

2023-2025

# SUSTAINABILITY

## ACHIEVEMENTS AND ACTIONS



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## Introduction:

At Aarya Village Travel, sustainability is more than a practice, it is a philosophy that guides how we design our journeys and manage our operations.

During the period of 2023–2025, we had an opportunity to further advance our path towards regenerative tourism through strengthening relationships among our community members and suppliers throughout Nepal. Furthermore, our efforts have always been guided by the principle of balance: balancing economic growth with environmental protection, and balancing authentic travel experiences with the preservation of cultural heritage.

This report is a testament to those steps we took, the challenges we have faced, and the aspirations that continue to drive us forward. We extend our heartfelt gratitude to our dedicated team, our partners, and our valued guests who inspire us every day to walk this path of sustainability.

**“Together, we can create travel experiences that are meaningful today and sustainable for generations to come.”** – Aarya Village Travel Team





## A) Our community

Our team actively engaged with industry stakeholders to learn, share, and foster growth within the tourism sector. During this period, we participated in the Travelife Accommodation Certification unveiling event organized by Prakriti Resort, where we gained valuable insights into their sustainable practices.



Pic 1: Prakriti Resort event

Furthermore, attending Community Connect 2.0 by the Community Homestay Network provided us with an in-depth understanding of community-based tourism across Nepal and its contribution to equitable income generation among host families. In addition, we had the privilege of joining the NATTA storytelling workshop, which enhanced our ability to interpret and present Nepal through authentic narratives.



Pic 2: Community connect event



Pic 3: NATTA story telling workshop

Within our team, monthly staff discussions on sustainability fostered ongoing reflection and progress across various fields. These sessions covered topics ranging from resource efficiency to inclusive tourism, ensuring that every department remained aligned with our Travelife action plan.



Pic 4: Monthly team discussion

Beyond the workplace, we also extended our commitment to the community by making a donation to the Disabled Rehabilitation Center, Nepal, and by providing a printer, stationery, and flower pots to the Tapasthali Old Age Home in collaboration with international students. Together, these actions reflect our belief that responsible tourism should benefit both visitors and host communities.





Pic 5: Donation to Tapasthali old age home

## B) Responsible supply chains

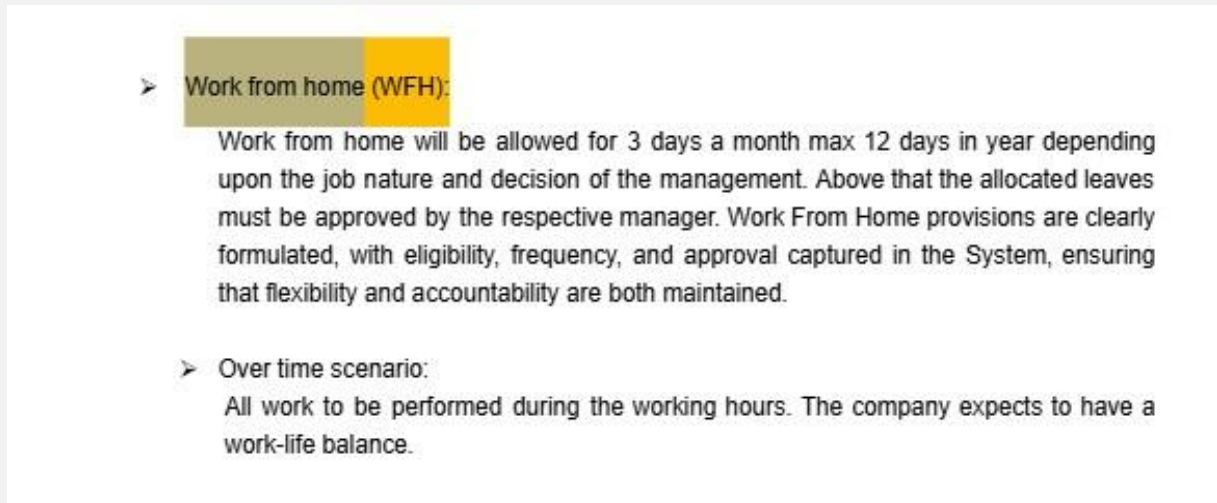
Beyond working with hotels that are already Travelife certified, we expanded our efforts to assess the sustainability practices of our wider supply chain. As part of this process, we signed MOUs with partners to ensure that AVT's standards of regenerative tourism are consistently upheld. Through these strong collaborations, we move one step closer to achieving our goal of creating travel experiences that are both meaningful for our guests and respectful of our communities and environment.



Pic 6: Sustainable MOUs signed partners

### C) People and policies

Creating a fair and inclusive workplace has remained a central priority for our team. Our updated HR Handbook introduced a transparent minimum starting salary of NPR 22,000 per month for new employees, incorporated anti-discrimination clauses, and established a mandatory 12 days of work-from-home each year. Although difficult to quantify, these measures have contributed to reducing commuting-related carbon emissions while fostering a healthier work-life balance. Looking ahead, we plan to provide bicycles to staff members living near our office to further encourage eco-friendly commuting.



Pic 7: HR policy

During this period, we were delighted to welcome new talents to our team. Anisha Pokhrel, who joined the Reservations Department, brought a strong guest-focused approach with a keen eye for detail. Similarly, Sunil Khatri, in Sales Correspondence and as an airport representative, strengthened our sustainable product offerings with his hands-on expertise. Together, they embody the next generation of responsible tourism professionals.



Pic 8: New talents



## D) Safety, Insurance, and Staff feedback

We placed a strong emphasis on safety by replenishing first-aid kits, servicing fire extinguishers, and renewing insurance coverage through Shikhar Insurance, which includes both Public Liability Insurance and comprehensive employee protection. At the same time, to ensure staff voices are valued, we introduced a quarterly employee satisfaction feedback form. This tool provided meaningful feedback to ensure company goals align with staff aspirations toward collective progress.



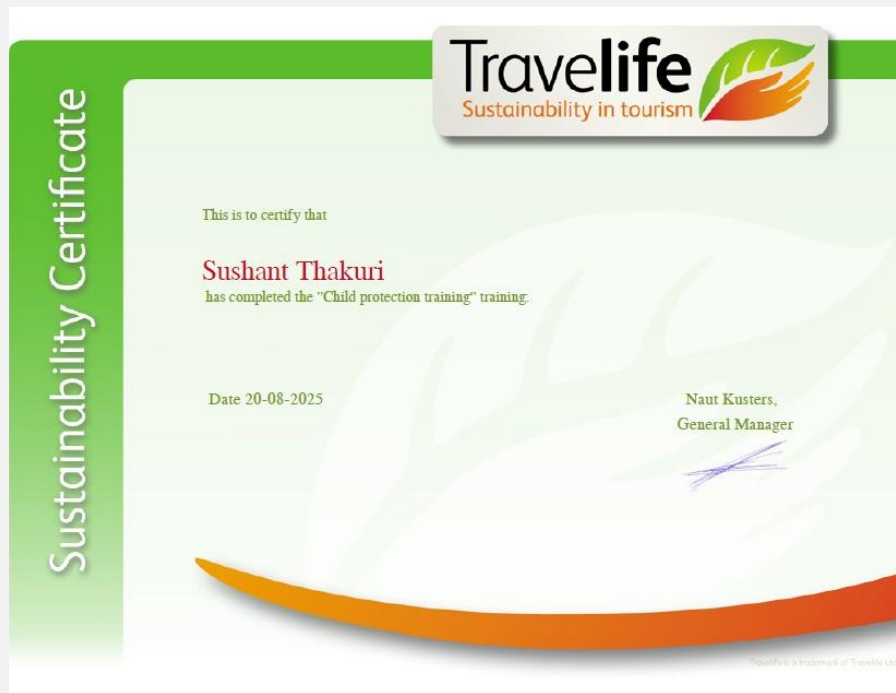
## E) Learning programs

We also invested significantly in capacity building to strengthen both skills and values within our team. During this period, four guides successfully completed a three-day first-aid training with KEEP, and we plan to extend this opportunity to more members in the future. In addition, our monthly personality development sessions explored themes such as storytelling, public speaking, team communication, life philosophy, and emerging trends in tourism and IT.

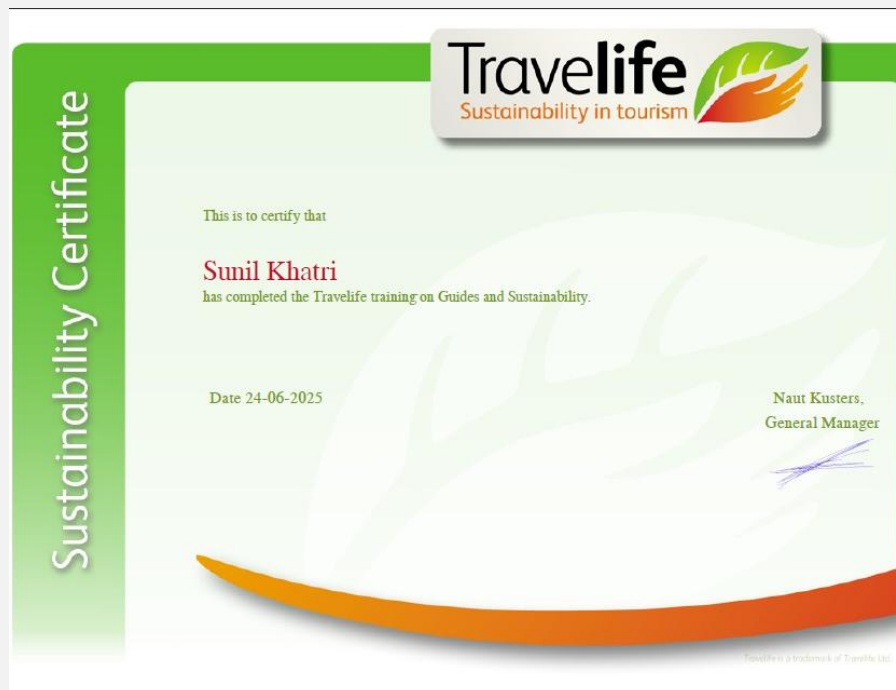


Pic 9: KEEP training

All staff members successfully completed Travelife basic training, while guides received additional modules on *“Sustainability for Guides”* and *“Sexual Exploitation of Children.”* We appreciate guides Niraj Timalisina, Sunil Khatri, Anuska Pradhan, and Sushant Chandra Thakuri for their dedication and commitment throughout these programs.



Pic 10: Travelife “Child protection training”



Pic 11: Travelife “Guides and sustainability”

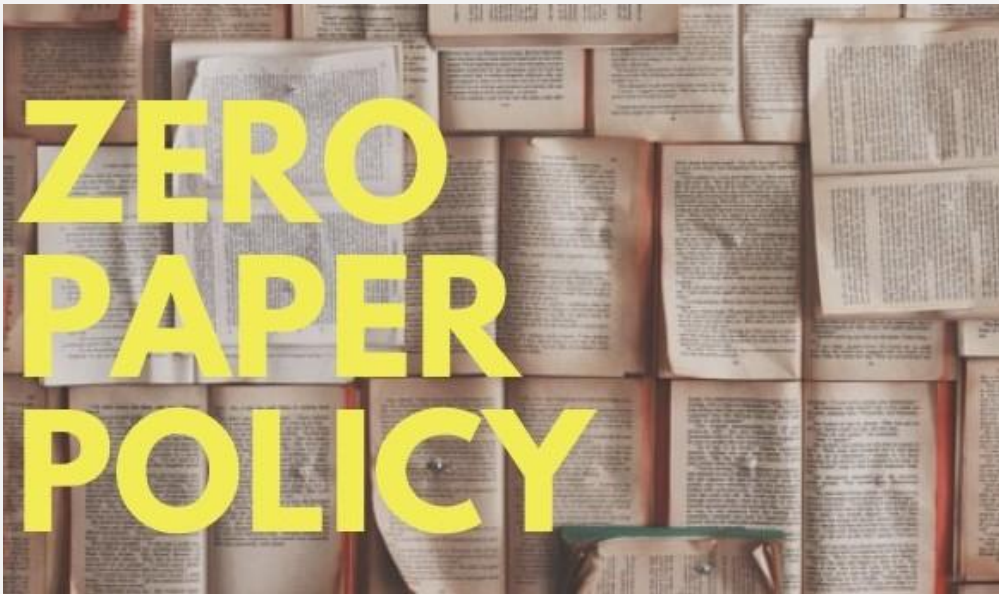
Building on these training, we also organized a workshop for guides covering sustainable excursion practices, destination updates, guest engagement, and safety protocols, ensuring that every guest experience reflects our sustainability values.





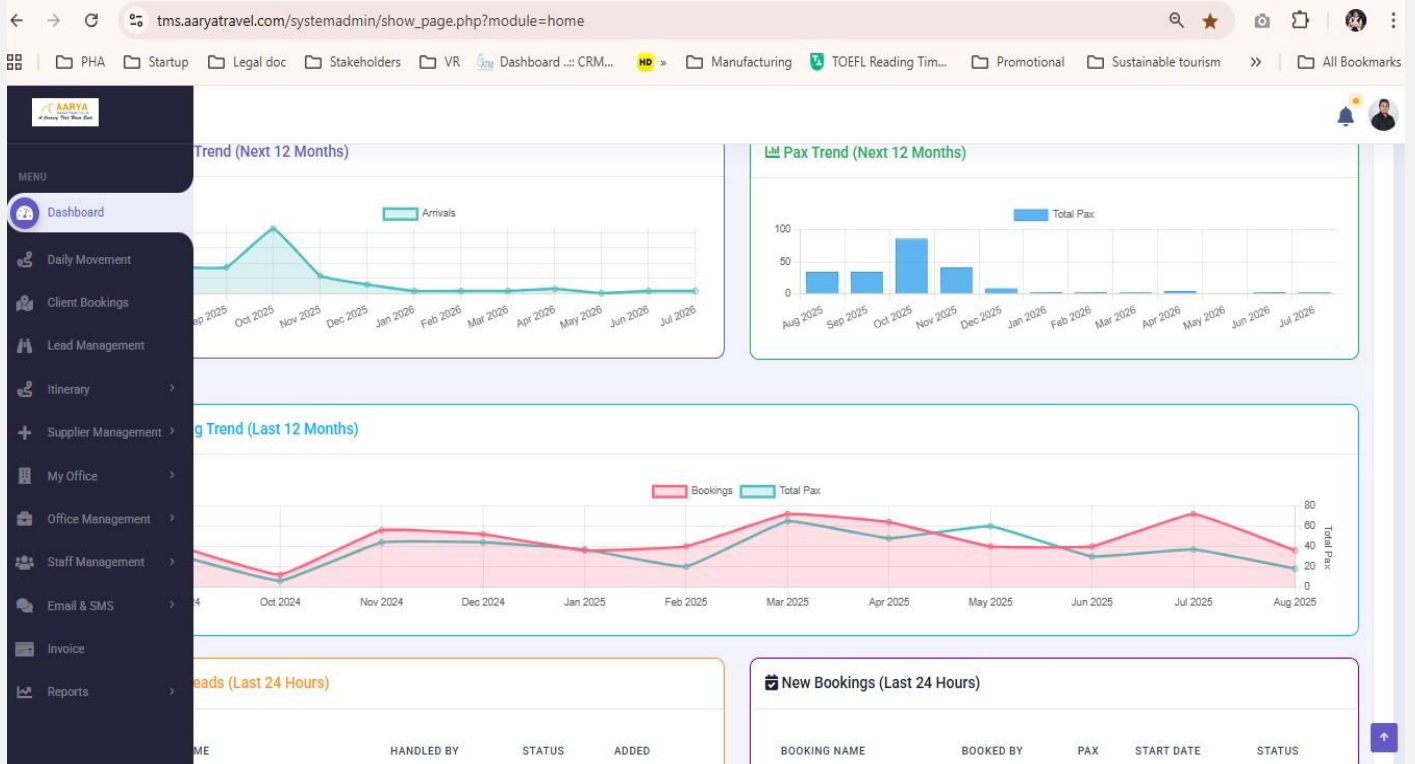
Pic 12: Guide training workshop

## **F) Operational efficiency and Environmental responsibility**



Pic 13: Zero paper policy

Operational efficiency aligned with environmental responsibility as we fully transitioned to paper-free workflows. Our in-house TMS system digitized all operations, replacing brochures with e-books and we started gathering client feedback through Google Forms.



Pic 14: TMS dashboard for business operation

Even in our daily practices, we embraced conscious choices serving KTE Organic Tea (CERES, USDA, and Fair Trade certified) and using Herbal Strategi natural cleaners, which are cruelty-free, vegan, and made entirely from 100% herbal actives.



Pic 15: KTE organic green tea

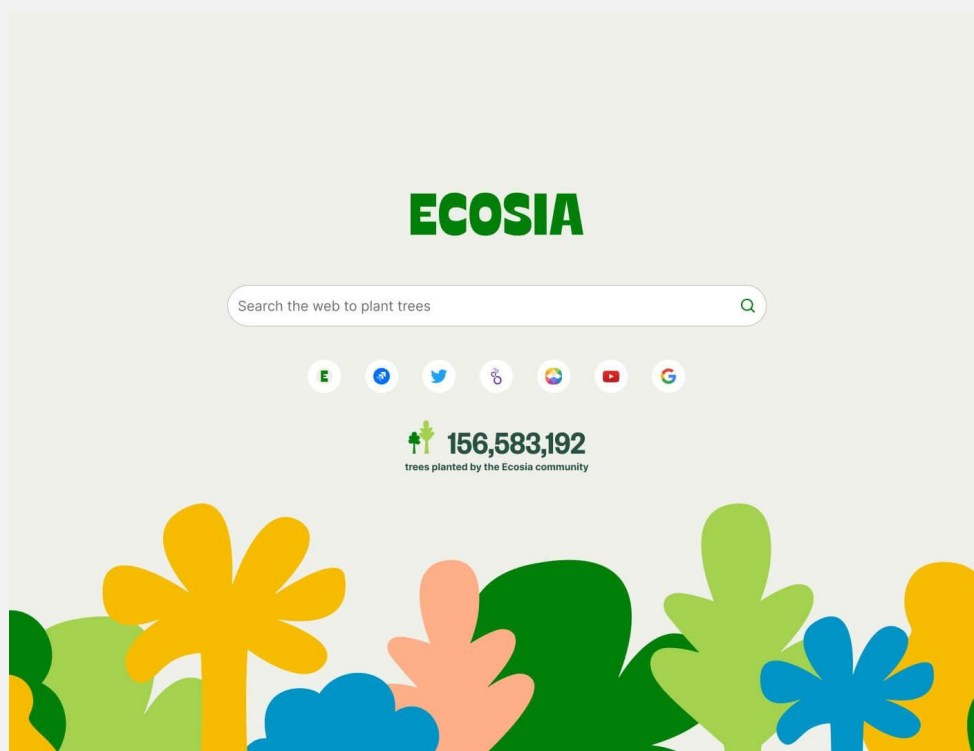




Pic 16: Herbal Strategi (Eco-friendly floor cleaner)

## G) Energy, Water, and Waste Management

We integrated EcoAsia search engines on all laptops, ensuring that every search contributes to environmental projects.



Pic 17: Guide training workshop

In terms of waste management, we have eliminated plastic bottles by introducing Aqua Guard filtered tap water for drinking. In addition, we segregate biodegradable and non-biodegradable waste and have partnered with Doko Recyclers to ensure the responsible disposal of e-waste. All e-waste is collected before being handed over to Doko Recyclers



Pic 18: Separated space for e-waste

### Water consumption analysis:

Monitoring water usage helps us track efficiency and strengthen our commitment to responsible resource management.

- **2023–2024:** Total annual consumption was 20,139 liters. The highest usage occurred in January (1,867 liters), while the lowest was in May (1,535 liters). Seasonal fluctuations were observed, with increased demand during winter (January–March) and early summer (June–July).
- **2024–2025 (to June):** Recorded consumption so far is 10,389 liters. The highest usage occurred in January (1,855 liters), and the lowest in May (1,527 liters). Compared with the same period in the previous year (10,466 liters), this reflects a slight reduction of 0.7%, suggesting steady efficiency improvements.

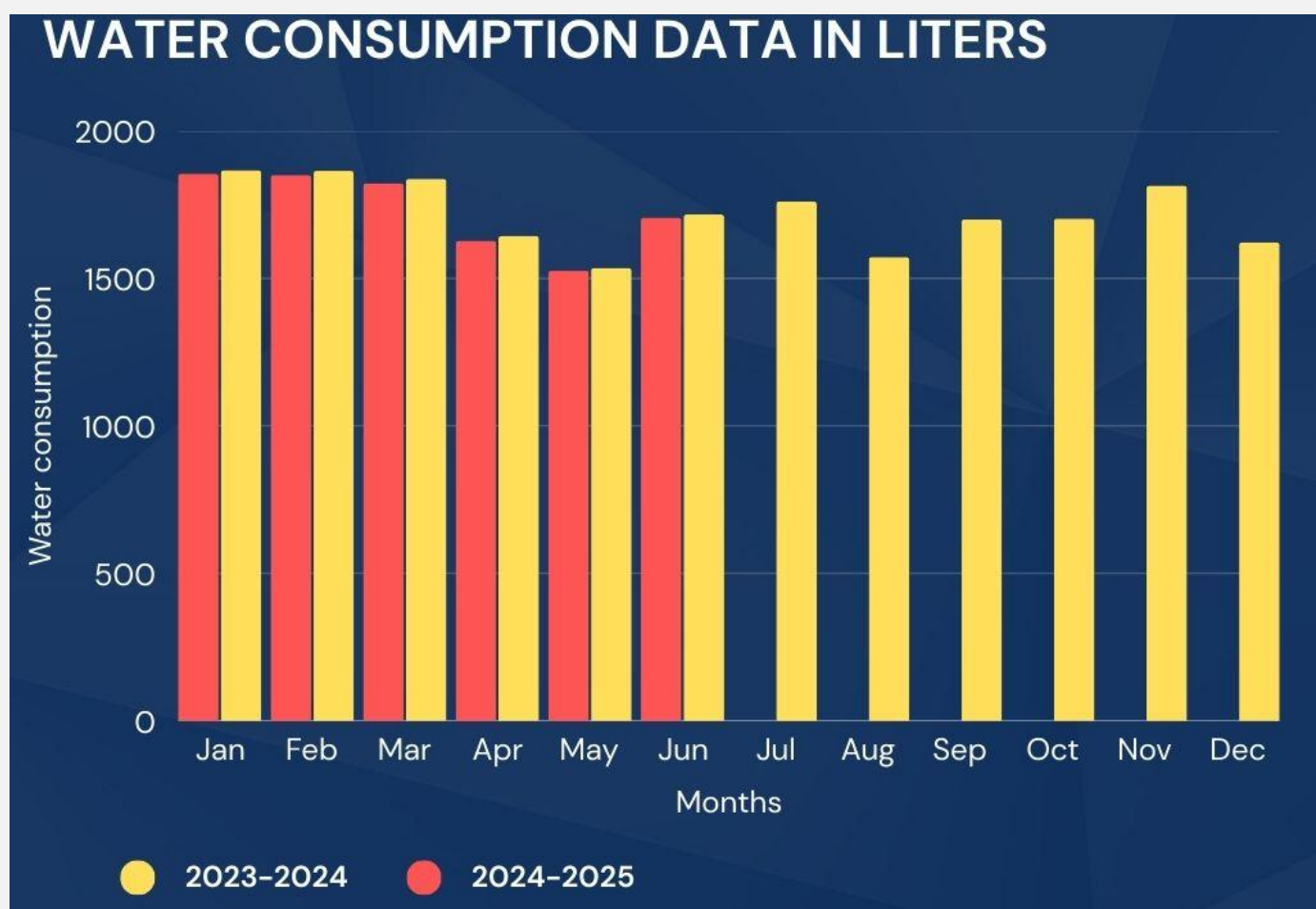
The low level of water consumption is due to:

- Dual-flush toilets that reduce unnecessary flushing.
- Efficient use of water by staff.
- Monthly maintenance and log sheet monitoring to quickly detect and repair leakages.
- Aqua Guard water filter for safe drinking water, eliminating bottled water dependency.



2024			
Date	Description of Work	Inspected By	Verified By (Admin)
2/19/2024	Checked water meter numbers	Hari Maharjan	Bibek Sapkota
3/5/2024	Looked at water tank for overflow	Hari Maharjan	Bibek Sapkota
4/12/2024	Cleaned dirt from water filter	Hari Maharjan	Prem Raj Bhatt
4/28/2024	Oiled pump motor parts	Hari Maharjan	Bibek Sapkota
5/10/2024	Tightened loose pipes near main valve	Raju Magar	Bibek Sapkota
5/22/2024	Fixed leaking pipe by meter	Hari Maharjan	Bibek Sapkota
6/3/2024	Flushed pipes to clear blockage	Hari Maharjan	Bibek Sapkota
6/15/2024	Cleaned valve filters	Hari Maharjan	Bibek Sapkota
6/29/2024	Tested emergency water shut-off	Raju Magar	Prem Raj Bhatt
7/8/2024	Replaced tap washers	Raju Magar	Bibek Sapkota
7/21/2024	Checked pressure safety valve	Raju Magar	Bibek Sapkota
8/7/2024	Tested water pressure	Raju Magar	Bibek Sapkota
8/19/2024	Cleaned tank drains	Raju Magar	Bibek Sapkota
9/2/2024	Checked pump wires	Hari Maharjan	Bibek Sapkota
9/16/2024	Replaced broken pressure gauge	Hari Maharjan	Bibek Sapkota
10/1/2024	Adjusted water meters	Hari Maharjan	Bibek Sapkota
10/14/2024	Cleaned water intake screens	Hari Maharjan	Bibek Sapkota
10/27/2024	Replaced filter hose	Raju Magar	Bibek Sapkota
11/8/2024	Tightened pump bolts	Hari Maharjan	Bibek Sapkota
11/23/2024	Tested backup generator	Hari Maharjan	Bibek Sapkota

Pic 19: Monthly log sheet of water consumption



Pic 20: Water consumption data

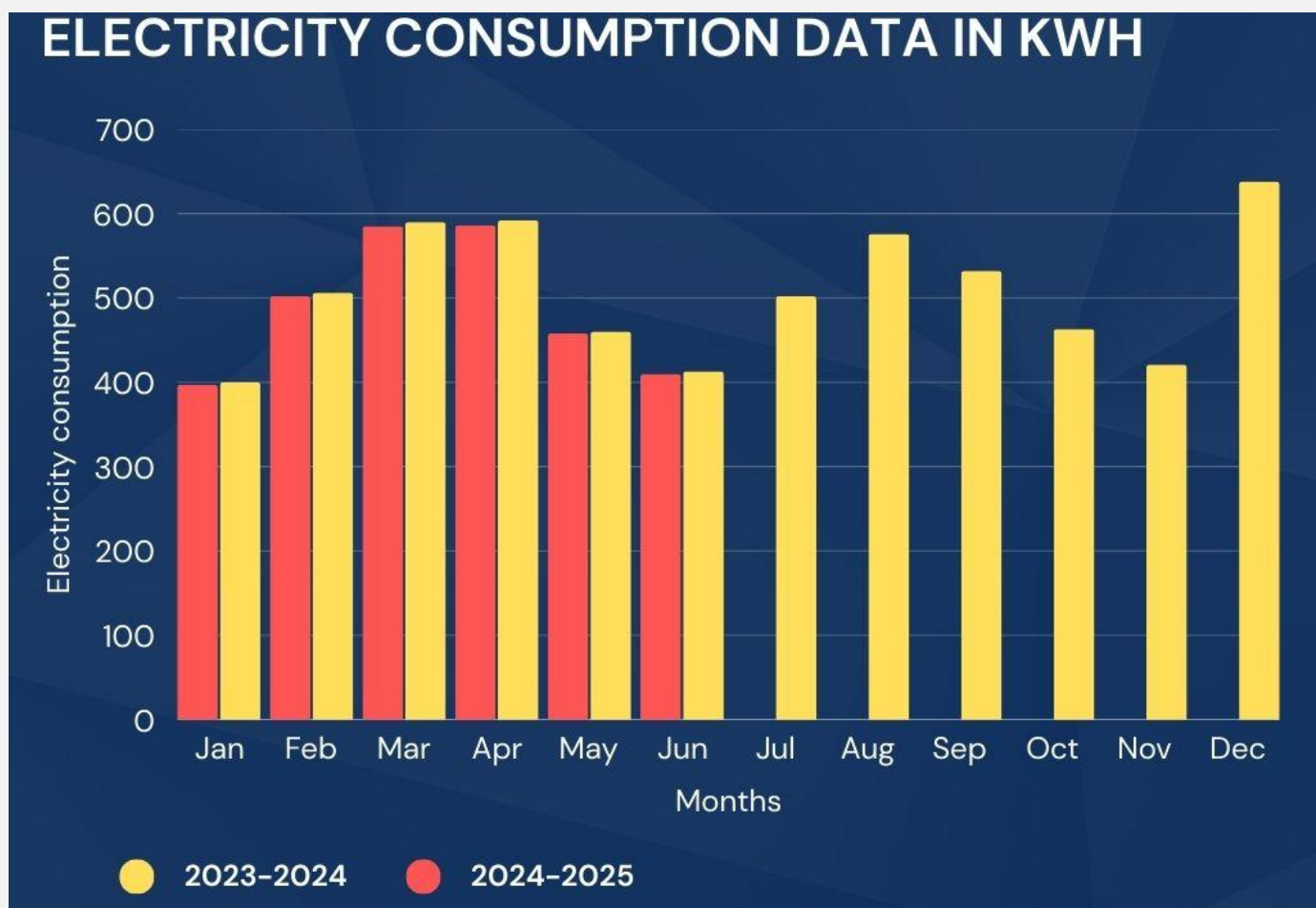
## Electricity consumption analysis:

Our electricity usage data provides valuable insights into seasonal energy demand and efficiency trends.

- **2023–2024:** Total annual consumption reached 6,093 kWh, with the highest usage recorded in December (638 kWh) and the lowest in January (400 kWh). Peaks were observed during the winter (December) and early spring (March–April), indicating increased demand for heating and cooling appliances.
- **2024–2025 (to June):** The recorded consumption stands at 2,938 kWh. The highest usage so far was in April (586 kWh), while the lowest was in January (397 kWh). Compared to the same period in the previous year (2,961 kWh), this represents a slight reduction of 0.8%, showing stable consumption patterns with marginal efficiency gains.

A low level of electricity consumption was due to several measures:

- Early office closure: Closing at 5:00 PM reduces electricity usage in the evening.
- Mandatory switch-off policy: All electrical equipment is switched off during idle periods and when the office is closed.
- Efficient use of equipment by staff: Computers, printers, and other devices are turned off when not in use.
- Energy-efficient devices: Old laptops have been replaced with second-hand, energy-efficient models, reducing both electricity demand and e-waste.
- Natural lighting and ventilation: Workspaces utilize daylight wherever possible, reducing the need for artificial lighting.



Pic 21: Energy consumption data



## H) Path to eco-friendly transportation

We adhere to a strict monthly maintenance schedule, complemented by pre-trip and post-trip inspections to ensure both efficiency and safety. Furthermore, as part of our commitment to carbon neutrality, we have introduced a BYD electric vehicle, which not only reduces emissions but also demonstrates the practicality of clean transportation within Nepal's tourism industry.

	A	B	C	D	E	F	G	H	I	J
1	<b>Aarya Village Travel</b>		<b>Monthly inspection</b>							
2										
3	<b>Year</b>	<b>2024</b>	<b>Vehicle:</b>	<b>TOYOTA HIACE 1815</b>			<b>Supervisor:</b>	<b>Mr. Sudarshan Baniya</b>		
4										
5	<i>Complete each items by initialing in box</i>			<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>
6	Engine Oil and Coolant Levels			Ok	Changed	Ok	Ok	Changed	Ok	Ok
7	Windshield & Mirrors			Ok	Ok	Changed	Ok	Ok	Ok	Ok
8	Doors and Windows			Ok	Ok	Ok	Ok	Ok	Ok	Ok
9	Emergency Brake			Ok	Ok	Ok	Ok	Ok	Ok	Ok
10	Tires – wear and pressure (spare)			Changed	Ok	Ok	Ok	Ok	Ok	Changed
11	Inspection and License Plate Stickers			Ok	Ok	Ok	Ok	Ok	Ok	Ok
12	Check Ground under Vehicle for Fluid Leaks			Ok	Ok	Ok	Ok	Ok	Ok	Ok
13	Emergency Equipment			Ok	Ok	Ok	Ok	Ok	Ok	Ok
14	First aid kit			Ok	Ok	Changed	Ok	Ok	Ok	Ok
15	Fire extinguisher			Ok	Ok	Ok	Ok	Ok	Ok	Ok
16	Flashlight			Ok	Changed	Ok	Ok	Ok	Ok	Ok
17	Jack, lug-wrench and spare tire			Ok	Ok	Ok	Ok	Ok	Ok	Ok
18	Documentation			Ok	Ok	Ok	Ok	Ok	Ok	Ok
19	Insurance			Ok	Ok	Ok	Ok	Ok	Ok	Ok
20	Registration			Ok	Ok	Ok	Ok	Ok	Ok	Ok
21	Check for Cleanliness & Damages [interior and exterior]			Changed	Ok	Ok	Ok	Ok	Ok	Ok
22	Fuel Level Gauges and Dash Warning Lights			Ok	Ok	Ok	Ok	Ok	Ok	Ok

Pic 22: Monthly maintenance schedule



Pic 23: BYD EV



## I) New offerings

Our itineraries are increasingly incorporating artisan experiences, cycling, hiking, organic farm visits and community-based tourism. Through collaborations with our partners such as Panauti Bike Station, Kirtipur Homestay, Kevin Rohan Memorial Foundation and Hemjakot Homestay, we have created meaningful, low-impact experiences for our guests. In addition, we introduced the Mundhum Trail and Pikey Peak Trail as non-mainstream destinations, providing authentic alternatives to more crowded trekking routes. Looking ahead, we are planning to integrate Barauli Community Homestay, which will help to distribute visitor flows in Chitwan and enhance community engagement.

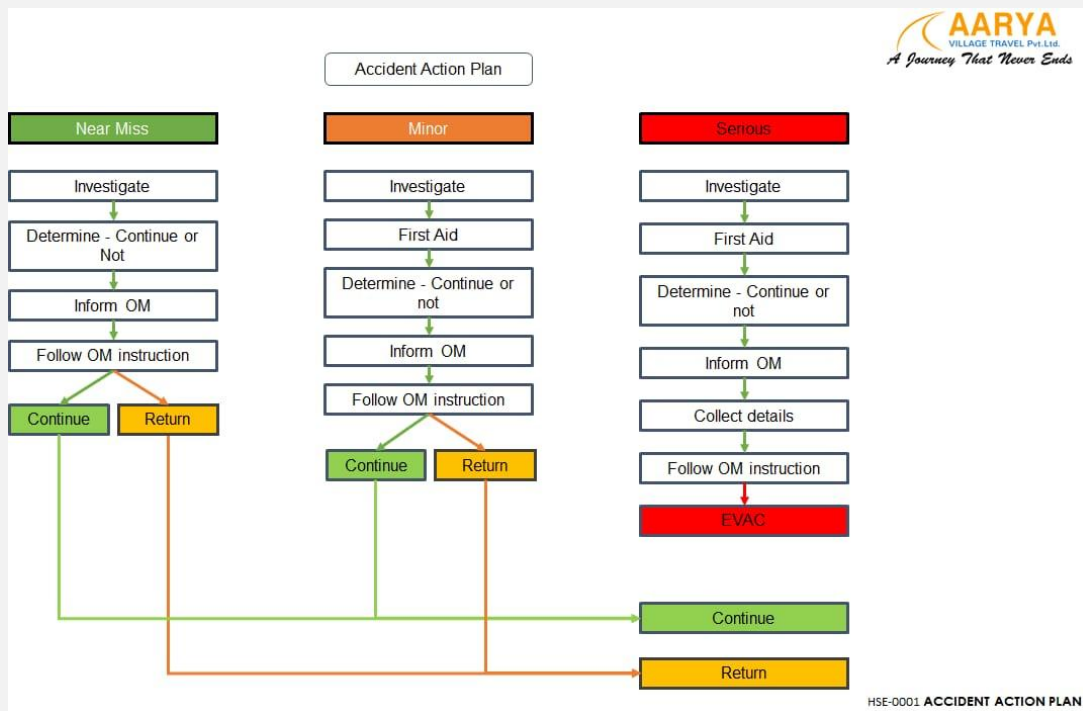


Pic 24: Immersive experiences



## J) Emergency preparedness

Every client received our Responsible Traveler Code of Conduct through our client interface system, which equipped them with clear guidance on cultural norms, environmental responsibility, and safety. As a result, their journey was both enriching and respectful. In addition, we refined our Emergency Protocol Flow Chart internally to clarify roles, thereby ensuring swift and coordinated action in case of any emergencies.



Pic 25: Emergency protocol

## K) Sustainable gifts

As part of our commitment on promoting sustainability and supporting local entrepreneurship, we have been providing following gifts to our clients:



Pic 26: Tote bag & Bamboo bottle

Reusable Tote Bag & Bamboo Bottle: Encouraging eco-friendly practices, each guests receives a durable tote bag paired with a bamboo water bottle, reducing single-use plastic consumption during the trip.



Pic 27: Separated space for e-waste

Nepali made (JUJU Wears): For our young travelers we provide them high-quality, locally made T-shirts from JUJU Wears, supporting Nepali artisans and small-scale businesses. Even the packaging is made of recyclable paper, reinforcing our pledge to minimize environmental impact.

#### **L) Key sustainability initiatives (2025-2027)**

We are dedicated to further embedding sustainability at the heart of our operations. While these represent our major action plans for 2025–2027, for a more detailed plan, we kindly request you to contact our Sustainability Coordinator.

- Implementing a formal quarterly meeting schedule to review the action plan's progress, challenges, and milestones, ensuring continuous improvement and staff involvement.
- Conducting regular employee satisfaction surveys to foster a positive work environment and ensure the well-being of our team.
- Implementing monthly tracking of electricity and water consumption, as well as waste generation, to establish baselines and identify key areas for reduction.
- Actively developing a comprehensive carbon offset strategy, including learning emission calculation methodologies and seeking partnerships with Nepali NGOs for offset programs.
- Investing in and promoting eco-friendly commuting by providing bicycles for staff to reduce emissions from daily travel.
- Implementing a monthly vehicle check schedule to ensure our fleet is well-maintained for optimal fuel efficiency and safety.



- Onboarding and training all inbound partners from India and Bhutan on the Travelife platform to ensure sustainability standards are met throughout our supply chain.
- Signing updated Memoranda of Understanding (MOUs) with 10 key hotel partners to formally embed sustainability expectations into our contractual agreements.
- Conducting an extensive first aid training program for all staff in collaboration with the expert organization, KEEP.
- Conducting a dedicated two-day training session for drivers to elaborate on a professional code of conduct and sustainable practices.

**“We sincerely thank you for taking the time to read through our report. Your interest and support inspire us to continue advancing our sustainability journey and creating meaningful impact.”**

