropbox; Trello; Slack; Google)</p> <p>We print always on economy mode and black/white mode. Only presentation works are printed in color, if necessary.</p> <p>We reuse the printed sheets only on one side We print on both sides of the sheet of paper A paper waste bin is also provided by paper recycling company Paper.kg to encourage paper recycling.</p> <p> Green office policy.pdf</p>
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p>	<p>✓ ✓</p>	<p>Jacobs Instant Coffee with JDE Peets label https://www.jdepeets.com/sustainability/</p> <p> Coffee.jpg</p>

3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	✓	—	
3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы считаем, что оптовые закупки - это один из самых простых способов избежать ненужной упаковки. В соответствии с нашей политикой сокращения отходов мы придерживаемся следующих принципов для уменьшения количества потребляемой упаковки:</p> <p>Мы избегаем товаров с излишней или опасной для здоровья упаковкой; По возможности мы покупаем продукцию в больших количествах, чтобы уменьшить количество упаковки; По возможности мы покупаем продукцию с упаковкой, которую можно вернуть производителю/поставщику для повторного использования; Мы повторно используем и перерабатываем остатки упаковочных материалов. Например, [пример или недавняя/регулярная покупка, которая подпадает под приведенные выше примеры].</p> <p>Our consumption of office supplies is very low, except for paper. The other supplies are bought from wholesalers, without packaging.</p>
3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	✓	✓	Employees are encouraged to use the kitchen in our office or to prepare food at home.
3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p>

		<p>При покупке товаров для офиса наша компания всегда отдает предпочтение местным услугам и товарам, так как это позволяет сократить количество ненужных транспортных расходов на доставку, поддержать местные сообщества, укрепить и диверсифицировать местную экономику.</p> <p>We are committed to promoting local consumption among our employees and tourists.</p> <p>Rather than frequenting restaurants, we opt for dining experiences in local homes, where residents prepare meals using the fruits, vegetables, and meat sourced from their own cultivation and livestock.</p> <p>Encouraging the use of medicinal plants and wild edibles, we collaborate with our local partners to highlight the unique offerings of their region.</p> <p>Additionally, we organize seminars and courses that focus on the preparation of traditional dishes using locally sourced products. Through these seminars, we emphasize the significance of local cuisine, aligning our offerings with the preferences of our clients.</p>
<p>3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>N/A или "Мы выбираем для клиентов подарки местного производства и/или из экологически чистых материалов, например, [пример или подарок для ваших клиентов]."</p> <p>Our approach to giveaways and merchandise is grounded in sustainability principles. The gifts presented to our tourists are exclusively handmade souvenirs originating from Kyrgyzstan, emphasizing authenticity and local craftsmanship. Additionally, we collaborate closely with handicraft centers and associations, such as those in Kochkor.</p> <p>Under no circumstances may raw materials come from protected animal or plant species.</p> <p>Our commitment extends to fostering handicraft development in partnership with the</p>

		<p>Destination Management Organization (DMO) of Jeti Oguz, aiming to enhance the skills and capacities of local artisans. To provide a meaningful experience, our tours include visits to artisans and craft centers, facilitating direct purchases from the skilled creators themselves.</p>
<p>3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>При закупке чистящих средств для офиса наша компания всегда отдает предпочтение неопасным, неэвтрофируемым, биоразлагаемым и экомаркированным продуктам, если они доступны на местном рынке.</p> <p>Например, [ваш пример чистящих средств, которые вы используете в офисе, которые являются био-, веганскими, имеют экологическую маркировку и т.д.].</p> <p>Access to biodegradable detergents in the Kyrgyz market poses a notable challenge. However, as an agency based in the capital, we consistently study the market's offerings and actively disseminate information among local communities and partners. In our commitment to sustainable tourism practices, especially during our tours, we prioritize environmentally friendly approaches for dishwashing. This includes the use of neutral soaps and the incorporation of biodegradable washing-up liquid, reflecting our dedication to minimizing environmental impact and promoting sustainable choices.</p>
<p>3.12. Other purchasing practices Other sustainable purchasing practices are in place.</p>	<p>✓ —</p>	<p>We consider sustainability in all your purchasing decisions; We continually investigate suppliers and promote local initiative; We give preference to products and services that are made on a sustainable or authentic way We think about repairing or reusing before buying new. We try to find a new purpose for objects before disposing of them. For example, old camping equipment are given to our local partners. This recommendation was part of our last training in Kyzyl Suu (nov 2023) for owner of homestays.</p>

Paper (promotional materials)

3


Action			Details
<p>3.13. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>			<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>При выборе типографии, как и при принятии любых других решений, связанных с покупкой, наша компания учитывает не только качество, цену и стоимость, но и практику устойчивого развития самой полиграфической компании, если это возможно на местном уровне.</p> <p>Our approach to information dissemination has been rooted in digital platforms, prioritizing website publication over physical printing. The instances where we resort to printing are exceptionally rare, aligning with our commitment to reduce paper usage.</p> <p>While it's observed that the majority of printing companies have yet to embrace eco-friendly printing practices, we express our willingness to collaborate with a printing company that demonstrates a commitment to environmental sustainability through recognized certifications.</p> <p>100</p>
<p>3.14. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p>			<p>In 2021, promotional materials amounting to 2000 soms were printed. Our usual printing activities include visit cards, ranging from 100 to 200 per colleague annually, and a minimal quantity of promotional materials.</p> <p>At our office, we utilize 100% chlorine-free paper for various purposes. Brochures are specifically printed on environmentally friendly paper. Our commitment to energy efficiency extends to lighting and technical equipment, as we prioritize the use of low-energy devices.</p>

		<p>The majority of our promotional efforts are conducted online or featured on our website, aligning with our eco-conscious approach.</p> <p>100</p>
<p>3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>При работе с печатными рекламными материалами мы придерживаемся следующих правил, чтобы избежать ненужной траты бумаги:</p> <p>Мы рассчитываем необходимое количество брошюр, особенно тщательно изучая существующие запасы, целевую аудиторию и подходящие каналы распространения; Мы не печатаем в брошюрах даты, цены или информацию о конкретном мероприятии, чтобы увеличить срок их службы; Мы регулярно обновляем списки рассылки и отправляем брошюры только постоянным клиентам; Мы предоставляем клиентам возможность отписаться от рассылки; Мы получаем от каналов распространения обратную связь о том, используются ли брошюры и является ли представленная информация полезной и в удобной форме. Мы отдаем предпочтение цифровым каналам, таким как веб-сайты и социальные сети, регулярно обновляем их и создаем электронные брошюры вместо печатных; Мы изучаем и используем для передачи информации такие простые технологии, как QR-коды, флэш-накопители и т.д.; Мы просим наших клиентов внести небольшой взнос за брошюры, который будет возвращен, если они вернут их в хорошем состоянии в наш офис. Такая инициатива побуждает клиентов снова возвращаться; [Ваш пример]...</p> <p>At Nomad's Land Asia, our commitment to sustainability leads us to minimize the printing of brochures, reserving such occasions for special events. Instead, we primarily rely on our website as a comprehensive and dynamic brochure.</p>

		<p>To reach our audience effectively, we leverage various social platforms, including Instagram, Facebook, Youtube, Messenger, Whatsapp, Twitter, Telegram, Google+, Vimeo, and Tumblr, ensuring a digital presence that aligns with contemporary communication trends while reducing our ecological footprint.</p>
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Energy



12

Action		Details
<p>3.16. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>	<p>✓ ✓</p>	<p>Up until 2021, our approach to energy conservation at Nomad's Land Asia was intrinsic, seamlessly woven into our daily operations. Given the challenges of selecting energy suppliers, we consistently educated our partners on best practices, incorporating information and training as integral components of our initiatives since 2004. Recognizing the importance of a more formalized stance, we have now adopted a clear energy-saving policy, aiming to not only quantify energy savings where possible but also establish measurable objectives.</p> <p>Despite leasing our office spaces, we remain committed to minimizing unnecessary energy consumption. This commitment is encapsulated in our Green Office Policy and detailed in our Code of Conduct for Energy Conservation in the Office, available at https://nomadsland.ch/en/about/sustainability_</p> <p>Our office practices include foregoing air conditioning units in favor of fans that are switched off during non-working hours, including nights and weekends. Moreover, we've implemented the use of a high-quality, energy-efficient electric kettle with a thermal wall.</p> <p>In alignment with our sustainability objectives, Nomad's Land Asia is resolute in reducing energy consumption during tours, collaborating closely with stakeholders to ensure a collective effort towards responsible and energy-efficient travel experiences.</p> <p>Code of conduct for guides in collaboration with them. To share good practices and to</p>

		<p>include new suggestions. This code is discussed on our Facebook groups "Nomad's Land guides" https://www.facebook.com/groups/223261515603371 Code of conduct for accommodation under roofs Code of conduct for accommodation in yurts.</p>
<p>3.17. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	<p>✓ ✓</p>	<p>Our energy consumption monitoring system, while somewhat constrained by the fact that we operate from rented premises, remains effective due to our commitment to sustainability. Despite not owning the office spaces, we diligently monitor electricity and gas usage, driven by the accountability of covering associated utility bills. The recorded data is systematically organized in a table to facilitate ongoing analysis and identify opportunities for energy savings.</p> <p>In Kyrgyzstan, where 88.5% of electricity is derived from hydroelectric power plants, our monthly monitoring focuses on electricity consumption measured in kilowatt-hours (kWh). Notably, we abstain from using a diesel generator as our electricity supply is seldom interrupted.</p> <p>Our energy-conscious practices extend to our facilities, where a 15-liter electric storage water heater is employed. During the summer, air conditioning is selectively used on exceptionally hot days, while in winter, our approach combines the heating function of the air-conditioning system, a modest auxiliary electric heater, and, when temperatures dip below freezing at night, our water-heated heating system connected to the town gas supply. This comprehensive monitoring and adaptation strategy aligns with our dedication to optimizing energy efficiency and minimizing environmental impact.</p> <p>2093 292</p>
<p>3.18. Energy audit A building energy audit has been conducted by an approved company and</p>	<p>✓ —</p>	

<p>its advice is implemented.</p>			
<p>3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓</p>	<p>✓</p>	<p>Our primary electricity source is hydroelectricity, comprising 88.5% of Kyrgyzstan's power generation, obtained from the state.</p> <p>Monthly consumption, tracked in kilowatt-hours (kWh), is recorded via bills. Gas heating is employed in winter, and notably, we consciously abstain from using a diesel generator due to infrequent electricity interruptions.</p> <p>It's crucial to note that a portion of energy in Kyrgyzstan is derived from coal heating centrals. This mixed energy matrix presents challenges in determining the optimal approach for heating our office during the winter, emphasizing the complexities of balancing sustainability objectives and energy availability in our operational decisions.</p>
<p>3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓</p>	<p>—</p>	<p>We do not currently offset the CO2 released by the use of gas and electricity in our offices.</p> <p>The CO2 emissions resulting from fossil energy used in our offices, including the uncertain contribution from electric energy derived from coal heating centrals, are being compensated through various initiatives and training programs for local communities organised by our agency.</p> <p>Despite challenges in precisely quantifying the portion of electricity generated from coal, we are committed to offsetting our carbon footprint.</p> <p>To bolster our efforts, we are launching a new project focused on planting a forest "Nomad's Land Forest", aiming to compensate for both our office-related CO2 emissions and the carbon footprint associated with our clients' travel.</p>
<p>3.21. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or</p>	<p>✓</p>	<p>✓</p>	<p>Our lighting is done entirely by LED lamps.</p>

<p>T-5s), including outside and parking spaces.</p>		<p>However, the most effective lighting is natural lighting. We have favoured the use of south-facing offices.</p> <p>We consider that the bulbs on the market in Kyrgyzstan are of very poor quality, they do not have a long enough life span to make an efficient bulb.</p> <p>Moreover, LED lamps have a low consumption but their manufacture and recycling is very greedy in CO2, 5 times more than the old incandescent lamps.</p> <p>In addition, LEDs emit waves that are dangerous to health, and looking at an LED lamp is also dangerous to the eyes.</p>
<p>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).</p>	<p>✓ —</p>	
<p>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>	<p>✓ ✓</p>	<p>Description of our "switch-off" policy is described in our Green Office Policy : https://nomadsland.ch/en/about/sustainability</p> <p>We are actually air conditioning units or fan which are switched off at night and at weekends.</p> <p>We save energy on lighting and technical equipment by purchasing low energy devices.</p> <p>We ensure that devices are switched off during breaks and printers are switched off and unplugged at the end of each working day and over the weekends.</p> <p>We use a quality water heater that has a thermal wall.</p> <p> Energy saving reminder.jpg</p> <p></p>



			Energy saving reminder.jpg
<p>3.24. Light “switch-off” policy Office lights are switched off after office hours.</p>	✓	✓	<p>We have reminders in the office to turn off the lights before leaving.</p>  Energy saving reminder.jpg  Energy saving reminder.jpg
<p>3.25. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	✓	✓	<p>In our approach to equipment procurement, we maintain the perspective that a low energy label alone does not accurately capture the complete carbon footprint encompassing the manufacturing and recycling processes of devices. Our primary commitment lies in prioritizing the acquisition of long-life devices that align with the goal of achieving the lowest possible energy consumption. Notably, the cost is not a determining factor in our decision-making process.</p> <p>Our electrical device acquisitions are minimal, mainly consisting of laptops and desktops, with a ratio of only two printers for ten workstations. Furthermore, our preference is to opt for second-hand devices whenever feasible, reflecting our stance against unnecessary purchases. We actively discourage excessive buying practices, reinforcing our commitment to sustainability.</p> <p>To reduce electronic waste, all electrical appliances undergo repair processes and are only discarded when repair becomes impractical. This approach aligns with our dedication to minimizing environmental impact by maximizing the lifespan of our equipment.</p> <p>Additionally, in the selection of computers, we prioritize models with low power consumption.</p> <p>This strategic choice not only aligns with our commitment to energy efficiency but also contributes to our broader sustainability objectives.</p>

3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	Our printer are always on default mode "Energy saving"
3.27. Other measures Other measures, not previously mentioned, have been implemented.	✓	—	All team members are conscious of energy conservation, willingly adapting to practices that promote energy efficiency, even if it means compromising on personal comfort. For example, by adapting the way you dress, tolerating cool autumn mornings without heating, and creating draughts in summer by opening windows instead of turning on the air-conditioning.

Water

7

Action			Details
3.28. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания осознает важность ответственного использования воды. Мы применяем следующие методы контроля и снижения, по возможности, потребления воды в офисе:</p> <p>Мы установили водосберегающее оборудование, такое как краны с ограничителем потока и унитазы с двойным смывом; Мы оперативно устраняем протекающие краны и унитазы, поскольку даже медленно капающий кран может за год потерять 10 000 л воды; Мы стараемся не мыть посуду под открытым краном; По возможности мы используем вентиляторы и естественную вентиляцию, а также отключаем отопление и охлаждение в нерабочее время, чтобы избежать излишнего потребления воды кондиционерами; Мы используем засухоустойчивые растения и отдаем предпочтение местным видам, которые более выносливы к местному климату; Мы поливаем растения рано утром или вечером; Мы включаем</p>

		<p>политику и процедуры по экономии воды в вводный инструктаж персонала; Мы обсуждаем вопросы эффективного использования воды на совещаниях и регулярно предоставляем отчеты о расходе воды; Мы назначаем сотрудника, который будет следить за расходом воды; [Ваш пример]...</p> <p>In our Water Reduction Policy, we have outlined methods to help avoid wasting water and use it wisely.</p> <p> 3.19 Code of conduct for water conservation.pdf</p> <p> Water saving reminder.jpg</p>
<p>3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания получает воду от официально утвержденной государством водопроводной компании.</p> <p>At the office in Bishkek:</p> <p>The technical water comes from a government company and there are no limitations or shortages.</p> <p>Drinking water is supplied by a government company and there are no limitations or shortages. The recoverable bottled water comes from a private company, Shoro, which has been awarded several times for its excellent management, and draws its water from a public source with sufficient resources.</p> <p>On tour :</p> <p>In the mountains the situation is different from place to place, tourists are informed by the</p>


			guide when it is necessary to reduce their water consumption, or when the discharged water can pollute the environment.
3.30. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>N/A или "Мы проверяем счетчик воды и ведем ежедневный/еженедельный/ежемесячный учет расхода воды, чтобы оценить наше водопотребление. Если мы замечаем, что вода расходуется в неположенное время (например, в полночь), проверяем, нет ли утечек.</p> <p>The house that we rent as an office does not have a water meter, so we pay monthly for a certain number of people</p>
3.31. Water saving taps Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussion taps)	✓	✓	All our taps has aerator
3.32. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	✓	Office are rented. At our own expense, we have installed a dual-flush toilet.
3.33. Rain water Waste water and/or collected rain water is re-used.	✓	—	Rainwater harvesting is widely used in Kyrgyzstan. But it does not rain often. In the office, we collect rainwater to water the hedge. For our tourists, we prefer accommodation where measures have been put in place to save


		water consumption.
3.34. Other examples Other water-saving measures, not previously mentioned, have been implemented.	✓ —	<p>We don't have access to modern technology, but we continue to promote water conservation even though it often flows in abundance.</p> <p>When staying in tents or yurts, we try to provide the minimum amount of water needed for washing. Also to limit the energy needed to heat it.</p> <p>But the most important thing is to continuously raise awareness among our partners, guides and customers about the importance of saving water.</p>


Waste management

8

Action		Details
3.35. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.	✓ ✓	<p>At the office</p> <p>We follow the rules of the Kyrgyz government. The waste is collected every week by the authorities of the city of Bishkek. The government ignores green waste treatment regulations.</p> <p>For guide on the field</p> <p>Limit products with packaging (cans, cereal boxes, etc.). Bring non-recyclable “dangerous” waste with you to the region / country visited (batteries, batteries, etc.). Burn the paper (be careful, however, when using fire). Do not bury non-biodegradable waste (cans, etc.).</p>



<p>3.36. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>	<p>✓</p>	<p>✓</p>	<p>Our team are followings some rules but we don't have any formal regulation. We do not use plastic or cardboard cups. We print double-sided or use all double-sided sheets. We ask our tourists to take their water bottle with them. We reuse plastic bottles as much as possible.</p> <p> Green office policy.pdf</p>
<p>3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).</p>	<p>✓</p>	<p>✓</p>	<p>Special attention is given to the separation of waste, as it can be separated during the collection of waste by the road authorities.</p> <p>We are not trying to make money from the recyclable waste, as it is an important source of income for the poor, homeless or municipal employees who are dealing with.</p> <p>We deliver waste paper to a paper.kg recycling company every year and a half for 400 KGS.</p>
<p>3.38. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	<p>✓</p>	<p>✓</p>	<p>To avoid using non-recyclable packaging, we have made canvas bags for transporting goods to avoid packaging that degrades during our tours.</p>
<p>3.39. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы избегаем использования пластиковых бутылок с водой в офисе, отдавая</p>

		<p>предпочтение [ваш пример]... (фильтрованная водопроводная вода, употребляемая в многоразовых кружках; большие контейнеры и одноразовые емкости для кулеров с водой и т.д.).</p> <p>In our rented offices we have drinking water on tap. Depending on the chlorine content, it is more or less drinkable.</p> <p>We also use a reusable 20-litre mineral water dispenser.</p>
<p>3.40. Reuse / recycling of waste</p> <p>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.</p>	<p>✓ ✓</p>	<p>100% of paper and cardboard are separated and recycled The bottles are reused several times.</p> <p>PET bottles are recycled. Most of the waste is recycled at its place of storage. We have organized seminars with our local partners on the possibilities of recycling waste.</p> <p> Paper recycled.jpg</p>
<p>3.41. Toner/ink</p> <p>When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы используем многоразовые картриджи для принтеров в офисе. <i>(необходимо приложить доказательства)</i></p> <p>there is no recycling system or printer catdgrige we are refilling catdrige as much as possible we are using catdrige as much as possible even if the print quality is poor</p> <p> Cartridge refilling.jpg</p>

<p>3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>N/A или "Для утилизации использованных батареек мы собираем их в офисе в отдельный контейнер, а затем сдаем в компанию по переработке [название используемой вами компании/организации по переработке]"...</p> <p>Our battery consumption is very low (computer mouse and HF radio). We collect used batteries in a special box, then take them to a battery collection point</p> <p> battery collection box.jpeg</p>
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Reducing pollution

4

Action			Details
<p>3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>	<p>✓</p>	<p>✓</p>	<p>Our wastewater is collected by the city's sanitation system.</p>
<p>3.44. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы придерживаемся политики минимизации и замены использования вредных веществ, включая пестициды, краски и чистящие материалы, безвредными продуктами и процессами. Все операции по хранению, обращению и утилизации химикатов контролируются должным образом.</p>

			<p>Например, [ваш пример]... (все наши чистящие средства имеют экомаркировку).</p> <p>Apart from certain cleaning products, we do not use any chemicals in our offices.</p> <p>In such cases, we undertake not to use them or to find a non-polluting alternative.</p>
<p>3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available.</p>	✓	✓	<p>We are not using any paint. Our office is rented.</p> <p>Among our partners we promote the use of lime and local building material, and we also promote the use of traditional kyrgyz yurt with natural felt.</p>
<p>3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).</p>	✓	✓	<p>Office is rented, but we are not emitting such kinds of pollution.</p>

Mobility

7

Action			Details
<p>3.47. 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.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы искренне стремимся сократить выбросы углерода от поездок сотрудников и внедрили следующие основные принципы:</p>

Мы следим за тем, чтобы каждая поездка сотрудников имела значение – чтобы она имела четкую цель и позволяла нам получать ожидаемые результаты; Мы рассматриваем возможность планирования поездок (коротких или длительных) заранее, чтобы увеличить шансы сделать их экологически безопасными (избегать заторов, заблудиться и т. д.); Мы путешествуем только при необходимости и на более длительное время (при необходимости); При возможности выбирать наиболее экологичные виды транспорта для деловых поездок (например, поезд, автобус, арендованный автомобиль/совместное использование автомобилей и т. д.); Мы измеряем и компенсируем выбросы углекислого газа в результате поездок сотрудников и ставим цели по их сокращению; Мы поощряем наших сотрудников добираться на работу на совместных поездках/на общественном транспорте/на велосипеде или пешком.


We acknowledge the environmental impact of our staff's travels and are committed to measuring, reducing, and mitigating these effects. Our staff travel policy is centered on key principles to lead mirroring our commitment to eco-friendly choices for our travelers and for our staff.

The core principles include ensuring every staff trip serves a clear purpose and yields expected outputs, planning trips in advance for sustainability, traveling only when necessary and for extended durations if required. Additionally, we aim to measure and offset carbon emissions from staff travels, setting targets for reduction. We promote eco-friendly commuting methods such as ride-sharing, carpooling, public transport, cycling, or walking. Safety and compliance with regulations are prioritized by all employees.

The cost of public transport has always been included in the salary, but for the first time, a bonus has been given to 2 of our employees for using public transport exclusively to get to their place of work during 2023.



Политика командировок.docx

<p>3.48. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы понимаем, что тщательный и последовательный учет деловых поездок наших сотрудников может существенно помочь снизить выбросы, вызванные деловыми поездками.</p> <p>Мы используем электронную таблицу Excel для сбора следующих данных обо всех наших деловых поездках:</p> <p>Причина поездки; Продолжительность (время) поездки; Имя(а) путешественника(ов); Вид транспорта; Расстояние в км на транспортное средство/вид транспорта; Расход топлива автомобилей; Расчет выбросов CO2 в тоннах.</p> <p>We rarely organize any business trips. If we have to make it one, for compelling reasons, green or public or shared transport solutions are first considered as much as possible. We do not calculate the carbon emissions for each trip.</p> <p> Таблица командировок.xlsx</p>
<p>3.49. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	<p>✓ —</p>	<p>Given that employees very rarely travel, we do not calculate the emissions of each trip and we do not have a compensation system.</p>
<p>3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы призываем наших сотрудников сокращать выбросы углекислого газа при поездках на работу с помощью следующих стимулов:</p>

		<p>Мы предлагаем скидки на проезд, возврат средств или налоговые льготы, когда сотрудники пользуются общественным транспортом; Мы внедрили программу использования велосипедов для сотрудников и предлагаем им скидки на покупку велосипеда или скидки на аренду велосипедов; Мы частично оплачиваем проезд наших сотрудников на общественном транспорте для проезда на работу; Мы спонсируем ежегодный велосипедный осмотр сотрудников, которые ездят на работу на велосипеде; Мы продвигаем телеконференции, удаленную работу и более гибкие графики работы, соответствующие расписанию общественного транспорта. Мы учредили внутреннюю награду «Самый экологически ответственный сотрудник месяца», в которой учитывается сокращение использования автомобиля для проезда на работу; [Ваш пример]...</p> <p>Part of the salary includes daily transport to the office, calculated on the basis of public transport. Economically it is not favorable not to use public transport because its price is really very low. The use of private transport is limited as much as possible. Carpooling is often used.</p>
<p>3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы отдаем предпочтение онлайн-встречам, которые обычно проводим на [название используемой вами платформы онлайн-встреч].</p> <p>Мы также разрешаем нашим сотрудникам работать из дома [количество дней в неделю], чтобы сократить выбросы, вызванные поездками на работу.</p> <p>In our commitment to reducing carbon emissions and transport costs, we have implemented measures aimed at fostering remote work and minimizing unnecessary travel.</p> <p>Telecommuting has been a longstanding practice, particularly favoring employees living near our office. Since 2020, there has been a substantial increase in our use of online meetings and e-training, promoting both environmental sustainability and operational</p>

			<p>efficiency. Sustainable practices in the workplace includes equipping all staff with laptops to enable efficient remote work. Leveraging modern communication tools like Slack, Trello, GDrive and chat groups with our staff, our partners and our guides on Telegram, WhatsApp and Facebook we ensure seamless collaboration among our team, partners, and guides. We actively assess the need for business trips, opting for video meetings whenever possible. When travel is unavoidable, we prioritize the use of public transport and opt for accommodations in close proximity to our destination. Our office location was carefully chosen to be accessible by foot to most of employees and linked to public transport.</p>
<p>3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).</p>	✓	✓	
<p>3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.</p>	✓	✓	

Sustainability training and awareness raising

1

Action			Details
<p>3.54. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши сотрудники периодически получают рекомендации, обучение и/или информацию о своих ролях и обязанностях в отношении экологических норм, включая</p>


			<p>вопросы водопользования, энергосбережения, бумаги и отходов.</p> <p>Последний тренинг состоялся [дата и место] и охватывал такие темы, как [примеры затронутых тем].</p> <p>All staff members, guides, and local partners actively engage in our comprehensive training initiatives facilitated through our chat and online discussion groups. These training sessions cover various aspects of our projects, including the "Nomad's Land Forest" carbon offset initiative.</p> <p>Our staff occasionally assume the role of trainers during these sessions. The periodic guidance provided addresses their roles and responsibilities concerning environmental practices, encompassing areas such as water and energy conservation, paper usage, and waste management.</p> <p>This holistic approach ensures that everyone involved is well-informed and aligned with our commitment to sustainable practices.</p>
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Land use and community relations

10

Action			Details
3.55. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.			<i>Если Вы снимаете офис в аренду, отметьте N/A под всеми критериями в этом разделе. Если нет, пожалуйста, предоставьте объяснение.</i>
3.56. Siting and design Siting, planning and design of newly constructed company buildings takes			

<p>into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.</p>			
<p>3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.</p>	✓	✓	
<p>3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.</p>	✓	✓	
<p>3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.</p>	✓	✓	
<p>3.60. Invasive species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.</p>	✓	✓	
<p>3.61. Community consultation Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</p>	✓	✓	We lease our premises situated in a residential area of Bishkek, having acquired all the necessary legal documentation from the landlord for the rental arrangement. Importantly, our operations have no adverse impact on the neighboring residents or the local community.
<p>3.62. Community services The activities of the company do not jeopardize the provision of basic</p>	✓	✓	Our activities do not affect the neighbours in the area.


<p>services such as food, water, energy, healthcare and/or sanitation to neighboring communities.</p>			
<p>3.63. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.</p>	✓	✓	<p>While our office is not situated in a culturally or historically vibrant area, we occasionally arrange non-profit initiatives such as guide training sessions and educational programs for children.</p> <p>An illustration of this is the ecology course conducted for children in the botanical park during the Francophonie week in 2022, with support from the French Embassy in Bishkek benefiting the park.</p>  Semaine de la Francophonie 2022.jpg
<p>3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.</p>	✓	✓	<p>Our offices, primarily used for administrative purposes, are seldom visited by our customers and intentionally maintain a simple decor.</p> <p>However, we actively support various associations and independent artists by showcasing their creations, assisting in sales development, and aiding in sales logistics. Additionally, we advocate for the preservation of traditional dress, encouraging its adoption among the younger generation. In our collaborations with lodging partners, we encourage the construction of eco-friendly accommodations, endorsing traditional methods such as yurts or traditionally built houses. Furthermore, we hold deep respect for cultural and religious festivities, fostering an environment of inclusivity where different spiritual practices are embraced without any form of discrimination.</p> <p>Exemple of a supported young local artist and our guide Islam Doorov</p>


4. Inbound partner agencies

16

Inbound partner agencies

8

Action			Details
<p>4.1. Partner agency policy</p> <p>Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В работе с входящими партнерскими агентствами мы придерживаемся следующей политики:</p> <p>Мы предпочитаем работать с организациями, у которых письменное заявление об устойчивом развитии является неотъемлемой частью их бизнес-политики и/или имеется четкая политика устойчивого развития; Мы ожидаем, что партнеры будут соблюдать международные и национальные стандарты устойчивого развития, включая соблюдение законодательства в социальных, экологических и этических аспектах; Мы рекомендуем партнерам применять разумные экологические методы и минимизировать выбросы углекислого газа; Мы будем регулярно оценивать и поощрять устойчивое развитие наших партнеров.</p> <p>In order to ensure that our ecotourism development strategy is consistent, we have established a policy for our partners who organise an important part of our programmes for us.</p> <p>0</p> <p> Nomad_s Asia Partners Policy.pdf</p>

<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы открыто сообщаем о нашей политике устойчивого развития на нашем веб-сайте, а также рассылаем нашу политику устойчивого развития и Кодекс устойчивости всем нашим ключевым партнерским агентствам по электронной почте, чтобы обеспечить их прямую осведомлённость.</p> <p>Our website is meticulously crafted to convey our identity as an ecotourism agency, highlighting our commitment to promoting sustainable tourism in Central Asia.</p> <p>As our clients opt for our services seeking an authentic experience while actively participating in the development of local communities. As soon as we initiate communication with our inbound partners, we make it a priority to communicate our core philosophy.</p> <p>Right from the initial contact with partner agencies, we ensure transparent and comprehensive communication about our dedication to sustainable tourism practices.</p> <p>Our website serves as a valuable resource where partners can access detailed information about our sustainable tourism policies and our eco projects. This transparency underscores our commitment to ethical and responsible tourism, fostering a collaborative approach with our inbound partners who share our values in contributing to the well-being of local communities.</p> <p> 4.2 Communication with partners.png</p>
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Ключевые положения об устойчивом развитии доводятся до сведения входящих/принимающих партнеров посредством нашего Кодекса устойчивости для партнеров, который прилагается ниже.</p> <p>Our contract was updated with a clear chapter nr 10 on sustainability on tourism :</p>


Устойчивое развитие в туризме.


10.1 Мы предпочитаем работать с организациями, которые имеют письменное заявление об устойчивом развитии как неотъемлемую часть своей деловой политики и имеют четкую политику в области устойчивого развития, нашу политику мы разместили на [нашем сайте](#)

10.2 Мы не приемлем коррупцию или взяточничество в любом виде. Наша компания культивирует прозрачность в отношениях со своими клиентами и поставщиками и поддерживает международные/национальные стандарты по борьбе с коррупцией и взяточничеством". Взятничество и коррупция включают в себя акт использования своей власти, предложения, дачи, обещания, просьбы, согласия, получения или вымогательства чего-либо ценного с целью оказания влияния на какое-либо действие.

10.3 Мы ожидаем, что [название партнерского агентства] принимает профилактические меры для обеспечения защиты детей от связанной с туризмом сексуальной эксплуатации и всех потенциальных форм насилия (физического, сексуального, эмоционального).
 Подробнее о нашей политике относительно сексуальной эксплуатации детей вы можете ознакомиться на [нашем сайте](#)

10.4 Работайте только с теми компаниями-партнерами, которые имеют государственную/фискальную регистрацию, поскольку это доказывает их законность и гарантирует, что они платят налоги в стране, в которой работают. Это должно быть обязательным критерием в вашем контрольном списке для отбора партнера.

		<p>10.5 Как наше партнерское агентство, вы несете ответственность за информирование своих клиентов о местных кодексах поведения. Посмотреть пример кодекса поведения во время тура вы можете на нашем сайте.</p> <p>10.6 [Название партнерского агентства] должно соблюдать все соответствующие национальные законы, защищающие права своих работников, согласно трудовому кодексу вашей страны. С нашей трудовой политикой вы также можете ознакомиться на нашем сайте.</p> <p>Our policies are regularly announced to our partners and are available on our website.</p> <p> 4.9 Contract.pdf</p>
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы мотивируем наших партнеров участвовать в тренингах по устойчивому развитию для туристических компаний, например, тренинги, организованные КАТО или онлайн-курсы Travelife.</p> <p>Inbound partners are keenly motivated to undergo sustainability training tailored for travel companies. We address the lack of formal training by sharing information through various channels.</p> <p>We prioritize collaborations with organizations that have a written sustainability statement, particularly those embracing a clear sustainability policy. Our focus is on partnering with small agencies capable of crafting personalized programs and those dedicated to developing Community-Based Tourism.</p> <p>As an illustration of our commitment, our Uzbek local inbound partner is invited to our webinar on December 18, 2023, organized in partnership with the State University of Bukhara,</p>

		<p>exemplifying our dedication to shared learning in sustainable tourism practices. https://tourism-workshop.mailchimpsites.com/</p> <p>Another example is our collaboration on the development of the Jeti Oguz DMO.</p> <p> Seminaire nov 2023 DMO Jeti Oguz.jpg</p>
<p>4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.</p>	<p>✓</p>	<p>Destination Och</p> <p>Och Travel</p> <p>CBT Karakol</p> <p>CBT Naryn</p> <p>Destination Jeti Oguz (nov 2023)</p>
<p>4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.</p>	<p>✓</p>	<p>✓ <i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы приглашаем наших ключевых партнеров сообщить о своих показателях устойчивого развития через Travelife или формы самооценки. На сегодняшний день [количество компаний] наших партнеров зарегистрированы в Travelife.</p> <p>We are waiting next update of Travelife website to see who became Travelife Certified.</p>



<p>4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.</p>	<p>✓</p>	<p>— Inbound partner in Mongolia:</p> <p>Mongolia : Ecovoyage Mongolie member of https://tourisme-durable.org/</p> <p>These followings partners participate actively with us for the development of sustainable products:</p> <p>Foundation Village Monde:</p> <p>Canada/France : https://villagemonde.com/agir/</p> <p>Outbond partner agencies:</p> <p>France : Double Sens member of https://tourisme-durable.org/</p> <p>England : https://untamedborders.com/our-commitment-to-responsible-travel/</p>
<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).</p>	<p>✓</p>	<p>— We provide access to our website for diverse partners, allowing them to showcase specific aspects of their agency through blog articles, eco-partner features, or accommodation highlights. In our commitment to supporting partners, especially in countries like Nepal, Tajikistan, China, Kazakhstan, Uzbekistan, Afghanistan, Kyrgyzstan and Mongolia, where there may be limited knowledge about ecotourism and scarce training opportunities, we actively assist them in developing new products.</p> <p>Recognizing the challenges posed by insufficient awareness and training resources in their respective countries, we extend our support by offering advice and providing training materials. Our aim is to empower our partners with the knowledge and tools needed to enhance their understanding of ecotourism and contribute to the sustainable development of their regions.</p>

Specific conditions

8

Action		Details
<p>4.9. Contracts Written contracts with partner agencies are in place.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Чтобы предотвратить недоразумения и помочь защитить бизнес от судебных разбирательств, мы заключили письменные контракты и/или соглашения с нашими партнерами. Пример контракта прилагается.</p> <p>We have some contracts but mainly contract are informal. With local partners, we can conclude a service agreement, which is presented in the attachment.</p>
<p>4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.</p>	<p>✓ —</p>	<p>The responsibility of overseeing Receptive/Incoming Agents and their integral role in promoting sustainable local development falls under the purview of the Office Manager. In this capacity, the Office Manager actively advises our team of trip designers, engaging in regular discussions on pertinent sustainability issues within destinations.</p> <p>Recognizing the significance of staying abreast of the latest developments, the Office Manager diligently records new information. This valuable data is subsequently incorporated onto our website, ensuring that our platform remains a comprehensive resource for both internal teams and our inbound partners.</p> <p>Collaboration is key, and the Office Manager works closely with trip designers to prepare package offers. These offers are then dispatched to Vaolo or directly input onto our website, streamlining the process for our partners.</p> <p>Furthermore, the ethos of sustainability is not only ingrained within our practices but is also shared by our travel designers. When crafting travel experiences, they actively communicate</p>

			and align with our values, fostering a collaborative approach with our inbound partners to create journeys that contribute positively to sustainable development.
4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).	✓	—	
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).	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В наши договоры с партнерами включен следующий пункт:</p> <p>«Мы ожидаем, что [название поставщика] примет превентивные меры для обеспечения защиты детей от сексуальной эксплуатации, связанной с туризмом, и всех потенциальных форм насилия (физического, сексуального, эмоционального) или эксплуатации. О любом подозрительном поведении гостей, сотрудников или персонала на территории или во время экскурсий необходимо сообщать местным властям. Непринятие адекватных мер по предотвращению сексуальной эксплуатации детей в вашей прямой цепочке поставок (например, проживание и экскурсии) может привести к досрочному расторжению нашего контракта».</p> <p>The details of this condition are described in our contract with our partners.</p>
4.13. Licence Partner companies comply with local, national and international legislation and regulations.	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В наши договоры с партнерами включен следующий пункт:</p> <p>«Компания соблюдает национальное и международное трудовое законодательство и уважает основные права человека».</p>

		<p>The details of this condition are described in our contract with our partners.</p> <p> 4.9 Contract.pdf</p>
<p>4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В наши договоры с партнерами включен следующий пункт:</p> <p>«Как наше партнерское агентство, вы несете ответственность за информирование своих клиентов о местных кодексах поведения в области устойчивого туризма»</p> <p>As we have chosen our partners for common values, and partners have chosen us for our values for sustainable development, these values are passed on to customers. Our partners inform clients about local customs and what they can and cannot do. Relevant information can also be found on our website. We do not currently have a contract specifying the specific demands of this chapter, the necessary points will be added when creating the new contract.</p> <p> 4.9 Contract.pdf</p>
<p>4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В наши договоры с партнерами включен следующий пункт:</p> <p>«Поставщик обязуется уважать национальные и международные законы и правила, а также хорошие этические нормы в отношении прав человека, включая права найма/работников, права детей и женщин и права коренных народов».</p>

		<p>The details of this condition are described in our contract with our partners.</p>
<p>4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В наши договоры с партнерами включен следующий пункт:</p> <p>«Поставщик должен соблюдать местное трудовое законодательство и обеспечивать, чтобы работникам выплачивали как минимум прожиточный минимум или заработную плату, равную минимальной заработной плате, установленной национальным законодательством».</p> <p>The details of this condition are described in our contract with our partners.</p>

5. Transport

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Selecting transport suppliers


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Action			Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>			<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>N/A: Мы не несем ответственности за решения о выборе вида транспорта до Кыргызстана.</p> <p>Customers have the freedom to choose their preferred airline for reaching our destinations, a decision over which we have limited control. The majority of our clientele originates from Europe. When sought for advice, we generally recommend the most direct flights, such as those via Istanbul, to minimize flight duration, especially for European travelers.</p> <p>Recognizing our limited influence in this decision-making process, we empower customers by encouraging them to calculate the carbon emissions of their flights independently. To assist in this, we provide basic information based on calculations from the website : https://www.atmosfair.de/en/offset/flight/</p> <p>Air transport constitutes the predominant source of pollution in travel, accounting for nearly 75%. A round-trip flight from Geneva to Bishkek, via Istanbul, results in the emission of approximately 1700 to 2300 kg of CO2. To mitigate these carbon emissions, we provide our guests with the opportunity to offset their carbon footprint through supported initiatives:</p> <ul style="list-style-type: none"> - compensate through the site https://www.atmosfair.de/en/offset/flight/ - planting trees in our "Nomad's Land Forest" in Ala Archa Parc - planting trees through our journey : Chong Kemin National Parc - supporting rangers of the Chong Kemin National Parc in Kyrgyzstan.

		<p>- supporting rangers of the Alichur region of Tajik Pamir - donation for an charitable project like Babushka Adoption Foundation or Boule de Neige Swiss Association</p> <p>Samples :</p> <p>Aeroflot : GVA-SVO-FRU 2042 kg of CO2</p> <p>Turkish Airlines : GVA-IST-FRU 1982kg of CO2</p> <p>Pegasus Airlines : GVA-IST-FRU 1702-1881 kg of CO2</p> <p>FlyDubai : GVA-IST-FRU 2296 kg of CO2</p>
<p>5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.</p>	<p>✓ —</p>	<p>Carbon offset for international transport is seamlessly incorporated into the package price, reflecting our commitment to sustainability. Unlike offering a separate Carbon offset, we believe in providing a holistic approach where clients contribute, included in their package, to a portion of our benefits reinvested in the development of ecotourism in Central Asia. This ensures that clients actively participate in our initiatives and contribute to the greater cause of sustainable travel.</p> <p>And while some of our tour operator customers have chosen us for our values because their values are the same, they have included in their offer a contribution to cover the carbon costs of their flight.</p>
<p>5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.</p>	<p>✓ ✓</p>	<p>We do not systematically measure greenhouse gas (GHG) emissions for flights as they are not included in our packages, but our trip designers are now equipped to guide clients on measuring their flight emissions.</p> <p>Through ongoing training, we enhance our understanding of CO2 distribution throughout the client's journey, reinforcing our commitment to off-set CO2 of our client and continual</p>

		<p>improvement in this regard.</p> <p>0</p>
<p>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 comfort arguments).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы предпочитаем и предлагаем экологически безопасный транспорт нашим клиентам до пункта отправления в международных/дальних поездках. К сожалению, из-за отсутствия/неэффективности общественного сообщения между аэропортом и городами наиболее предпочтительным вариантом является трансфер на автомобиле.</p> <p>Однако мы с осторожностью относимся к выбору современных автомобилей и их регулярному техническому обслуживанию, чтобы снизить выбросы углекислого газа. Когда это возможно, мы предлагаем совместные поездки для наших клиентов, которые прибывают группой или имеют близкое время прибытия/отправления.</p> <p>We do not have the means to influence our clients or partners on this point.</p>
<p>5.5. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>При выборе транспортных средств для трансферов и экскурсий в пределах дестинации всегда рассматриваются и отдаются предпочтение более экологичным альтернативам (с учетом цены, комфорта и практических соображений).</p> <p>Например, [ваш пример выбора транспорта на турах].</p> <p>In our commitment to sustainable tourism, Nomad's Land Asia prioritizes eco-friendly alternatives when selecting transport options for transfers and excursions in various destinations. We weigh considerations such as price, comfort, and practicality while</p>

		<p>consistently favoring more sustainable choices.</p> <p>Since 2004, we've established a network of local drivers to minimize our carbon footprint whenever possible. This not only aligns with our eco-responsible approach but also allows us to provide customers with environmentally conscious options and competitive pricing while avoiding unnecessary empty transports.</p> <p>Our approach varies based on the type of product:</p> <p>Cultural Tours: For programs with the same start and end location, drivers are selected from that point. Vehicle choices are tailored to the group size. When arrival and departure points differ, drivers from the arrival point are chosen, preferably those who have engaged in public transport between the two points at the beginning of their contract. Additionally, in destinations with well-developed rail systems, train transfers are included when feasible.</p> <p>Trekking or Horseback Riding: Programs designed without the need for vehicles during treks are offered public transport options if available. Otherwise, drivers who engage in public transport from the point of departure or to the point of arrival are selected.</p> <p>While electric vehicles are not widely available in Central Asia, and evidence supporting their ecological benefits is inconclusive, we prioritize newer vehicles and those using natural gas when possible. Recognizing the growing demand for sustainable options, our drivers are attuned to this trend and naturally adapt their choices accordingly.</p> <p>To facilitate public transport information access, we continually update details on our website for each country, ensuring travelers can conveniently access relevant information: Link to Public Transport Information. This proactive measure enhances transparency and empowers our customers to make informed and sustainable travel choices.</p>
<p>5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.</p>	<p>✓</p>	<p>✓</p>

<p>5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы очень внимательно относимся к качеству и безопасности выбираемого нами транспорта. Мы отправляем всем нашим водителям памятку ответственного водителя, прикрепленную ниже.</p> <p>We are very careful about the quality and safety of the transport we choose. We send all our drivers the our Driver Code of Conduct below:</p> <p> 5.8 Code of conduct for drivers.pdf</p>
<p>5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши водители информированы о практиках ответственного вождения и безопасности транспорта.</p> <p>Our policy is written in the document : 1.13.11 Roadbook</p> <p>Tranlation from Russian :</p> <p><i>Driver Code of Conduct</i></p> <p><i>As a freelance driver representing our company, Nomad's Asia LLC, you play a crucial role in ensuring the safety, comfort, and satisfaction of our clients. The following Code of Conduct outlines the expectations and standards we uphold:</i></p> <p>Compliance with Legal Regulations: <i>liability insurance covering the vehicle, themselves, and third parties, including passengers.</i></p> <p>Vehicle Compliance: <i>must meet national regulations regarding maintenance, emissions, seatbelts,</i></p>

		<p>taxation, and licensing.</p> <p>Vehicle Cleanliness must be cleaned regularly after each use.</p> <p>Safety Equipment and fire extinguishers must be present in every vehicle at all times.</p> <p>Quality and Safety Records Alcohol or illegal substances while on duty is strictly prohibited.</p> <p>Drivers must report the use of any medications to ensure they do not impair their ability to drive safely.</p> <p>Driving Time Limits must not exceed 8 hours per day. Drivers must take at least a 15-minute break for every 2 hours of driving or a 1-hour break for every 4 hours.</p> <p>Safe Driving Practices Mobile phones while driving is prohibited. Overtaking before or during turns, especially on mountain roads, is strictly forbidden. All local traffic laws, road signs, and speed limits must be observed.</p> <p>Special Road Conditions be exercised when driving on mountain roads, winding roads, single-lane roads, and dirt roads.</p> <p>Client Property are responsible for the safety and security of clients' belongings while on duty or in transit.</p> <p>Environmental Considerations should be turned off when windows are open and/or when no clients are in the vehicle.</p> <p>By adhering to this Code of Conduct, you contribute to enhancing our company's reputation, ensuring safety, and providing the high-quality experience that our clients expect. Your commitment to these standards reflects the professionalism and reliability that define our company.</p> <p> 1.13.11 Roadbook Template.jpg</p>
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Sustainable packages

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Action	 	Details
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<p>5.9. Sustainable packages</p> <p>The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>	<p>✓</p>	<p>— As an ecotourism agency committed to promoting sustainable travel experiences, the majority of our tour programs exemplify eco-responsibility. Beyond our standard offerings, we have curated innovative agro-tourism initiatives, including the unique transhumance experience, where tourists actively participate as shepherds and accompany herds, fostering a direct connection with traditional practices.</p> <p>Introducing the "Nomadic University" program, we provide an immersive opportunity for tourists to live as nomads, residing in a single camp for an extended period. This intentional design significantly reduces the carbon footprint associated with frequent vehicle travel.</p> <p>Our specialization in adventure tourism further contributes to a low carbon impact, with activities such as trekking, horseback riding, ski touring, and snowshoeing. These experiences not only minimize environmental impact but also provide travelers with intimate encounters with nature.</p> <p>For those seeking our best eco-friendly tours, detailed information is available on the KATO website, where our commitment to sustainable practices is transparently showcased.</p> <p>Through these initiatives, we aim to redefine travel by offering enriching experiences that prioritize environmental conservation, cultural engagement, and responsible tourism practices.</p>
<p>5.10. Carbon management (products)</p> <p>The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of its products and to inform its clients.</p>	<p>✓</p>	<p>— Since 2021, our company has been diligently measuring the greenhouse gas (GHG) emissions associated with its travel products, encompassing transport, accommodation, and activities. The primary objective is twofold: to actively reduce the overall environmental impact of our offerings and to transparently inform our clients about the carbon footprint associated with their travel experiences.</p> <p>A significant aspect of our carbon management strategy involves the calculation of flight emissions, enabling us to develop a robust carbon offset program. This initiative specifically focuses on tree planting, aiming to counterbalance the carbon footprint by contributing to the growth of fir-trees.</p> <p>To fortify our commitment to sustainability, our dedicated coordinator has undergone</p>

specialized training in preparing green tours. This unique expertise equips our team to weave environmental considerations seamlessly into our travel products, ensuring a harmonious balance between unforgettable experiences and responsible environmental practices.



Program EN.docx

6. Accommodations

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Accommodations

9

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>			<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания стремится к созданию устойчивой цепочки поставок в сфере туризма и придерживается следующей политики при выборе и работе с поставщиками услуг размещения:</p> <p>Мы предпочитаем и выбираем жилье, которое находится в собственности и управляется членами местного населения; Мы выбираем объекты размещения, в которых работают представители местного населения; Мы четко и активно информируем о наших целях и требованиях в области устойчивого развития в отношении договорных и других соответствующих условий; Мы отдаем явное предпочтение объектам размещения, имеющим международно признанные сертификаты; Мы обеспечиваем соблюдение и защиту прав детей в нашей цепочке поставок средств размещения; Мы работаем с объектами размещения и ресторанами, в которых представлены элементы местного искусства, архитектуры или культурного наследия, уважая при этом права на интеллектуальную собственность местных сообществ; Мы обязуемся прекратить сотрудничество с поставщиками жилья в случае получения четких доказательств того, что законтрактованные жилые помещения ставят под угрозу целостность предоставления основных услуг, таких как питание, вода, энергия, здоровье или почва, местному населению.</p> <p>Sustainable Accommodation Policy Close panel</p>

Sustainable Accommodation Policy

Date of approval: December 2021

Our company is committed to promoting sustainable accommodation.

Sustainability of an accommodation establishment is of key importance, as it enables our company to extend sustainability practice throughout a core element in our tours. In most cases we select the accommodation for our clients, but when there is a choice of accommodation, our client can select it. In such case, it is our policy to recommend our clients the most sustainable accommodation options within their budget range. When we select the accommodation, we will give strong preference to establishments that follow sustainable practices throughout all aspects of their operation.

Scope

This policy will be part of the Sustainability Policy. The policy is applicable to the selection of accommodation suppliers that our company collaborates with.

This policy is effective immediately after approval by Managing Director and circulation to staff. The policy will be formally reviewed every 2 years to ensure its relevancy. The Managing Director or an officer delegated with such authority must approve any deviations to this policy.

Sustainable Accommodation Principles

In our effort of selecting the most sustainable accommodation providers available, we prefer establishments who follow these core principles:

The right comfort for the right price

The establishment is hygienic, sanitary and safe and is able to offer a good comfort and service to the expectation of our clients. Sustainable accommodation practices can be found in all price ranges; hence we aim to identify the most sustainable options available within the budget of our clients.

Fair business

The establishment follows fair business practices, including transparency and adherence to law, human rights and economic/social equity, and environmental and animal protection.

Minimizes impact on the environment and society

The establishment places high priority on sustainable practices, aiming at minimizing its effect on the surrounding environment and society.

General Sustainability Considerations

Internationally certified accommodation currently does not exist in Central Asia, however there are establishments that are known for their good practices. Sustainable practices can be found in all budget ranges. Hence our company mainly looks at their practices to identify the more responsible suppliers.

Evaluations of the accommodation by our company can be made in several ways:

Site visit by our company's sustainability coordinator / manager
Observations from our guide
Client feedback form

The following considerations will be made in the evaluation of accommodation establishments and will inform our company preference:

Human care

We aim to work with establishments with sound care for their human resources, which is of key importance to the hospitality sector. Hence, we assess if the establishment provides good labor conditions for their staff (minimum wage, reasonable working times, proper lunch hours, etc.).

No plastic policy

The accommodation minimizes the use of plastic and as a common practice does not offer plastic water bottles to its guests. Instead the establishment makes available places where guests can re-fill jugs that are provided in the room and their own bottles.

Waste management

We verify that the accommodation separates at least organic waste for composting and plastic/metal/glass for recycling. Establishments that are able to go beyond these basic waste management practices will be highly preferred.

Energy efficiency

The establishment follows energy efficiency practices, such as energy saving light bulbs, and energy efficient equipment. The accommodation provider advises their guests (e.g. through signs in the rooms and hallways) to switch off lights and electric appliances when not in use or has put in place an overall switch off plan (automated system). If the establishment is not connect to the electricity national network, it will not use a oil-generator. It can use solar energy, hydro-energy, candles and wood stove. Using strictly dead wood to warm the establishment (yurt or mountain refuge).

Water efficiency

The accommodation efficiently uses water. Places with a water saving system on their 'western' toilet and shower will be preferred over other. Places that make use of a bucket flush for the toilet and/or bucket shower also have a clear control over the amount used.

Child protection

The establishment ensures that 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 (for example part-time or on internship basis).

Local supplies

Accommodations are stimulated to purchase and use local food products, which are produced based on fair trade and sustainability principles.

Biodiversity care

The accommodation limits their negative effect on local and global biodiversity wherever feasible (e.g. do not offer red listed species on the menu).

Authentic charm

The accommodation building (exterior and/or interior) incorporates elements of local art, architecture, or cultural heritage. The staff is wearing traditional wear. A warm welcoming is organized.

Community value

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever way they can (e.g. sponsoring of local events, donation to local heritage sites).

Stimulating enhanced sustainable practice

Our company follows a long-term strategy to improve the sustainability of regular accommodation suppliers. Upon request or self-initiative, we support collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in our destinations.

When possible, we talk to the accommodation owner / manager about their current practices and what they could do to follow more sustainable practices (e.g. by visit from our manager or through our guides).

In addition, we may share best practice standards and guidance to our accommodation suppliers, including:

Information about hotel certification, such as Travelife for Hotels Self-evaluation tools

Training manuals

Sanctions

If it is revealed that an accommodation supplier acts on unsustainable practices, our company will give them a warning. If that supplier does not amend its practice, our company will end any form of collaboration (informal and contractual) and will blacklist that company from any further association.

Communication to accommodation providers

Our company communicates with accommodation establishments in various ways.

Email

Our most common communication is via email and phone. Particularly when sending emails, we are able to communicate on some sustainability aspects.

FB group “The Nomad’s Land family”

You will find the most relevant information through our Facebook group “[The Nomad’s Land family](#)”. When you are part of this group, you accept our philosophy, and you are interested in coming more sustainable.

Website

To avoid paper waste, we invest a lot in our website: You can find on our website all policies about sustainability.

Contract

We sign contracts with accommodation suppliers that we work with on a regular basis and with sufficient volume of clients. These contracts include an overview of our codes of conduct and sanctions, which the suppliers read and sign upon agreement.

		<p>In-person visit</p> <p>When we have the opportunity, we visit the accommodation in person and talk to them about how they could improve on their services and become more sustainable. In many instances it is our guides who deliver these messages.</p> <p>What we communicate</p> <p>Our company promotes as a mandatory policy:</p> <p style="padding-left: 40px;">Child labour Anti-corruption / bribery Energy and water efficiency Waste management Protection of biodiversity</p> <p>Incentives</p> <p>Our company will give preference to working with those accommodation establishments who are able to operate in a sustainable manner, taking responsibility for their impact on environment and society. Where we have enough volume, we may offer additional benefits, such as marketing of the hotel on our website or special contract conditions.</p>
<p>6.2. Accommodation communication</p> <p>The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши основные поставщики средств размещения информированы о нашей политике устойчивого размещения через [электронную почту, WhatsApp...].</p> <p>As an ecotourism development agency, we employ various effective channels to communicate our sustainability objectives to accommodation partners, fostering a collective commitment to responsible tourism practices.</p> <p>Website Transparency:</p>

Our website serves as a comprehensive platform where we clearly outline our sustainability policies. This transparency allows partners to easily access and understand our environmental goals.

Travelife Certification Invitation:

We extend invitations to our partners to join Travelife Certification, a recognized program that aligns with our commitment to sustainable tourism. This initiative provides a structured framework for partners to integrate and showcase their sustainable practices.

Utilizing Sustainable Tools:

Partners benefit from tools such as Vaolo, Trekkistan, Snowreport, and Nomad's Land, integrated into our online program. These tools serve as valuable resources, aiding partners in comprehending and adopting sustainable practices seamlessly.

Training Seminars:


Regular training seminars offer a dedicated space for communication and education. These sessions provide an interactive platform where partners can delve deeper into sustainability practices and stay updated on industry trends.

Active Facebook Group - "Nomad's Land Family":

Our dynamic Facebook group, the "Nomad's Land Family," serves as a vibrant community hub. It facilitates ongoing communication, enabling partners to share insights, discuss challenges, and collectively work towards our sustainability goals.

Consistent and clear communication of our sustainability objectives is paramount. This ensures that every member of our network is aligned with the same goals and upholds standardized practices. By building trust and confidence among our partners, we collectively enhance the overall sustainability of our operations, contributing to a responsible and impactful ecotourism experience.

Link to our FB group : <https://www.facebook.com/groups/373920197837644>

		
<p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travelyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	<p>✓ ✓</p>	<p>Addressing the Lack of Certified Homestays or Accommodations in Central Asia</p> <p>Given the scarcity of certified homestays or accommodations, our selection process prioritizes establishments with recognized certifications, such as CBT or those affiliated with a CBT, DMO, or other local community associations. These certifications serve as indicators of a commitment to sustainable and community-centric practices.</p> <p>In instances where certified options are limited, we meticulously choose alternative accommodations that adhere to our eco-tourism rules. These rules are grounded in specific criteria that we have established to evaluate the environmental and cultural sustainability of each lodging.</p> <p>To ensure a comprehensive and continually refined selection, we consistently review and enhance our database based on the established criteria. This proactive approach allows us to curate accommodations that not only meet our sustainability objectives but also align with the specific principles we have set forth in our evaluation process.</p> <p><i>Our policy about accommodation is online available here</i> : https://nomadsland.travel/en/about/sustainability</p> <p>0 0</p>
<p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В договоры с поставщиками жилья мы внесли следующий пункт:</p>

(direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.

"Поставщик должен полностью соблюдать условия настоящего контракта, касающиеся устойчивого развития, а также разрешать и поддерживать проведение проверок на месте нашей компанией или назначенной третьей стороной с целью контроля соблюдения условий устойчивого развития.

В случае явных доказательств того, что размещение ставит под угрозу предоставление или целостность базовых услуг, таких как питание, вода, энергия, здравоохранение или почва, для соседних населенных пунктов, это может стать основанием для расторжения данного договора.

Наша компания досрочно прекратит действие данного договорного соглашения, если поставщик жилья не предпримет адекватных мер по предотвращению (1) коррупции и взяточничества, (2) сексуальной эксплуатации детей."

Chapter: Respect for Sustainable Tourism Values

At Nomad's Land Asia, we are committed to promoting sustainable tourism practices that respect the environment, local cultures, and the well-being of all stakeholders. This commitment extends to our local partners, who play a crucial role in our operations.

We believe that by working together, we can create mutually beneficial relationships that not only contribute to the local economy, but also support the conservation of natural and cultural resources.

Our local partners understand that sustainable tourism requires a holistic approach that considers the environmental, social, and economic impacts of our activities. They are knowledgeable about the region's natural and cultural resources, and are dedicated to preserving them for future generations.

They understand that our guests are looking for authentic and immersive travel experiences, and strive to deliver those experiences in a way that is respectful and culturally sensitive.

By accepting this contract, our partner has read and understood our sustainability policies available on our website at <https://nomadsland.travel/en/about/sustainability>

By becoming our partner, we offer you :

- access and support to the Travelife certification programme
- access to our training seminars
- access to our training materials
- telephone support from our sustainable tourism development coordinator
- free presentation of the accommodation you offer to our clients (including online booking system) and free updates
- access to our discussion groups (Facebook; Telegram; Whatsapp)
- to participate in the project www.snowreport.kg if your destination offers winter activities
- to participate in the Vaolo.com project (Nomad's Land Asia is the Vaolo partner for the whole of Central Asia)
- assistance in financing sustainable projects (loans according to our possibilities; advice; studies; search for partners or investors; etc.).
- assistance with our partner Boule de Neige for a community project to develop winter sports for children
- to bring your concerns and proposals for improving the development of sustainable tourism to the attention of the competent authorities, associations of which we are members, international organisations or any other organisation competent in this field and which brings together our common interests

YOUR FEEDBACK IS VERY IMPORTANT FOR US





If you noticed something that did not comply with our policies, or if you have any questions, please contact our sustainability manager aisulu@nomadsland.travel

By partnering with Nomad's Land Asia, our local partners not only benefit from increased business opportunities, but also have the opportunity to contribute to the responsible development of tourism in their region. We are proud to work with them to create a brighter future for all.



1.14.4.7.3 Contract NL with accommodation.pdf

<p>6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Стандарты передовой практики и другие рекомендации по более устойчивому управлению распространяются среди наших ключевых поставщиков услуг размещения с помощью памятки, приложенной ниже.</p> <p>Our accommodation partners are invited to our seminars.</p> <p>Also, the FB group and the Telegram group allow us to provide them with relevant information.</p> <p>Training for homestays owner and horsemen of the Jети Oguz DMO 24-26 november 2024: https://www.facebook.com/nomadsland.kg/posts/pfbid0356gXggZVoDKAuVHYXNVSQzw7MehdUS1si66aX5uYVBQzzZcBKHw.jpA7AoU6QsLWAI</p> <p>50</p>
<p>6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).</p>	<p>✓</p>	<p>—</p>	<p>We invite our accommodation providers to do a free self-assessment via Travelife for Accommodation: https://travelifestaybetter.com/a-quiz-test.</p> <p>0</p>
<p>6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания является активным членом Кыргызской Ассоциации Туроператоров, которая часто проводит тренинги для гостиничного бизнеса.</p>




		<p>Так, КАТО в рамках проектов, как "Гринтур", "Safe Travels", "Риск Менеджмент" и "Бай Алай" проводятся ряд тренингов и обучающие мастер классы для представителей гостиничного бизнесы с целью повышения их осведомленности в области устойчивого туризма, профессионального роста, помощи в развитии их бизнеса и улучшении качества предоставляемых услуг.</p> <p>Through seminars and online training programs, we educate local communities about the importance of sustainable tourism and how they can benefit from it. We also have an active Facebook group where members can share ideas, ask questions, and learn from each other.</p> <p>Others trainings are offered or organized by international organization, KATO or KCBTA</p> <p>From 24 to 26th of November, our agency organized a training for DMO Jeti Oguz. The training was specially dedicated to owner of homestay and yurt camp.</p> <p> Partner Training April 2019.jpg</p> <p> Partner Training April 2019 _1_.jpg</p> <p> Partner Training April 2019 _2_.jpg</p> <p> Green and Sustainable Tourism Product training.jpg</p>
<p>6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы являемся активными членами КАТО и принимаем участие в проекте GreenTour, который помогает нам продвигать экологичность отелей в стране.</p> <p>As an ecotourism agency, our commitment to sustainability extends to the accommodations provided by our tour operators and partners. To realize this commitment, we actively engage in collaborative initiatives with key organizations such as the Kyrgyz Association of Tour</p>

		<p>Operators, ByNativ, Indy Guide, Kyrgyz Mountain Cluster, Vaolo, and various Community-Based Tourism (CBT) entities and destinations.</p> <p>Our approach involves the sharing of best practices and the promotion of sustainable measures. This collaborative effort extends to training programs, seminars, online discussion groups, and active participation in regional discussions involving CBTs, local authorities, and Destination Management Organizations (DMOs).</p> <p>An illustrative example of our collective impact is evident during the Covid crisis, where our agency, in collaboration with the Vaolo platform, successfully integrated nearly 40 eco-tourist accommodations. This joint effort signifies our commitment to supporting sustainable practices even in challenging circumstances.</p> <p>Furthermore, our partnership with DMO Jeti Oguz showcases our active involvement in realizing positive change. We actively contributed to the development of the new website jetioguz.travel, engaging in meetings and workshops with the local population, municipalities, and the president of the district. This collaborative endeavor involved establishing strategies and creating new products, exemplifying our dedication to sustainable tourism practices at both the local and regional levels.</p>
<p>6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Например, "Одним из преимуществ, предоставляемых нашим партнерам, которые прилагают усилия для внедрения принципов устойчивого развития в свой бизнес, является размещение рекламы на нашем сайте. Мы активно продвигаем на нашем сайте гостевые дома, гостиницы и юртовые лагеря, которые демонстрируют приверженность принципам устойчивого развития."</p> <p>Incentives which are part of our contract with accommodations</p> <p>By becoming our partner, we offer you : - access and support to the Travelife certification programme</p>

		<ul style="list-style-type: none"> - access to our training seminars - access to our training materials - telephone support from our sustainable tourism development coordinator - free presentation of the accommodation you offer to our clients (including online booking system) and free updates - access to our discussion groups (Facebook; Telegram; Whatsapp) - to participate in the project www.snowreport.kg if your destination offers winter activities - to participate in the Vaolo.com project (Nomad's Land Asia is the Vaolo partner for the whole of Central Asia) - assistance in financing sustainable projects (loans according to our possibilities; advice; studies; search for partners or investors; etc.). - assistance with our partner Boule de Neige for a community project to develop winter sports for children - to bring your concerns and proposals for improving the development of sustainable tourism to the attention of the competent authorities, associations of which we are members, international organisations or any other organisation competent in this field and which brings together our common interests
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Specific conditions

7

Action		 Details
<p>6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>		<p>We have a paragraph regarding child protection in our Sustainable Accommodation Policy:</p> <p>Child protection The establishment ensures that 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 (for example part-time or on internship basis).</p>

6.11. Locally produced souvenirs

Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.

✓ ✓

Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.

Посредством нашей политики устойчивых средств размещения, мы рекомендуем нашим поставщикам услуг размещения предлагать сувениры ручной работы, экологически чистые, произведенные по принципу справедливой торговли, местного производства и в минимальной упаковке. Сувениры, угрожающие флоре и фауне, занесенным в договор СИТЕС и Красный список МСОП, не приветствуются.

Например, [пример сувениров, предлагаемых в вашем отеле]

Souvenir Policy for Accommodations

Promoting Local Crafts:

We strongly encourage accommodations to offer locally and sustainably produced souvenirs, celebrating the region's rich history and culture. Nomad's Land Asia actively engages in promoting local crafts, collaborating with women's associations and immersing in the lives of skilled artisans.

Sustainable Guidance by Guides:

Our guides play a pivotal role in advising clients on souvenirs, prioritizing locally made items and providing information on material provenance.

Partnerships with Local Craft Centers:

Working closely with accommodation partners, we prioritize those collaborating with local craft centers, especially those led by women's associations. Preservation of cultural traditions, such as the wearing of local hats like the Kalpak in Kyrgyzstan and Tajik Pamir, and traditional coats like the "Chapan," is emphasized.

Preservation Projects in Jeti Oguz District:

In the Jeti Oguz district, we've undertaken notable projects focusing on preserving traditions. Collaborating with local crafters, including saddle makers, komuz makers, felt artisans, jewelry makers, and more, we've not only supported the local economy but also ensured the continuation of traditional crafts.

		<p>For detailed information on the various artisans supported by our actions in the Jeti Oguz district, please refer to their website (DMO Jeti Oguz)</p> <p>Crafts and Online Promotion: Recognizing the significance of homestays linking with handicrafts as an exceptionally intriguing tourist product, we actively promote this through the Vaolo.com program and across our various web platforms. This innovative approach enhances the travel experience while fostering economic sustainability for local communities.</p>
<p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Как указано в нашей политике, наша компания отдает предпочтение отелям и ресторанам, в которых используются элементы местного искусства, архитектуры или культурного наследия, при этом соблюдаются права интеллектуальной собственности местных сообществ.</p> <p>We have this paragraph in our sustainable accommodation policy that we prefer accommodation that has:</p> <p>Authentic charm</p> <p>The accommodation building (exterior and/or interior) incorporates elements of local art, architecture, or cultural heritage. The staff is wearing traditional wear. A warm welcoming is organized.</p>

<p>6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Как упоминается в наших контрактах с поставщиками жилья: «Поставщик осуждает эксплуатацию детей в помещениях и объектах субподрядного размещения.</p> <p>[Название компании] расторгнет договор, если [поставщик] не примет адекватных мер для предотвращения и/или прекращения сексуальной эксплуатации детей в рамках прямой цепочки поставок (например, размещение и экскурсии)».</p> <p>A clause in our contract with the accommodation is described:</p> <p>1.5 The Supplier shall respect and ensure the rights of children, which in the context of Kyrgyzstan means: No employment of children under 14 years of age; Establishing special working conditions to protect employees between 14 and 18 years of age (e.g., part-time or internship); Adherence to the Code for the Protection of Children from Sexual Exploitation. Any suspicious behaviour by persons on the premises or during a tour should be reported immediately to the local authorities.</p>
<p>6.14. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	<p>✓</p>	<p>✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Как указано в наших договорах с поставщиками услуг размещения:</p> <p>«Если будет установлено, что средство размещения-подрядчик ставит под угрозу целостность и доступ местного сообщества к основным ресурсам, основным услугам, доступу к средствам к существованию и доступу к важным объектам, [название компании] оставляет за собой право расторгнуть контракт без предупреждения. »</p>

A clause is dedicated in our contract with accommodation providers :

4.2 If there is compelling evidence that the allocation jeopardises the provision or maintenance of essential services such as food, water, energy, health care or soil resources for neighbouring communities, this may be cause for termination of this contract.

Report on Community Development and Resource Management

Our Commitment to Sustainable Development:

Nomad's Land Asia is steadfast in its commitment to sustainable development and the well-being of local communities. In alignment with this commitment, we actively engage in collaborative initiatives with partner programs such as the Economic Mountain Cluster Association. This association conducts comprehensive studies on the lack of various resources, including natural, social, human, educational, energy, and infrastructure, in collaboration with local inhabitants, municipalities, and Destination Management Organizations (DMOs). Pilot project : [Tourism Cluster of Issyk Kul Oblast](#)

Building Open Communication Channels:

Our approach prioritizes open communication channels with local communities and stakeholders. By fostering a collaborative atmosphere, we ensure that the perspectives and concerns of the community are valued. This facilitates an inclusive decision-making process where community feedback actively shapes our initiatives.

Education and Skill Development:

Recognizing the importance of education and skill development (for example Kyrgyz Union of Excursion Guide), we invest in programs that empower local communities providing training (for example DMO Jety Oguz, Kyrgyzstan. Collaborations with educational institutions contribute to the knowledge and skill enhancement of community members, fostering overall growth and development (for example Lycee 55 of Kyzyl Suu, Kyrgyzstan).

Sustainable Energy Initiatives:

In addressing energy challenges, we advocate for and spread information about sustainable energy initiatives. Exploring renewable sources like solar or wind power aligns with our commitment to minimizing environmental impact and promoting long-term energy sustainability.

		<p>Community Engagement Workshops: Community engagement workshops play a crucial role in gathering insights, sharing information, and planning for sustainable development. These workshops create spaces for meaningful discussions, ensuring active community participation in decision-making processes. In collaboration with the Teskei Geopark, we are planning targeted courses on safeguarding the resources located in the Teskei Alatau mountain range, south of Lake Issyk-Kul in Kyrgyzstan.</p> <p>Promoting Local Initiatives: Nomad's Land Asia actively encourages and supports local initiatives that align with sustainable development goals (for example, a yurt camp in Chong Kyzyl Suu using a mini-hydro power station). Whether it's supporting local businesses, promoting eco-friendly practices, or fostering cultural and natural preservation projects in Alichur in Tajikistan or in Engelchek region in Kyrgyzstan, our commitment extends to promoting the well-being of the local community.</p> <p>Inclusive Decision-Making: Ensuring inclusive decision-making processes is central to our approach. Collaborative decision-making involving representatives from local communities, municipalities, central government and DMOs fosters a sense of ownership and ensures that implemented strategies resonate with the community's needs (like DMO Jeti Oguz in partnership with Mountain Cluster Association).</p> <p>Continuous Monitoring and Adaptation: Implementing a continuous monitoring and adaptation process is integral to our strategy. Regular evaluations help identify areas for improvement and ensure that resources are effectively utilized to meet the evolving needs of the local population.</p>
<p>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Посредством нашей политики устойчивых средств размещения, мы призываем наших поставщиков жилья покупать и использовать местные продукты питания, которые производятся на основе принципов справедливой торговли и устойчивого развития.</p>

Report on Promoting Local and Sustainable Food Practices in Accommodations

Our Commitment to Local and Sustainable Food Practices:

Nomad's Land Asia is deeply committed to promoting local and sustainable food practices in accommodations, and clause is included in our contract with accommodation providers. Recognizing the importance of fairtrade and sustainability principles, we actively stimulate accommodations to purchase and utilize local food products.

Fostering Fairtrade Principles:

Our strategy emphasizes the importance of fairtrade principles in the procurement of local food products. By prioritizing fairtrade practices, we contribute to the economic empowerment of local producers and support ethical trading relationships.

Embracing Sustainability in Food Procurement:

We advocate for sustainability in food procurement, encouraging accommodations to prioritize products with minimal environmental impact. This approach ensures the preservation of natural resources and promotes agricultural practices that align with long-term ecological balance.

Supporting Local Producers:


Stimulating accommodations to purchase from local producers is a key aspect of our initiative. By doing so, we actively contribute to the economic vitality of the local community, fostering a sense of community pride and supporting small-scale farmers and artisans.

Promoting Ethical and Responsible Culinary Practices:

Our approach goes beyond procurement to promote ethical and responsible culinary practices. We encourage accommodations to embrace sustainable cooking methods, reduce food waste, and engage in responsible sourcing of ingredients.

Education and Awareness Programs:

To reinforce the importance of local and sustainable food practices, we implement education and awareness programs. These programs equip accommodations with the knowledge and tools needed to make informed choices that align with our commitment to fairtrade and sustainability. This program is usually included in our training program for local services providers.

		<p>Collaboration with Culinary Training Programs: Collaborating with culinary training programs, we ensure that chefs and kitchen staff in accommodations are well-versed in sustainable culinary practices. This not only enhances the quality of meals but also strengthens the overall commitment to local and sustainable food principles. Join our cooking master class!</p>
<p>6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В договоре с отелями, гостевыми домами и юрточными лагерями прописан пункт о том, что наша компания имеет право расторгнуть договор в случае явных доказательств того, что договорные средства размещения наносят вред местной экосистеме.</p> <p>Our Commitment to Biodiversity Preservation: Nomad's Land Asia is steadfast in its commitment to minimizing the negative impact on local and global biodiversity through our contracted accommodations. Our guidelines encourage accommodations to refrain from offering red-listed species on their menus, thereby contributing to the preservation of diverse ecosystems. This commitment is reinforced through dedicated initiatives, including seminars focused on cooking practices and biodiversity conservation.</p> <p>Integrating Biodiversity Conservation in Seminars and Contracts: During our seminars in 2019, we dedicated a specific chapter to cooking practices, emphasizing the importance of incorporating biodiversity conservation measures. Furthermore, a seminar organized on November 25-26 for homestay owners and service providers specifically addressed eco-tourism, with a focus on biodiversity conservation. Our contracts with accommodation providers explicitly highlight the need to limit negative impacts on local and global biodiversity, demonstrating our dedication to fostering sustainable practices in the hospitality sector.</p> <p> тренинг 2511 _1_.docx</p>



7. Activities

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Activities

8

Action			Details
<p>7.1. Activities offered</p> <p>The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>К чувствительным типам активностей, предлагаемым нашей компанией, относятся:</p> <p>Мероприятия с животными (в неволе) (например, охота на орлов, конные прогулки): [примеры экскурсий]; Наблюдение за дикой природой и посещение охраняемых территорий (в том числе парков): [примеры экскурсий]. Посещение коренных и традиционных общин: [примеры экскурсий]; Посещение культурных и исторических объектов: [примеры экскурсий].</p> <p>As a responsible tour operator, Nomad's Land Asia is dedicated to considering the environmental, social, and economic impacts on the communities and regions visited in our excursions. Our trip designers craft tailor-made programs with the goal of fostering a positive influence on tourist influx, contributing to the sustainable development of local communities. These efforts align not only with our legal obligations but also with our ethical responsibilities.</p> <p>To ensure responsible tourism, we have identified various activities, each accompanied by a specific code of conduct:</p> <p>Nature park visits come with guidelines provided by park officials and code of conduct by Travelife. Activities in non-protected but sensitive areas are guided by a code of conduct given by accompanying rangers and code of conduct by Travelife</p>

		<p>Transhumance (a specific contract was establish, and code of conduct "Horse Riding Pony Trekking" by Travelife) Horse riding (a specific contract was establish, a code of conduct for horse owner, a code of conduct "Horse Riding Pony Trekking" by Travelife, a training program "Horse Welfare") Trekking involving pack horse (a specific contract with horse providers was establish, and code of conduct "Horse Riding Pony Trekking" by Travelife) Nomadic school visits, and yurt camp stay each have their respective codes of conduct. (code of conduct "Visiting local communities" by Travelife)</p> <p>In addition, we are incorporating for others activities others newly developed codes of conduct for activities by the Travelife platform, enhancing our communication to our clients and our staff.</p> <p>For years, Nomad's Land has endeavoured to bring our local partners together around a contract and formal recommendations. But our development doesn't stop there, and we're working hard to set up training courses and training materials.</p> <p>A number of challenges await us, such as the attitude of local breeders towards animals, which is not at all the same as in the West, the lack of waste management, the lack of investment in energy-saving solutions, etc. This is why our task is still important in terms of managing and analysing the risks of our activities, and monitoring to detect problems, non-confidence and abuse.</p> <p>6</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания придерживается следующей политики устойчивых экскурсий:</p>

Предпочтение отдается экскурсиям, работающим на основе контролируемых стандартов устойчивого развития, особенно тем, которые демонстрируют уважение к местным традициям, благополучию животных и окружающей среде. Компании, с которыми заключен контракт/ведётся сотрудничество, не предлагают продукцию или услуги, наносящие вред людям, животным, растениям, природным ресурсам (например, воде/энергии), а также продукцию, которая может считаться социально/культурно неприемлемой. Их продукция и услуги обеспечивают экономическую выгоду для местных сообществ, включая справедливые и равноправные условия труда для местных сотрудников. Подрядная компания не предлагает виды активности, при которых дикие животные содержатся в неволе, за исключением надлежащим образом регулируемых видов деятельности в соответствии с местным, национальным и международным законодательством. Экскурсии, включающие взаимодействие с дикими животными, соответствуют соответствующим кодексам поведения. Любое нарушение природных экосистем сводится к минимуму.

We strive to conduct our tours in an environmentally conscious manner, collaborating closely with local communities to preserve their culture and traditions.

Taking our trekking tour as an example, we emphasize the promotion of hiking and equestrian tourism. Key aspects of our approach include:

Organizing one-way transfers whenever possible to minimize unnecessary car travel. Ensuring that vehicles do not follow tourists during the trek. Prioritizing accommodations within local communities. Purchasing food and souvenirs from the local population to support the community economy. Showcasing the culture and traditions of local residents through activities such as folklore shows, demonstrations of felt product manufacturing, and organizing a hunting show featuring a golden eagle model, contributing to cultural preservation.

For further details, you can refer to our excursion policy available here: "[Tour Policy](#)"

<p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы информируем поставщиков услуг о нашей политике устойчивого развития посредством устного диалога. Мы ознакомили их с пунктами политики устойчивого развития, касающимися мероприятий, предоставляемых клиентам. Мы также разработали для них памятки по организации и проведению некоторых деликатных мероприятий.</p> <p>From now, our office manager will communicate about our new policy through email. For accommodation which are not using email, they will be informed to join our Facebook group "The Nomad's Land family"</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы подготовили Кодексы поведения для поставщиков услуг, предлагающих чувствительные виды деятельности, которые будут распространены среди всех ключевых поставщиков.</p> <p>Responsible Outdoors Activities: Preserving Nature and Empowering Communities</p> <p>Nomad's Land Asia is committed to conducting outdoors activities with a dual focus on nature preservation and community development, especially in contexts with potential risks. Our initiatives reflect this commitment:</p> <p>Nomad's Land Scout Camp Collaboration:</p> <p>Partnering with the Forest State Office, Nomad's Land Asia organized a scout camp, providing comprehensive training on ecology and nature conservation for children, fostering environmental awareness.</p>

On-the-Job Training for Risk Prevention:

Guides and consultants provide crucial on-the-job training, especially during the introduction of new products. This mentorship empowers local teams to independently organize and offer activities like transhumance programs, nomadic school programs, and yurt hosting, minimizing risks.

Supervision by Local Professionals:

Prioritizing safety, sensitive excursions are supervised by local professionals such as natural park managers or rangers. Programs in delicate areas like Enilchek are meticulously organized with the guidance of a ranger.

Tailored Excursions upon Request:

The most sensitive excursions are exclusively offered upon request from enthusiasts or nature conservation professionals. Participants undergo thorough awareness, information, and preparation for a responsible experience.

Transparent Information Sharing:


We developed a comprehensive code of conduct for clients, guides, and local partners, ensuring transparent communication about excursion nature, potential risks, and responsible guidelines. All informational material is shared online.

Integrated Training Seminars:

Ecology and tradition preservation are key components of our training seminars for service providers, enhancing understanding and commitment to responsible tourism.

Strategic Partnerships:

Nomad's Land Asia collaborates with the Mountain Cluster and Geopark Teskei to analyze the touristic potential and limits of the Jeti Oguz district. This

		<p>strategic partnership aims to ensure sustainable tourism practices while maximizing the district's unique offerings.</p> <p>Our commitment to responsible outdoors activities is reinforced through a developed code of conduct and strategic partnerships, contributing to the preservation of nature and the well-being of local communities.</p> <p>This Travelife criterion is included in the or our SQM process, document : 1.14.2.1.4 Tour_Writing_Instructions</p> <p>Code of conducts of Travelife are integrated in our SQM and are available on our website : https://nomadsland.travel/en/before-you-go/kyrgyzstan/on-the-ground/activities</p> <p>0</p> <p> 7.4 Code of conducts by activities.docx</p>
<p>7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.</p>	<p>✓ —</p>	<p>No evaluation has been conducted yet, but we focus on sustainability training for our partners.</p> <p>Our travel designers are responsible for considering our sustainability policies when creating a new program in close collaboration with our local partners. Sensitivity to sustainability issues is discussed during the preparation phase, and a review is conducted after the program is implemented.</p> <p>0</p>
<p>7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>При выборе поставщиков экскурсий мы отдаем предпочтение тем организациям, которые имеют международные сертификаты. На сегодняшний день в нашей стране 8</p>

		<p>поставщиков экскурсий имеют награду Travelife Partner в области устойчивого развития. Среди них мы активно сотрудничаем с компаниями [...].</p> <p>As the leading ecotourism agency in Kyrgyzstan and since beginning of our activities, we are committed to producing sustainable tourism products that not only protect the environment, but also benefit local communities. When it comes to choosing tours and activities, we prioritize those that adhere to acknowledged and controlled sustainability standards. This means that our guests can trust that their vacation is not only enjoyable, but also responsible. We are proud to be a national reference for sustainable tourism, and are constantly innovating to find new ways to minimize our impact on the planet. When you travel with Nomad's Land Asia, you can have peace of mind knowing that you are making a positive difference in developing local communities based on tourism.</p>
<p>7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.</p>	<p>✓</p>	<p>For many years, through seminars and online training programs, we educate local communities about the importance of sustainable tourism and how they can benefit from it. We also have an Facebook group where members can share ideas, ask questions, and learn from each other, and get link to online training like Travelife or other sources.</p> <p>The beneficiaries of our training programs are grooms and horse hirers; members of local communities; owners of guesthouses, yurts or small guesthouses; local service providers; local guides and local drivers.</p> <p>Training for homestay owners and horsemen of the Jeti Oguz DMO 24-26 November 2024:</p> <p>https://www.facebook.com/nomadsland.kg/posts/pfbid0356gXggZVoDKAuVHYXNVSQzw7MehdUS1si66aX5uYVBQzzZcBKHwjpA7AoU6QsLWAl</p>
<p>7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>	<p>✓</p>	<p>✓ <i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В договоры с поставщиками услуг включены основные положения об устойчивом</p>

развитии (например, о детском труде, борьбе с коррупцией и взяточничеством, утилизации отходов и защите биоразнообразия). Пример договора прилагается ниже.

Chapter: Respect for Sustainable Tourism Values

At Nomad's Land Asia, we are committed to promoting sustainable tourism practices that respect the environment, local cultures, and the well-being of all stakeholders. This commitment extends to our local partners, who play a crucial role in our operations.

We believe that by working together, we can create mutually beneficial relationships that not only contribute to the local economy, but also support the conservation of natural and cultural resources.



Our local partners understand that sustainable tourism requires a holistic approach that considers the environmental, social, and economic impacts of our activities. They are knowledgeable about the region's natural and cultural resources, and are dedicated to preserving them for future generations.

They understand that our guests are looking for authentic and immersive travel experiences, and strive to deliver those experiences in a way that is respectful and culturally sensitive.

By accepting this contract, our partner has read and understood our sustainability policies available on our website at <https://nomadsland.travel/en/about/sustainability>

By becoming our partner, we offer you :

- access and support to the Travelife certification programme
- access to our training seminars
- access to our training materials
- telephone support from our sustainable tourism development coordinator
- free presentation of the accommodation you offer to our clients (including online booking system) and free updates
- access to our discussion groups (Facebook; Telegram; Whatsapp)
- to participate in the project www.snowreport.kg if your destination offers winter activities



		<ul style="list-style-type: none"> - to participate in the Vaolo.com project (Nomad's Land Asia is the Vaolo partner for the whole of Central Asia) - assistance in financing sustainable projects (loans according to our possibilities; advice; studies; search for partners or investors; etc.). - assistance with our partner Boule de Neige for a community project to develop winter sports for children - to bring your concerns and proposals for improving the development of sustainable tourism to the attention of the competent authorities, associations of which we are members, international organisations or any other organisation competent in this field and which brings together our common interests <p>YOUR FEEDBACK IS VERY IMPORTANT FOR US</p> <p><i>If you noticed something that did not comply with our policies, or if you have any questions, please contact our sustainability manager aisulu@nomadsland.travel</i></p> <p>By partnering with Nomad's Land Asia, our local partners not only benefit from increased business opportunities, but also have the opportunity to contribute to the responsible development of tourism in their region. We are proud to work with them to create a brighter future for all.</p> <div style="margin-top: 10px;">  ДОГОВОР АРЕНДЫ ЛОШАДЕЙ.docx  ЖЫЛКЫЛАРДЫ ИЖАРАГА АЛУУ КЕЛИШИМИ.docx </div>
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Specific criteria


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Action			Details
7.9. No excessive negative impact activities	-	-	https://nomadsland.travel/en/about/sustainability



<p>The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>		
<p>7.10. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Экскурсии и развлечения, в рамках которых дикие животные содержатся в неволе, не предлагаются, за исключением мероприятий, которые должным образом регламентированы и соответствуют местному, национальному и международному законодательству.</p> <p>Экскурсии, включающие взаимодействие с дикими животными, проводятся с соблюдением соответствующих правил поведения.</p> <p>Любое нарушение природных экосистем сводится к минимуму.</p> <p>Это указано в нашей политике устойчивых экскурсий.</p> <p>At Nomad's Land, we uphold a steadfast commitment to the ethical treatment of animals, particularly in activities involving eagle hunting in Kyrgyzstan. Our offerings are centered around nomadic hunting training sessions conducted with eagles or hawks, recognizing the profound cultural significance of hunting in nomadic traditions. All our partnering eagle hunters possess official authorization from the Kyrgyz government for practicing this tradition, holding valid hunting licenses for their activities. These hunters also adhere to international ethical standards outlined in a recognized charter.</p> <p>During our demonstration sessions, we prioritize animal welfare by employing training methods that involve the use of a skin rather than a living animal. This approach ensures that the demonstration is a respectful observation of daily training routines, preserving the authenticity of this ancestral tradition. Our hunters are deeply committed to the safety and well-being of their eagles or falcons, and we rigorously adhere to established rules of behavior to minimize any impact on the animals.</p> <p>Moreover, Nomad's Land collaborates with two Kyrgyz organizations dedicated to the protection of the snow leopard: Nabü and Ilbirs. Our clients are given the opportunity to</p>

		<p>contribute either financially or practically to support the vital conservation work undertaken by these associations. We are unwavering in our commitment to minimizing any disturbance to natural ecosystems, a principle that is explicitly outlined in our tour policy and guidelines concerning tours involving animals.</p> <p>Our next actions will be to extend this information to the other destinations we cover and to improve the educational material for tourists and our local partners.</p> <p> Eagle hunter in Tuura_Suu.jpg</p> <p> NomadsLand_s Guide to Tours Involving Animals.docx</p>
<p>7.11. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Сбор, потребление, демонстрация, продажа и торговля видами дикой природы осуществляется только в рамках регулируемой деятельности, обеспечивающей их устойчивое использование в соответствии с местным, национальным и международным законодательством. Поставщик не продвигает сувениры и продукты питания, содержащие виды флоры и фауны, находящиеся под угрозой исчезновения, как указано в соглашении CITES и "Красной книге" МСОП.</p> <p>В случае выявления подобного преступного поведения [компания] оставляет за собой право расторгнуть контракт с поставщиком экскурсий без предупреждения.</p> <p>Nomad's Land Asia is committed to the responsible and sustainable treatment of wildlife. We strictly adhere to the principle that wildlife species are neither harvested, consumed, displayed, sold, nor traded unless part of a regulated activity ensuring sustainability and compliance with local, national, and international laws. Our local partners are explicitly instructed not to promote souvenirs or food containing threatened flora and fauna species, aligning with official Red Lists at the country level. Any breach of these ethical standards may result in the termination of contracts with local partners without notice.</p>

		<p>In Kyrgyzstan, education on endangered species is integral to the school curriculum, fostering awareness among children. Our guides, well-versed in the subject, play a crucial role in educating tourists about protected species. These themes are consistently reinforced through courses organized for our guides, who diligently monitor tourist activities during nature outings. Furthermore, our website features specific pages dedicated to the fauna and flora of each destination, providing valuable information to travelers. We also maintain a dedicated Facebook page focused on the protection of flora and fauna in Kyrgyzstan, emphasizing our ongoing commitment to environmental conservation.</p>
<p>7.12. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания принимает меры по защите дикой природы от беспокойства со стороны туристов и активно поощряет поставщиков к тому, чтобы они соответствовали вашим требованиям. Мы разработали Кодексы поведения для чувствительных экскурсий, включающих взаимодействие с животными в дикой природе.</p> <p>Кроме того, при организации активного отдыха туристов (прогулки, походы) мы инструктируем персонал, чтобы обеспечить сохранение местной экосистемы:</p> <p style="padding-left: 40px;">Не пугать диких животных и не разрушать их жилища; Не кормить местных животных и птиц; Организовывать кемпинги в специально отведенных местах; Не разводить костры в запрещенных местах.</p> <p>Nomad's Land Asia has long been committed to the safeguarding of wildlife, a core principle ingrained in our mission since the inception of our operations. Our approach to wildlife interactions is characterized by prudence and responsibility. Infrequent visits to natural parks are conducted strictly in accordance with national laws, involving only specialists or trained visitors. These excursions are thoughtfully organized, accompanied by seasoned rangers, and contribute meaningfully to the preservation of the respective parks.</p>

		<p>It's imperative to highlight that our eagle hunting demonstrations adhere to strict government authorizations, ensuring compliance with legal protocols for the ethical engagement of animals. Additionally, for programs venturing into the untamed wilderness, our agency meticulously follows shepherd's tracks, avoids delving deep into wildlife-protected or non-protected areas to mitigate potential interactions. Prior to the commencement of programs in which can be intercation with animals, comprehensive training and a detailed code of conduct are provided.</p> <p>Code of conducts and articles about wildlife can be found on our website.</p> <p> 1.14.5.4 Nomads Asia Sustainable excursions policy.pdf</p> <p> NL code of conduct Wildlife Viewing.pdf</p>
<p>7.13. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши гиды, работающие в чувствительных культурных местах (например, в местах проживания коренных народов), на объектах культурного наследия или в экологически чувствительных местах, имеют соответствующую квалификацию и/или сертификаты гидов.</p> <p>From the inception of our agency, we have been committed to training guides within local communities. This commitment stems from our belief that guides play a crucial role in preserving the traditions and culture of their regions, offering visitors a richer experience. Furthermore, our dedication to education extends to children through programs like the Nomad's Land Scout Camp, conducted both in winter and summer, and collaborations with institutions like School Nr 26 in Bishkek, emphasizing ecological awareness.</p> <p>Our guides undergo various training programs available in Kyrgyzstan, where nature preservation holds a significant place in the curriculum. Recognizing their pivotal role as stewards of the environment, our guides prioritize the protection of nature and consistently impart this ethos to guests throughout their stay. Additionally, our guides serve as guardians of respect for the diverse cultures encountered during these journeys. In a groundbreaking</p>

		<p>initiative, we are collaborating with Geopark Teskei, Lycee 55 of Kyzyl Suu, and the DMO Jeti Oguz to conduct a unique three-day horseback riding training around the red rock formations of the Jeti Oguz district. This training will specifically focus on enhancing guides' knowledge of the region's geology and history.</p> <p>Specifically, in 2014, we have organized 17 seminars around regions of Kyrgyzstan, focusing on the conduct of equestrian guides, encompassing guidelines for horse health, safety measures, and hospitality standards.</p> <p>We value client feedback, particularly regarding environmental considerations, and encourage clients to inform us if they observe any deviations. While such feedback is infrequent, when received, we promptly address the concerns through our network of local partners, ensuring continuous adherence to environmental standards.</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><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания тесно сотрудничает с местными сообществами, сохраняя аутентичную культуру и повышая уровень жизни и благосостояния местного населения. Например, [...]</p> <p>Dedicated to advancing local communities, our company places a profound emphasis on integrating support mechanisms within the core of our offered experiences. For and with our local partners, we create new ecotourism or agrotourism programmes. Through these curated packages and activities, we actively engage and empower local communities by procuring their services, goods, and traditional crafts.</p> <p>Beyond Kyrgyzstan, our commitment extends globally through active involvement in the development of Destination Management Organizations, with a particular focus on the Jeti Oguz district, and strategic plans for expansion into other countries.</p> <p>We contribute to knowledge-sharing forums, participating in roundtable discussions, seminars, and training sessions across Kyrgyzstan, Kazakhstan, and Uzbekistan.</p>

		<p>Transparently featured on our website are detailed articles introducing our valued local partners. Moreover, our commitment to sustainable and responsible tourism is evident through our free booking system, prioritizing accommodations like yurt camps and homestays that align with our ethos of community-centric tourism.</p> <p>Additionally, we showcase local cuisine or local (food, livestock) production methods to underscore the authenticity of the experiences we provide. At the heart of our offerings lies the immersive exploration of local life, a commitment underscored by collaborative initiatives.</p> <p>These initiatives include distinctive experiences such as accommodations and meals in local homes, the involvement of local teams in our trekking and equestrian programs, and curated meetings with skilled artisans, ranging from wool carpet and yurt manufacturers to food producers and equestrian equipment craftsmen.</p> <p> thanks letter Maret.jpg</p> <p> Kochkor village kyrgyz handicraft.jpg</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><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наши программы включают посещение таких мест, как [примеры национальных парков и заповедников], где клиенты и наша компания оплачивают входные билеты, средства от которых идут на поддержание и сохранение местной экосистемы.</p> <p>Во время походов и пребывания клиентов на природе наша команда (гиды и водители) внимательно следит за тем, чтобы гости следовали правилам поведения устойчивых путешественников, например, не оставляли мусор, не разжигали костры в неположенных местах, не срывали редкие растения.</p> <p>Nomad's Land offers tours to all natural parks in Central Asia. These visits benefit financially</p>

the development of nature protection activities. We also propose to visit the Karakol Wildlife Collection Centre. In parks or parts of the park where the presence of man is sensitive, the group is always accompanied by an experienced ranger or guide.

Our tourists also have the opportunity to participate in the installation or removal of cameras of associations of protection of snow leopards: Nabü and Ibirs
In Tajikistan, we offer the possibility to sleep in the village of Alichur where they are accompanied by a local ranger to observe the local wildlife: NGO Burgut



loup03 big.JPG



8. Tour leaders, local representatives, and guides

11


Tour leaders, local representatives and guides


11

Action			Details
<p>8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>При найме гидов и турлидеров мы всегда отдаем предпочтения местному населению.</p> <p>At Nomad's Land Asia, we are proud to support and employ local tour leaders, representatives, tour guides, porters, drivers, cooks, and other staff (including management positions) from the communities in which we operate. Not only does this create jobs and economic opportunities for local residents, but it also allows us to offer a truly authentic and immersive travel experience.</p> <p>Our local staff are knowledgeable about the culture, history, and natural environment of the region, and are passionate about sharing it with our guests. And because we believe in investing in our team, we provide ongoing training to ensure that our staff are equipped with the skills and knowledge they need to provide the highest level of service.</p> <p>When you travel with Nomad's Land Asia, you can trust that you are supporting the local community.</p>
<p>8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p>


<p>conditions of their employment, including remuneration.</p>		<p>При найме гидов мы всегда обеспечиваем прозрачность условий работы, в том числе и оплаты труда. С гидами заключаются письменные договоры, в которых фиксируются их обязанности и положенные им выплаты. Пример договора с гидами прилагается ниже.</p> <p>The terms of contract and the salary is given before each round.</p> <p> 1.4.5.2 Nomad_s Land Asia _ template _ Labour contract for guides.pdf</p>
<p>8.3. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши гиды получают заработную плату не ниже прожиточного минимума, равного или превышающего установленный законом минимум или соответствующий отраслевой стандарт. Размер оплаты труда указан в договорах с гидами.</p> <p>Tour leaders, local representatives, guides, porters, and other staff contracted by the company receive compensation that consistently exceeds the legal minimum, ensuring a living wage. In the destinations where we operate, tourism salaries significantly surpass the legal minimum, often reaching up to 50 times higher. We typically offer salaries that align with the expectations of the individuals involved.</p> <p>Our guides are regarded as integral members of the Nomad's Land Family, and we actively support their professional development by financing training initiatives. Additionally, we strive to create opportunities for them during the off-season.</p> <p> Guide salary.jpg</p>
<p>8.4. License Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example:</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p>


<p>licensing requirements.</p>		<p>В Кыргызстане деятельность гидов не лицензируется. Тем не менее, гиды, нанятые компанией, работают в соответствии со всеми соответствующими законодательными требованиями.</p> <p>In all the destinations where we operate, we ensure that each guide is hired in accordance with the rules and laws of the country. Each country has its own particularities, and in some countries licences do not exist.</p> <p>As a member of the Mountain Cluster Association in Kyrgyzstan and Kyrgyz Association of Tour Operators, we took part in the development of the legal measures needed to develop tourism in Kyrgyzstan.</p>
<p>8.5. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы следим за тем, чтобы нанимаемые гиды имели квалификацию, соответствующую типу проводимого тура, и обладали соответствующим уровнем знаний в соответствии с требованиями местного законодательства.</p> <p>Кроме того, при организации различных тренингов для гидов в Кыргызстане мы уведомляем наших гидов о том, что они могут принять в них участие.</p> <p>We've established guide training programs through the Kyrgyz Union of Tour Guides. To enhance the capabilities of our local providers, we conduct regularly seminars since 2004. Our seminars prioritize destination knowledge, underlining the importance of understanding the geography, history, and culture of the respective regions.</p> <p>Specifically, in 2014, we have organized 17 seminars focusing on the conduct of equestrian guides, encompassing guidelines for horse health, safety measures, and hospitality standards.</p> <p>In November 2023, horse guides in the Jети Oguz DMO underwent training, while in June 2023, new trainee guides from the Karakol and Jети Oguz regions participated in a comprehensive training session.</p>

		<p>Our collaboration extends to partnerships with Lycee 14 in Karakol and Lycee 55 in Kyzyl Suu (Kyrgyzstan), involving training for excursion guides, trekking guides, alpinists, and cooks.</p> <p>On an annual basis, we conduct first aid and risk management courses.</p> <p>In addition, we actively guide our own guides, recommending and facilitating their participation in external training courses (e.g. ski instructor courses, alpinism, ski-touring).</p> <p>We support and collaborate with National Sport Agency of Kyrgyzstan, the Kyrgyz Mountain Guides Union, Youth Sports School of Karakol, Naryn, Orlovka, Jeti Oguz and Chong Alay, the Kyrgyz Ski Instructors Association, the ski federations of Pakistan, Afghanistan, Kyrgyzstan, Kazakhstan and Tajikistan, snowboard federations of Afghanistan and Kyrgyzstan, and the Swiss association "Boule de Neige".</p> <p>Every guide possesses a guide training manual provided by our organization.</p> <p> 6.2.1.1 Manuel du Guide Nomad_s Land.pdf</p>
<p>8.6. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы доводим нашу политику устойчивого развития до сведения гидов в устной и письменной форме и обязуемся регулярно информировать их о любых изменениях и дополнениях в этой политике.</p> <p>Our standing as a responsible tourism agency for two decades is well-known among all our guides and partners. This information is conveyed during the initial contact with our guides or partners, establishing our commitment to sustainability. Our policies are prominently featured on our website, providing transparent insight into our practices.</p> <p>Additionally, our eco-tourism development projects are comprehensively detailed on our site, showcasing our dedication to responsible initiatives.</p>

		<p>Furthermore, the Facebook platform serves as an effective channel for communicating and sharing updates on our sustainability efforts.</p> <p>The principles of our sustainability policies are reflected in every facet of our operations. They are included in our quality management system, encompassing several guide documents such as team missions, processes, contracts, checklists, driver logbooks, the guide handbook and much more. Our global communications strategy serves as a channel for disseminating this information, reaching and informing all our partners in Central Asia.</p> <p> 1.14.0.3.4 Communication chart to guides.pdf</p>
<p>8.7. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Все наши гиды прошли обучение по вопросам устойчивого развития [пример, когда и где проводилось обучение] (например, онлайн-курсы Travelife "Leading the way" и "Guides and sustainability").</p> <p>In April 2019, our company conducted a training session for our partners in local communities, focusing on the principles of sustainable tourism and broader sustainability concepts.</p> <p>Furthermore, both our company and the majority of our partners within local communities are proud members of the Kyrgyz Association of Tourist Operators. This association regularly organizes diverse training sessions that are open to participation by all.</p> <p>In November 2021, we, along with our partners, actively engaged in a training program centered around Green and Sustainable Tourism Product development.</p> <p>A training session for horse guides within the Destination Management Organization (DMO) Jeti Oguz was held in November 2023. A 2-hour course on safety, behaviour and sustainability was studied. Several training courses are planned in this region.</p>

		Training certificates.pdf Partner Training April 2019 _1_.jpg Partner Training April 2019 _2_.jpg Green and Sustainable Tourism Product training.jpg Seminaire nov 2023 DMO Jeti Oguz.jpg Certificates awarded at the Nov 2023 seminar DMO Jeti Oguz.JPG
<p>8.8. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы тщательно следим за тем, чтобы нанимаемые нами гиды обладали всеми необходимыми знаниями и подготовкой в отношении конкретной дестинации. Кроме того, наши гиды регулярно проходят повышение квалификации, чтобы улучшить свои навыки и повысить уровень осведомленности о культуре и охране окружающей среды.</p> <p>Nomad's Land guides are predominantly members of the Kyrgyz Union of Tour Guides, an association we established. We place significant emphasis on ensuring that our guides possess the requisite knowledge and training specific to each destination or biotope.</p> <p>For years, we've been improving our site, describing over 1,000 places in 4 languages, with practical information and guidelines for each destination.</p> <p>In our commitment to continuous improvement, we have initiated collaborations with key entities such as the Orgochor Museum in the Jeti Oguz district and the Teskei Geopark in Kyrgyzstan. The most recent training included a presentation highlighting the tourism potential rooted in historical knowledge of the region.</p>

<p>8.9. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наши гиды предоставляют клиентам информацию по актуальным вопросам устойчивого развития в принимающей дестинации, включая социальные нормы и ценности, охрану окружающей среды и права человека.</p> <p>Мы гарантируем, что эта информация будет доведена до сведения клиентов с помощью прилагаемой ниже памятки гида.</p> <p>As an ecotourism development agency, we have developed a special handbook for our guides. It contains, among other things, all the information relating to our sustainable policies that the customer must receive during briefings with the guide.</p> <p> 6.2.1.1 Manuel du Guide Nomad_s Land.pdf</p>
<p>8.10. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы информируем гидов о проблеме сексуальной эксплуатации в туризме и мерах по ее предотвращению, например, о том, куда обращаться в случае обнаружения подозрительных ситуаций. Эта информация включена в нашу памятку для гидов.</p> <p>Мы понимаем, что ни одна страна не застрахована от этой глобальной проблемы, хотя, насколько нам известно, в Кыргызстане таких случаев не было, и предпринимаем активные меры по повышению осведомленности об этой проблеме.</p> <p>On January 6, 2023, the Nomad's Land Asia team discussed this topic for the first time. A small presentation was made to our team, and we discussed the possibilities of organizing a course on this subject. It has been agreed that this subject will be included in our next seminars for our partners and during a course with our guides.</p>

		<p>Informations are shared on our Facebook "Nomad's Land Guides"</p>  <p>Facebook group for local partners.jpg</p>
<p>8.11. Working conditions</p> <p>The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).</p>	<p>✓ ✓</p>	<p>Fair Remuneration and Compensation:</p> <p>Guarantee that all guides and porters receive equitable and transparent compensation for their services immediately post-tour or within a maximum of 48 hours after descent. Remuneration should reflect the challenges and responsibilities they undertake during the program. Providing fair wages contributes to their well-being, fostering responsible and committed service. We advise clients on appropriate tipping amounts, ensuring a just reward, and maintain a transparent tipping process to combat corruption.</p> <p>Working Hours and Rest Periods:</p> <p>Maintain reasonable working hours to prevent excessive fatigue, safeguarding the safety of both guides and clients. Adequate rest periods are essential to ensure alertness and effective risk management. Strive for a balanced work-rest equilibrium to enhance performance while prioritizing health and safety.</p> <p>Health and Safety Standards:</p> <p>Implement a formal risk management system prioritizing the safety and health of guides and porters. Provide appropriate gear, equipment, meals, and access to medical facilities during expeditions. Regularly conduct training on emergency response, first aid, and safety protocols to prepare guides for potential challenges. Porter loads are restricted to a maximum of 15kg up to an altitude of 4000 meters, adjusting thereafter based on altitude and program difficulty.</p> <p>Respect for Cultural Norms:</p> <p>During mountain climbing tours, respect and embrace the cultural norms and practices of local</p>

communities. Encourage guides and staff to engage in culturally sensitive behavior, fostering positive relationships and enhancing the overall experience for both travelers and locals.

Environmental Protection:

Promote Leave No Trace principles to minimize the environmental impact of mountain climbing. Educate guides and participants on responsible waste management, biodiversity preservation, and the importance of leaving natural areas undisturbed.

Training and Capacity Building:

Invest in the training and capacity building of guides and staff for professional development and empowerment. Provide opportunities for skill enhancement, ensuring access to First Aid Training to handle medical emergencies in remote and challenging environments. Regularly update guides' manuals and the risk management system to incorporate the latest safety protocols and techniques. Through collaboration with the Kyrgyz Union of Excursion Guides and Kyrgyz Mountain Alpinist Association, encourage guides to participate in their training, such as IFMGA certification.

Collaboration and Partnerships:

Collaborate with local organizations and stakeholders to support community initiatives and projects benefiting regions where mountain climbing expeditions take place. Building strong partnerships fosters mutual understanding of the importance of sustainable tourism and its positive impacts on local livelihoods.

Adherence to these ethical guidelines ensures that guides and staff enjoy ethical working conditions during mountain climbing expeditions. Upholding these standards not only creates a positive experience for travelers but also contributes to the preservation of natural environments and the well-being of local communities worldwide.

Legal Compliance:

Ensure the company pays all necessary permits for operating in national parks, protected areas, or UNESCO World Heritage sites, adhering to legal requirements.









9. Destinations

11

Selection of destinations

5

Action			Details
<p>9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)</p>			<p>We are keeping and updating list of risks by country in our database : 1.14.7.2.1 Country general Risk Assessment - Nomads Land</p> <p>Other informations about critical sustainability are communicated and repertoried on our website, chapter "Before you go"</p> <p>For example a dos and donts about Afghanistan : https://nomadsland.travel/en/before-you-go/afghanistan/understand/etiquette/instruction-tourists-afghanistan</p> <p>We do our best to create a list of eco addresses for each destination, such as Kyrgyzstan.</p>
<p>9.2. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p>			<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы учитываем аспекты устойчивого развития при выборе новых дестинаций и в процессе разработки продуктов.</p> <p>Мы стремимся обеспечить социальную и экологическую выгоду для посещаемых нами сообществ.</p> <p>Мы понимаем важность рассредоточения посетителей и недопущения превышения</p>

		<p>пропускной способности дестинаций; поэтому мы поощряем продвижение менее известных районов (с согласия местного населения), чтобы предотвратить чрезмерный туризм и его негативные последствия.</p> <p>Например, [пример менее известных направлений, которые Вы продвигаете].</p> <p>Nomad's Land Asia provides experiences in destinations where tourism is still emerging, with a focus on sustainable and eco-friendly practices. Our commitment is to organize tourism that respects the environment and local communities. To avoid the impact of mass tourism on popular sites, we offer a diverse range of lesser-known destinations. Additionally, we actively contribute to Destination Management Organizations (DMO) by offering training, assisting in strategic planning, and facilitating dialogues with local authorities.</p> <p>We are currently involved in the development of the following destinations:</p> <p style="padding-left: 40px;">DMO Jetti Oguz www.jetioguz.travel in partnership with "Kyzyl Djar" Association DMO Issyk Kul in partnership with Mountain Cluster Association Naryn as winter destination in partnership with M. Bakyt Asakeev DMO Jyrgalan DMO Karakol Destination Talas in partnership with CBT Talas</p>
<p>9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы стремимся развивать ответственный туризм только в тех случаях, когда польза от него значительно превосходит негативные последствия. Как ответственный туроператор, мы стараемся воздерживаться от дальнейшего привлечения внимания к направлениям, которые мы считаем неустойчивыми.</p> <p>Например, [пример направления, которое Вы не предлагаете, так как считаете его неэкологичными].</p> <p>Our agency is dedicated to promoting sustainable tourism destination guided by the principles</p>

		<p>set forth by the UNWTO (DMO guidelines).</p> <p>Our main goal is to actively avoid unsustainable destinations that contribute to ecological and social challenges caused by mass tourism. By steering away from over-visited places, we aim to create innovative and responsible travel experiences, fostering a positive impact on both the environment and local communities. Our commitment is exemplified through our contributions to the ecomap.kg project and our focus on designing off-the-beaten-track programs that align with sustainable guidelines.</p>
<p>9.4. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы стремимся максимизировать положительное и минимизировать отрицательное воздействие на место назначения, чтобы обеспечить устойчивость мест, в которых мы работаем.</p> <p>Мы также стараемся выбирать новые направления, до которых можно добраться более экологичными видами транспорта.</p> <p>Однако в настоящее время количество действительно доступных мест и достопримечательностей в Кыргызстане очень ограничено.</p> <p>At Nomad's Land Asia, our unwavering commitment is to offer travel experiences that are accessible and inclusive, embracing individuals of all abilities or disabilities. We firmly believe that accessibility is the cornerstone of providing equal opportunities for everyone to access information, engage in interactions, and relish services effortlessly.</p> <p>In acknowledgment of the diverse needs of our travelers, we have taken proactive measures to address health concerns, allergies, and dietary requirements throughout the sales process. Our dedication extends to ensuring a seamless experience for individuals with mobility challenges, as well as those with specific health considerations.</p> <p>Furthermore, we have invested in training our local partners to be well-versed in handling food</p>

		allergies and dietary preferences. This proactive approach reflects our commitment to fostering an environment where every traveler, regardless of their unique needs, can enjoy our travel experiences with comfort and confidence.
9.5. International sanctions The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.	✓ ✓	Sanctions against a country are not sustainable for a number of reasons. One reason is that sanctions often have unintended consequences that can harm the people of the targeted country, rather than the government. For example, sanctions may cause shortages of food, medicine, and other essential goods, which can lead to widespread suffering and even death. Sanctions can also have negative economic impacts on the targeted country, as well as on countries that trade with it. This can lead to long-term economic instability and further suffering for the people of the targeted country. In addition, sanctions may not be effective in achieving their intended goals, as the targeted government may find ways to evade them or may be unwilling to change its behavior in response to the sanctions. Overall, sanctions can be a blunt and potentially harmful tool, and there are often more sustainable and effective alternatives available for addressing international conflicts.

Local projects and initiatives

6

Action		Details
9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.	✓ —	<p>Our agency does not own any real estate.</p> <p>The activities of our agency are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.</p> <p>We also participate in territorial development analysis for projects organized by Geopark Teskei, Mountain Cluster Association, or DMO Jeti Oguz.</p>

<p>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)</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Посредством нашей работы и организации наших туров мы стараемся поддерживать местную экономику. Например, [Ваш пример] (e.g. ночевка в местных гостевых домах, посещение местных рынков и магазинов)</p> <p>Our company is dedicated to endorsing initiatives that enhance the bonds between accommodations and local producers. This includes fostering the production and distribution of regional delicacies, souvenirs, and more. A glimpse of our eco-projects, which epitomize our commitment, can be explored here.</p> <p>Our collaborative efforts extend to working closely with local families who take pride in providing their own food, whenever possible. We actively support and promote women's handicraft associations, recognizing their invaluable contributions to local economies. In addition, our advocacy extends to championing the endeavors of komuz makers, contributing to the sustainability of local artisanal industries.</p> <p>As part of our ongoing initiatives, we are in the process of developing an educational project for women, offering yurt lodges. This innovative project aims to empower women with enhanced knowledge of medicinal and edible plants available around the yurts, contributing to both educational and economic growth.</p> <p>These initiatives represent just a fraction of our comprehensive commitment to fostering sustainable relationships and supporting local communities.</p>
<p>9.8. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management</p>	✓	✓	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания является активным членом Кыргызской Ассоциации Туроператоров (КАТО). Ассоциация в рамках проектов, как "Гринтур", "Safe Travels", "Риск</p>

and developments the company discusses this with the relevant authorities (directly or through local partner agencies).

Менеджмент" и "Бай Алай" проводятся ряд тренингов и обучающие мастер классы для представителей туристической отрасли с целью повышения их осведомленности в области устойчивого туризма, профессионального роста, помощи в развитии их бизнеса и улучшении качества предоставляемых услуг.

Our agency, as a founding member of the Kyrgyzstan Mountain Cluster Association, is at the forefront of shaping the future of tourism in the region. In response to the call from the Governor of the Issyk Kul Oblast, our association took a leading role in the development of an influential draft law. This comprehensive legislation aims to stimulate tourism by attracting investments, revising existing laws, bolstering infrastructure, and conducting meticulous assessments of economic potentials and constraints.

Our approach to crafting this law revolves around the fundamental principles of sustainability, addressing concerns from local communities, the central government, and potential investors. Aligned with the 17 criteria of the Global Sustainable Tourism Council (GSTC), this proposed law stands as a landmark initiative for the sustainable development of Kyrgyzstan.

This legislative proposal is not only a key project addressing significant challenges but also a groundbreaking initiative that can pave the way for sustainable growth in Kyrgyzstan. The model of a sustainable economic cluster, outlined in this law, serves as a blueprint for implementation in other Oblasts, tailored to their unique economic landscapes.

In addition to our work on this vital legislative initiative, we actively contribute to territorial development analyses. These efforts extend to projects organized by Geopark Teskei, Mountain Cluster Association, or DMO Jети Oguz, in partnership with 13 municipalities of the Jети Oguz district and the Akim of the district.

Explore our collaborative projects with local partners at [Mountain Cluster Association](#).

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.



Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.

Мы активно участвуем в сохранении биоразнообразия местной среды. Например, [Ваш

пример] (например, предлагая экскурсии в охраняемые зоны с целью повышения осведомленности и поддерживая эти зоны путем оплаты входных билетов).

Strengthening Conservation Initiatives and Sustainable Tourism:

Nomad's Land Asia is deeply committed to supporting nature conservation initiatives and promoting sustainable tourism. Our agency actively invites conservation associations to showcase their projects through our online platforms, fostering potential partnerships. Several impactful projects exemplify our dedication:

Community-Engaged Conservation Initiatives:

Rangers of Alichur: Offering unique stays in the Pamirs with the Rangers of Alichur, the coldest and highest-altitude village in Central Asia. This initiative not only boosts local community income but also raises awareness about critical nature conservation issues. **Hunting Camp Collaboration:** In Kyrgyzstan, we collaborate with hunting camps to underscore the economic potential of sustainable tourism, emphasizing the significance of wildlife preservation to conscientious travelers. **Snow Leopard Conservation:** Nomad's Land Asia supports Kyrgyz and Tajik associations dedicated to the defense of the snow leopard, encouraging customer participation through camera trap installations.


Forestry Dialogue and Reforestation Project:

Forestry Collaboration: We facilitate dialogues with the forestry company of Chong Kemin National Park, actively supporting efforts to water planters in the mountains. **Reforestation in Ala Archa:** As part of our commitment to sustainability, we engage in planting fir-trees in Ala Archa to compensate for CO2 emissions from our office and tourist travels.

Mountain Cluster Association and Kyrgyzstan Mountain Cluster Bill:

Comprehensive Legislation for Sustainable Tourism: In collaboration with the Mountain

		<p>Cluster Association, we actively contribute to the development of legislation aligned with all Global Sustainable Tourism Council (GSTC) goals. This significant role underscores our commitment to comprehensive and responsible tourism practices.</p> <p>Geopark Teskei:</p> <p>Preserving Geological Wonders of Jeti Oguz district and Tong district: Aligning with our commitment to geological site protection, we actively engage with the Geopark Teskei, aiming to preserve geological wonders and explore sustainable tourism opportunities.</p> <p>As we move forward, we recognize the importance of developing enduring partnerships with the Geopark Teskei and the DMO Jeti Oguz. Crafting a comprehensive partnership strategy aligning with shared objectives is crucial for maximizing positive impacts for this common project.</p> <p>Nomad's Land Asia remains dedicated to fostering impactful collaborations that not only enhance travel experiences but also contribute significantly to the conservation and sustainability of our planet's natural wonders.</p>
<p>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 as permitted by law).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы не продвигаем сувениры, содержащие виды флоры и фауны, находящиеся под угрозой исчезновения, как указано в договоре СИТЕС и в «Красном списке» МСОП; или исторические и археологические артефакты (кроме случаев, разрешенных законом). Этот пункт включен в нашу политику.</p> <p>Our company, along with its direct service providers, maintains a steadfast commitment to ethical practices in the realm of souvenirs. We strictly adhere to a policy of not promoting or endorsing antiquaries or souvenirs that incorporate threatened flora and fauna species. This stance is grounded in a thorough consideration of the National Red List for each destination, ensuring that our activities align with conservation efforts and prioritize the protection of endangered species.</p>

		 Souvenirs.docx
<p>9.11. Exploitation and harassment</p> <p>The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания выступает против коммерческой, сексуальной или любой другой формы эксплуатации или преследования. В договорах с основными партнерами мы начали внедрять пункт против сексуальной эксплуатации и детского труда.</p> <p>Our ecotourism agency is committed to creating a safe and respectful environment for all of our guests and employees. We do not tolerate any form of exploitation or harassment, particularly of children, adolescents, women, minorities, or other vulnerable groups.</p> <p>Definition of Exploitation and Harassment</p> <p>Exploitation refers to the abuse of power or position to take advantage of someone for personal or financial gain. This can include, but is not limited to, sexual exploitation, forced labor, and the sale of illegal or illicit goods or services.</p> <p>Harassment is any behavior that is unwanted, unwelcome, or offensive, and that is directed at an individual or group based on their race, ethnicity, national origin, religion, sexual orientation, gender identity, age, or other protected characteristic. This can include, but is not limited to, verbal or physical conduct, threats, intimidation, and coercion.</p> <p>Prohibited Conduct</p> <p>Our ecotourism agency prohibits all forms of exploitation and harassment, including but not limited to:</p>

Sexual exploitation, including prostitution, pornography, and the sexual exploitation of minors
Forced labor or servitude
The sale or distribution of illegal or illicit goods or services
Verbal or physical conduct that is unwanted, unwelcome, or offensive
Threats, intimidation, or coercion

Reporting and Response

If you experience or witness any form of exploitation or harassment, please report it immediately to a manager or supervisor. All reports will be treated with confidentiality and will be promptly and thoroughly investigated. Any employee found to have engaged in exploitation or harassment will be subject to disciplinary action, up to and including termination of employment.

Training and Education

Our ecotourism agency is committed to educating all employees about the importance of preventing exploitation and harassment. We will provide regular training on this policy and encourage all employees to speak up if they see or experience any form of exploitation or harassment.

Contact Information

If you have any questions about this policy or need to report a concern, please contact a manager or through our email office@nomadsland.travel

10. Customer communication and protection

27


3


Prior to booking

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Action			Details
<p>10.1. Consultation guidelines</p> <p>A company guideline for client consultation is available and is followed by client advisors.</p>	<p>✓</p>	<p>—</p>	<p>The success of Nomad's Land Asia is intrinsically tied to the professionalism, knowledge, and consistent service delivery of our sales teams. This report outlines our comprehensive approach to meeting these criteria through established guidelines, training programs, and initiatives that convey our company's spirit.</p> <p>1. Guidelines:</p> <p>Our trip designers adhere to a meticulous process outlined in our System Quality Management (document 1.14.2.1.2 Salesman_Client_Follow-up_Guideline).</p> <p>This process, detailed as a checklist in the Trello program (1 Checklist sales process)</p> <p>2. Training Programs:</p> <p>Our staff are encouraged to take part in all available training courses. Our agency contributes in part or in full to the cost of training. These sessions encompass a range of topics, including sustainable tourism practices, cultural sensitivity, and customer service excellence.</p> <p>We also conduct sessions at our office to foster team cohesion and a deeper understanding of our company's mission.</p> <p>We also organise training courses for our local partners.</p>

		<p>3. Website Communication:</p> <p>Our website is a key communication tool designed to convey our commitment to ecotourism development. Clients navigating our site are provided with a clear understanding that we actively engage in the daily development of ecotourism, fostering transparency and trust.</p>
<p>10.2. CRM A Customer Relationship Management system is available (CRM)</p>	<p>✓</p>	<p>Our CRM strategy is designed for effective customer management, employing the Trello program as a central platform. Customer interactions are streamlined across various social platforms, including Facebook pages and groups, Instagram, and other relevant channels.</p> <p> CRM Trello.jpg</p>
<p>10.3. Customer privacy The company ensures that customer privacy is not compromised.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы придерживаемся следующей политики конфиденциальности клиентов, которая будет опубликована на нашем веб-сайте:</p> <p>"Ваша конфиденциальность и безопасность очень важны для нас.</p> <p>Конфиденциальная информация хранится в электронном виде в нашей базе данных, которая надежно защищена и доступна только аккредитованным сотрудникам, строго соблюдающим процедуры конфиденциальности. Если какие-либо документы, содержащие персональные данные, распечатываются для внутренних целей, они хранятся в картотеке в нашем офисе, доступ к которой имеют только самые доверенные сотрудники. Если документы больше не используются, они уничтожаются перед утилизацией. Любые персональные данные собираются только в том случае, если они уместны и необходимы нам для предоставления продаваемых услуг; Все персональные данные хранятся не более 1 года; Наши клиенты информированы о том, как и где мы храним данные. У них всегда есть возможность удалить данные из нашей базы данных.</p>

		<p>Мы обязуемся защищать конфиденциальность всех наших гостей и пользователей и хотели бы заверить вас, что вся информация, которую вы нам предоставляете, хранится строго конфиденциально".</p> <p>Customer privacy are described in our online policy:</p> <p>https://www.nomadsland.travel/en/privacy</p>
<p>10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наша компания гарантирует, что ни один маркетинговый и рекламный документ, заявление или другая публикация не должны содержать недостоверную информацию, чрезмерно рекламировать и недостаточно предоставлять информацию. Мы гарантируем, что все наши сотрудники осведомлены о предлагаемых услугах и обеспечивают их беспрепятственную реализацию для наших клиентов.</p> <p>Nomad's Land Asia is committed to maintaining transparency and integrity in all marketing and advertising endeavors. We pledge that our promotional materials, statements, and publications will refrain from any misleading information, over-advertisement, or under-delivery. Our assurance extends to ensuring that our entire staff is well-versed in our policies, aligning their efforts to deliver services that align seamlessly with our commitment to the sustainable development of tourism.</p> <p>This commitment is part of our ethical code and our "Salesman_Client_Follow-up_Guideline"</p> <p>All materials are visible on our website and they are transparent and clear https://www.nomadsland.ch/en</p> <p>Code of ethic is available in https://www.nomadsland.ch/en/about/sustainability</p> <p> 1.14.3.1.3.1 Sustainable Marketing Strategy 2024.pdf</p>

<p>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>	-	-	<p>Nomad's Land Asia embraces a collaborative approach in crafting personalized programs by actively engaging customers throughout the design process. Our commitment to transparency shines through in the sales journey, where we prioritize open communication. Customers receive comprehensive details encompassing accommodation specifics, comfort levels, activity schedules, potential risks, guidelines, and a breakdown of inclusions or exclusions within the pricing structure.</p> <p>The detailed itineraries of our tour products are a testament to our dedication to providing accurate and reliable information. Each program features up-to-date descriptions of each day, accompanied by authentic photos of the destinations. Clarity extends to the conclusion of the program, where we distinctly outline prices, along with a comprehensive list of services included and those not covered in the tour cost.</p> <p>Additionally, our complaint form is designed to capture any non-conformities related to our products or policies. This approach enables us to effectively address and resolve customer concerns, underscoring our commitment to ensuring a seamless and satisfactory travel experience.</p>
<p>10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	-	-	<p>For several years, we have dedicated efforts to evolve our website. Presently, it boasts an extensive array of offerings, including more than 800 tourist locations, over 600 travel days, and a diverse selection of accommodations, encompassing 30 yurts and homestays. Additionally, the website encompasses over 100 pages replete with destination information and insightful tips, organized by various topics:</p> <ul style="list-style-type: none"> Entry formalities Flore and fauna Bank and payment system Public transportation options Cultural and historical information about the destination and its people Geography, weather, natural surroundings Currency, important local traits Health and safety advise Dos and don'ts Local food and restaurant recommendations (featuring locally owned, sustainable options) Basic vocabulary and information on languages/ dialects Local souvenirs to buy and information on illegal souvenirs Local festivals and dates if relevant

		<p>In addition, trip designers are instructed to provide as much information as possible about the destination in the programme drawn up with the customer or during discussions with the customer.</p>
<p>10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.</p>	<p>✓ —</p>	<p>Client discussions include the consideration and mutual agreement on the group size. For programs involving activities like trekking, horse riding, cycling, or mountaineering, we typically advise groups with a maximum of 6 to 8 participants. The selection of the group size is tailored to align with factors such as the type of vehicle, available accommodations, and the intricacies of the itinerary.</p>
<p>10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	<p>✓ —</p>	<p>Our website details over 600 days of travel, providing insights into the distances covered in kilometers.</p> <p>During program development, we actively address this concern in collaboration with the customer, ensuring transparency about the anticipated travel distances. If we find that the daily kilometers exceed reasonable limits, we promptly inform the customer and work together to make adjustments.</p> <p>Clients are also informed about our ongoing initiatives for eco-tourism development and ways they can actively participate in these efforts.</p> <p>To enhance our commitment to sustainability, our dedicated coordinator has undertaken courses focused on calculating the carbon footprint of tours. In this way, customers can obtain more precise information about their carbon footprint and proposals for offsetting the carbon produced.</p> <p>99</p>

<p>10.9. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓</p>	<p>✓</p>	<p>Our website features an informative page detailing public transport options for each destination. Example for Tajikistan https://nomadsland.travel/en/before-you-go/tajikistan/practical-information/getting-around/bus-stations-tajikistan</p> <p>Our trip designers consistently prioritize environmentally friendly alternatives to reduce pollution. For instance, we actively advocate for train travel and tailor programs that exclusively utilize public transport and shared taxis. Whenever feasible, our team recommends public transport options to minimize empty trips, always opting for the best and most economical choices.</p>
<p>10.10. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	<p>✓</p>	<p>✓</p>	
<p>10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	<p>✓</p>	<p>✓</p>	<p>Our agency does not influence the selection of transport from the client's home to the destination. Currently, we are actively enhancing customer awareness regarding CO2 emissions from flights and their overall tour. Additionally, we are working to provide improved information on opportunities to offset CO2, whether through initiatives like fir-tree planting in Ala Archa or participation in social and charity programs.</p> <p>As part of our commitment to developing ecotourism, a portion of the company's margin is reinvested in sustainable, ecotourism, or social projects.</p> <p>0</p>


<p>10.12. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	<p>–</p>	<p>– Carbon offset for air transport is currently not presented as a voluntary option in our booking form, and payment is routed through the travel company. Customers do not have the choice to decide whether or not to offset their carbon during the booking process. However, our sustainability coordinator takes on the responsibility of advising clients about their carbon footprint and available offset options.</p> <p>When clients contact our agency directly, they are informed that a portion of the amount they pay is allocated to eco-tourism or sustainable projects. Additionally, we prioritize offering our customers the most direct flights to reach their destination as part of our commitment to sustainability.</p>
<p>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>	<p>✓</p>	<p>✓ <i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>В рамках нашей политики мы рекомендуем нашим клиентам более экологичные варианты размещения, транспорта и активностей. В дальнейшем мы будем проводить более активную политику продвижения этих альтернатив, чтобы четко указывать "более экологичные" варианты на нашем сайте и/или в наших рекламных материалах.</p> <p>Our website boasts one of the most comprehensive homestay databases in Central Asia. We consistently recommend diverse lodging options to our clients, including small city hotels, village homestays, and yurts or mountain huts. In our accommodation listings, we prioritize featuring CBT (Community-Based Tourism) or homestays that may not have access to booking systems.</p> <p>To emphasize sustainable practices, accommodations managed by CBT take precedence and are actively promoted on our website. This ensures that our clients have a variety of options while also supporting local communities through responsible tourism initiatives.</p>
<p>10.14. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about</p>	<p>✓</p>	<p>✓ <i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p>


<p>sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>		<p>Обсуждая с клиентами маршруты путешествий, мы стараемся придерживаться принципов устойчивого развития и предлагаем более экологичные опции в отношении размещения, транспорта и экскурсий. Например, [ваш пример].</p> <p>We ensure our clients are well-informed about sustainable alternatives in various aspects, including accommodation, transport, excursions, food, and more. Detailed guidelines outlining these practices are provided in the guide's manual and the trip-designer's quality manual.</p> <p>Additionally, our website features extensive information and highlights eco-projects, offering transparency and empowering our clients to make sustainable choices throughout their journey.</p>
<p>10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Наши клиенты могут найти информацию о нашей политике по устойчивому развитию на нашем сайте: [добавить ссылку на вебстраницу]</p> <p>Our website reflects our philosophy of sustainable tourism development.</p> <p>Our motto is clearly stated on our homepage:</p> <p>"The Nomad's Spirit Driven by the passion of discovering Central Asia for more than 15 years, we have been pushing the boundaries of classic tourism on the Silk Road to offer our guests a unique and innovative experience. In direct partnership with mountain communities, we respect the values of ecotourism, which is the driving force for our pioneering and exceptional tours. Find out more here..."</p> <p>Our policies for sustainable tourism development are available on our website.</p> <p>Le logo "Travelife Partner" est visible sur toutes les pages de notre site, en bas à gauche.</p> <p>A special section of our website is dedicated to our ecotourism and social projects.</p>


<https://nomadsland.travel/en/before-you-go/eco-projects>


After booking and during holidays




12


Action		Details
<p>10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>До и во время тура мы предоставляем нашим клиентам следующую информацию:</p> <p>Варианты транспорта в/из пункта назначения (ранжирование по степени экологичности); Культурно-историческая информация о месте назначения и его жителях; География, погода, природное окружение; Валюта, важные местные особенности; Рекомендации по охране труда и технике безопасности; Правила и нормы поведения в пункте назначения; Рекомендации по выбору местной кухни и ресторанов (в том числе местных, экологически чистых); Базовый словарный запас и информация о языках/диалектах; Местные сувениры, которые можно купить, и информация о нелегальных сувенирах; Местные фестивали и даты их проведения, если это необходимо; Остановки/места, посещаемые в ходе тура;</p> <p>Over the years, we have diligently enhanced our website to showcase diverse destinations. Currently, it features an extensive array of offerings, boasting over 800 tourist locations, more than 600 travel days, and a varied selection of accommodations, including 30 yurts and homestays. We've also incorporated a blog section with engaging articles. The website encompasses over 100 pages providing destination information and insightful tips, categorized into various topics such as entry formalities, flora and fauna, banking and payment systems, public transportation options, cultural and historical insights, geography, weather, currency,</p>


		<p>local traits, health and safety advice, dos and don'ts, and information on local festivals and relevant dates.</p> <p>Furthermore, our trip designers are committed to offering comprehensive information about destinations. Whether included in the program drawn up with the customer or discussed during interactions, we aim to empower our customers with valuable insights about their chosen destination.</p> <p>https://nomadsland.travel/en/before-you-go/info?country=200</p> <p>Here under, you can see a part of our website structure per destinations and type of practical informations.</p>  10.16 Informations on Destinations Website chart.jpg
<p>10.17. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Клиенты информируются о ключевых аспектах и проблемах устойчивого развития в дестинации и получают рекомендации о том, как внести позитивный вклад (например, ограничение использования ресурсов, отходов, незаконных сувениров, культурных привычек, дресс-кода, инициатив, которые следует поддержать) с помощью [Ваш пример] (например, Памятка для ответственных туристов).</p> <p>We are very aware that the information given to our customers before their arrival in the destination visited is essential to the smooth running and quality of their stay. Practical guides on the rules and behaviour to adopt in each destination are published and regularly updated on our website.:</p> <p>https://nomadsland.travel/en/before-you-go/kyrgyzstan/understand/etiquette/dos-and-donts-kyrgyzstan</p>

<p>10.18. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>✓ <i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Клиенты информируются о вопросах здоровья и безопасности в дестинации с помощью [ваш пример] (например, памятка по технике безопасности и здоровью для туристов).</p> <p>Ensuring the health and safety of our clients is paramount for our agency. We have established a comprehensive risk management system tailored to each destination and activity. Beyond the information available on our website, our trip designers proactively communicate essential details to clients before their arrival, including a list of necessary equipment to prevent accidents. Guides receive briefings on security at the onset of the tour and daily updates about the upcoming activities.</p> <p>To enhance safety measures, we've implemented training programs focusing on horseback riding and trekking safety. Special courses dedicated to safety precede activities with inherent risks, such as horseback riding, rafting, kayaking, skiing, etc.</p> <p>Additionally, we adhere to the guidelines outlined in the guide on preventing coronavirus infection in the tourism sector, developed by the Kyrgyz Association of Tour Operators. This document, attached herewith, serves as a valuable resource in our commitment to maintaining a safe and secure environment for our clients.</p> <p>Examples of information published on our website:</p> <p>Instructions for tourists traveling in Afghanistan</p> <p>News about update of Covid rules in Kyrgyzstan</p> <p> Guidance on operation management in terms of stop COVID_19.pdf</p>
<p>10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p>✓</p>	<p>✓ <i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p>

		<p>Перед туром мы отправляем клиентам документ с актуальными контактами менеджера/гида/водителя. В приложенном файле пример данного документа.</p> <p>Upon booking a tour, clients receive multiple contact numbers to ensure their accessibility to our team at any time. This includes the main phone number, functioning as a 24/7 emergency line, along with contact details for the trip designer, guide, and destination manager. Our team is well-versed in handling urgent situations, providing clients with a reliable support system.</p> <p>In addition to our provided contacts, we prioritize client safety by requesting their emergency phone numbers, which typically include family members and insurance companies. This comprehensive approach ensures effective communication and support during the entirety of their travel experience.</p> <p> Voucher W Martz.pdf</p>
<p>10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы регулярно организуем тренинги по действиям в чрезвычайных ситуациях для наших сотрудников. Во время экскурсии сотрудники, сопровождающие клиентов, наглядно объясняют туристам, как вести себя в чрезвычайных ситуациях. В случае возникновения чрезвычайной ситуации гиды координируют поведение группы, при необходимости оказывают первую помощь, применяют меры по устранению паники, информируют соответствующие органы о возникших чрезвычайных ситуациях.</p> <p>Recognizing the inherent risks in our destinations, we have implemented a robust risk management system with stringent protocols aligned with international standards. All pertinent documents related to health, safety, and risks can be found in our designated folder (1.14.7 Health Safety and Risks). This comprehensive system encompasses personalized equipment lists for various activities, destination and activity risk analyses, evacuation plans, incident reporting mechanisms, and pharmacy contents.</p> <p>Understanding the significance of training, we actively invest in the education of our staff and</p>

		<p>local partners while supporting training institutes. Our commitment is evident through regular emergency training courses for our staff, covering theoretical and practical aspects of first aid. Furthermore, we extend this training to our local partners, exemplified by a session on fire risks in guesthouses conducted by a representative of the Ministry of Natural Disasters on November 25, 2023 in Kyzyl Suu.</p> <p>Throughout trips, our guides continuously brief customers on emergency protocols and appropriate behavior in unforeseen situations. In case of emergencies, our guides diligently adhere to evacuation procedures outlined in our safety protocols (document: 1.14.2.5.1 Safety procedures).</p> <p> Emergency situation.jpg</p> <p> Emergency situation1.jpg</p> <p> 1.14.7.3.3 Accident Contingency Plan.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>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы подготовили Кодексы поведения для различных видов чувствительной деятельности, которые мы предлагаем, и мы будем использовать их для информирования наших клиентов о соответствующих рекомендациях и кодексах поведения во время этих туров.</p> <p>Aligned with our meticulous risk assessment, we provide a range of information on our websites, including do's and don'ts, practical information, safety guidelines, tips, and more. For sensitive excursions and activities, we communicate documented codes of conduct to our clients, aiming to minimize adverse visitor impact and enhance visitor satisfaction. These guidelines for destinations and activities adhere to international best practices, respect national traditions and culture, and are locally agreed upon.</p> <p>Code of conduct : Mongolia</p>

		 7.4 Code of conducts by activities.docx
<p>10.22. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы знаем, что сексуальная эксплуатация в той или иной форме может иметь место в каждой стране, и решили внести свой вклад в повышение осведомленности наших путешественников об этой проблеме. Мы включили информацию о том, как выявить и куда сообщить о подозрительных случаях, которые наши клиенты могут заметить во время туров, в нашу Памятку для ответственных путешественников.</p> <p>Child policy is part of our Sustainability policies</p>
<p>10.23. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Мы информируем наших клиентов о запрещенных к вывозу из Кыргызстана сувенирах с помощью нашей Памятки для ответственных путешественников.</p> <p>Nomad's Land Asia is committed to promoting ethical practices and responsible tourism. To uphold these principles, we have established our guidelines as follows:</p> <p>We actively monitor local markets to identify and discourage the sale of illegal souvenirs. If any illegal items are identified, we take immediate action to address the issue and report it to relevant authorities, to our staff and to our local partners. Our guides inform tourists about the potential illegality of certain souvenirs. Our guides work closely with local vendors to promote legal and sustainable products. In cases where tourists are interested in antiquities, our guides assist them in understanding and completing the necessary legal formalities. We encourage tourists to obtain proper</p>

		<p>documentation for any items they may purchase. We collaborate with local authorities and communities to ensure the responsible sourcing and selling of souvenirs. We promote local handicraft to increase financial revenues to local communities.</p> <p> Нелегальные Сувениры _ KG.docx</p>
<p>10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p><i>Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.</i></p> <p>Во время всех наших туров проживание и питание клиентов организуется в местных ресторанах и гостевых домах. Мы также рекомендуем нашим туристам приобретать сувениры и товары местного производства. Например, [Ваш конкретный пример]....</p> <p>As an ecotourism development agency committed to sustainable practices, promoting local food production is a cornerstone of our mission. Our initiatives focus on fostering connections with local communities, supporting regional economies, and providing authentic culinary experiences for our clients. Here are some examples of our efforts:</p> <p>Local CBT Homestay Lunches:</p> <p>Instead of opting for conventional picnics or restaurant meals, we organize lunches at local Community-Based Tourism (CBT) homestays.</p> <p>Dinners with Local Partners:</p> <p>Evening meals are consistently organized in collaboration with local CBTs and other community partners. This approach ensures that our clients experience the richness of local cuisine.</p> <p>Emphasis on Local Markets:</p> <p>We prioritize purchasing food items from local markets and our community partners. This</p>

		<p>includes essentials like fresh bread and dairy products obtained from nearby yurt camps.</p> <p>Supporting Handicraft Workshops:</p> <p>In regions like Kochkor, Arslanbob and Jeti Oguz, we actively support local handicraft workshops. These initiatives not only showcase the region's cultural heritage but also provide economic opportunities for artisans engaged in traditional food and handicraft production techniques.</p> <p>Eco-Farm and Yurt Overnight Stays:</p> <p>Our commitment extends to overnight stays at Eco-Farms and yurt camps, where guests have the chance to immerse themselves in the local agricultural lifestyle.</p> <p>Our Training Program:</p> <p>Cuisine is a theme often included in our courses or seminars, and requested by our local partners.</p>
<p>10.25. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p>Clients are informed in advance about the type of vehicle used during their travels, with the option to choose a greener alternative. We provide detailed explanations of various possibilities and are working on a travel advisory to educate clients on sustainable transport options at destinations. This advisory will include information on public transport, promoting eco-friendly choices.</p> <p>A dedicated webpage named "Bus Station" for each destination is available on our website. This resource serves as a comprehensive guide to public transportation, offering clients valuable insights and encouraging environmentally conscious travel decisions.</p> <p>Public bus in Mongolia</p> <p>We are actively crafting new programs with a focus on maximizing shared or public transport options, as well as incorporating horseback experiences. One of our tour was selected as a green</p>

		tour by Helvetas <p>Our commitment to eco-friendly travel extends to participating in the filming of a movie that promotes sustainable travel lifestyles.</p> <p>Additionally, our itineraries encourage exploring cities on foot or utilizing eco-friendly public transport such as trolley-buses.</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>Clients are encouraged to contribute or offset their CO2 emissions through various programs outlined on our website.</p> <p>https://www.nomadsland.ch/en/before-you-go/eco-projects</p> <p>https://www.nomadsland.ch/en/before-you-go/partners</p>
10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)	✓ —	

After holidays

3

Action			Details
10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓	✓	<p>Our client are invited to give their feedback at the end of their tour.</p> <p>https://docs.google.com/forms/d/1m4IEXIYxd1SCOfEE0IL6FDtQ5oR8CDHK7PLoqgH6qc/edit</p>

10.29. Sustainability and customer satisfaction

Sustainability is an integral part of the research into customer satisfaction.

✓ ✓

Пожалуйста, адаптируйте приведенный ниже шаблон к вашей ситуации и удалите ненужную или добавьте дополнительную информацию.

Для повышения осведомленности и организации процесса оценки нашей деятельности в области устойчивого развития мы решили включить в анкету удовлетворенности клиентов следующие вопросы, касающиеся устойчивого развития:

«[НАЗВАНИЕ КОМПАНИИ] стремится к устойчивому развитию, заботе об окружающей среде и уважении к местным жителям».

Сталкивались ли вы с какой-либо неустойчивой деятельностью во время поездки? Если да, есть ли у вас предложения по их улучшению? Считаете ли вы, что гиды уважительно относились к местным жителям? Считаете ли вы, что тур был организован с заботой об окружающей среде? У вас есть предложения по улучшению?

По любым дополнительным предложениям в области ответственного туризма, пожалуйста, обращайтесь к нам на [электронная почта ответственного сотрудника].

Nomad's Land Asia is committed to sustainability, caring for the environment and respecting local people". We include these questions in our feedback/questionnaire

<https://docs.google.com/forms/d/1m4IEIXYxd1SCOfEE0IL6FDtQ5oR8CDHK7PLoqgH6q-c>

,which we send to our tourists after the trip is over.

In general, do you think your trip has been designed with a sustainable development policy? Before arriving at your destination, did you understand our philosophy of eco-responsible tourism? Did you feel the guides treated local people respectfully? Were you able to share moments with the local population? Do you think that the local communities benefited from your visit (financially, safeguarding traditions, ...)? Do you

			<p>think that during your trip you participated in the degradation of the environment? If so, can give you us more explanation.</p> <p><i>We are not perfect, but we try to do our best to take care of the Earth. Your additional suggestions are welcome!</i></p>
<p>10.30. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓</p>	<p>✓</p>	<p>We have a clear procedures in case of complaints from our clients.</p> <p>Terms of complaint is describe on our website : https://www.nomadsland.ch/en/terms</p> <p>Recording procedure in our SQM: Survey : 1.14.2.4.1 post-tour Customer complaint's report</p>