
GN SPECIFICATIONS FOR GUIDES

for ethical, professional and eco-friendly behaviour

Context

Global Nomad promotes ethical and professional behaviour in tourism business and believes responsible tourism business can bring benefits to the local community while preserving its culture and environment.

In order to ensure that guides working for GN label certified trips (also called “GN trips”) have ethical and professional behaviour, Global Nomad requires guides working for GN trips to commit to respect the following ethical and professional norms:

Global Nomad ethical charter is available on our website (www.globalnomad-tibet.com).

Norms related to clients’ health and security

- Inform clients about how to keep healthy in altitude
 - o Drink a lot (apart from alcoholic drinks) and go to toilet
 - o Don’t do too much exercise if feeling tired (especially the first day of arriving at high altitude)
- Especially above 4000 m, be very aware of clients’ health. If they start having serious symptom of high altitude sickness always offer possibilities for repatriation
- If any security risks, always inform the clients and prevent them from doing anything dangerous or forbidden (in such case it is ok to show authority and be strict even if that’s unpleasant for the clients)
- Make sure the driver has enough of sleeping time (a driver that has not slept well can represent a big danger for the group) and is not tired while driving. If the driver cannot get enough sleep, try your best to find a solution and inform the Agency about the problem. In case the driver is dizzy while driving, talk to him and find any solution to avoid any security problem. Always report immediately to the agency if any security problem.

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- If driver is driving too fast or not in a safe way, ask him to change his way of driving and report to the agency.

Norms related to professional behaviour

- Be polite, pleasant, kind, make sure clients are fine all the time.
- Make sure nobody is missing (especially, each time in the vehicle, count to check that everybody is here)
- Show concern to everybody in the group and create a united nice atmosphere
- Inform clients about how to respect local regulations
 - o It is forbidden to talk about any political issues or anything local authorities find inappropriate
 - o It is forbidden to take pictures of soldiers, policeman or anything related to security force
- Read carefully the itinerary of the trip, remember it and follow it (also make sure the driver knows where to go, and where to stop on the way)
- Be punctual and arrive at least a little bit before every meeting scheduled
- Organize well the day and inform well clients:
 - o When the group separate (to go to their hotel room, go shopping...) make sure they all know where and what time the group will gather again.
 - o Every day, explain to everybody the organisation of the next day.
 - o Tell clients where and when is breakfast.
 - o Organise that clients get lunch between 12:00 and 13:30 and dinner between 7:00 and 8:30.
- Adapt to Clients' culture (for example western clients like information to be clear, precise and complete, whether talking about organisational or cultural matters, French people have problem with Tibetan or Chinese breakfast so always make sure there is tea, coffee, bread and jam or honey available for breakfast)
- Be available all the time to answer questions of clients or help them from morning to evening (after 9:30pm the guide has no obligation to stay with his clients, but if they are not in their hotel, the guide should make sure they know how to go back to their hotel). A good guide is able to guess the needs of his clients and satisfy them before the clients even ask for anything.
- Introduce Tibetan culture to clients (respecting local authorities instructions)
 - o For each sacred and historical place, explain first what is special about this place, when it was built, by whom...
 - o Explain what you see (statues, thankas...) in an interesting way (Clients shouldn't get bored)
 - o Answer questions to help clients get better understanding of what they see or about Tibetan culture (apart from any question that are or that you find inappropriate)

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- Do your best to help clients discover and understand your culture (according to their level of interest and their cultural background) not only in sacred and historical places but also at any time (during meals, while in the vehicle...)
 - If you don't know the answer to a question, be honest and say you don't know. Don't make up things or pretend you know. Whenever possible, try to find the answer to the question for this or a future group.
 - Respect quiet needs of clients. As a general rule, and especially during treks, clients need a quiet environment to sleep and have a rest. Talk directly with them to see what their needs are. In the car it is ok to put music if you are sure the clients also enjoy it (putting local music is better than any foreign music as they can discover that way an important part of Tibetan culture that will make their experience much more intense and unique)
 - Be good at socialising :
 - A professional guide eats with the clients and joins the conversation. If this is very difficult for you because of cultural differences, try at least to do it a few times during the trip.
 - When some spare time, if they are not tired, make up some activities (playing games, telling jokes or small stories, take them for a short walk...)
 - During working time avoid too many contacts with your friends or relatives (exceptionally, a short private phone call for an important matter is ok). Don't make the group wait for you in the street because you have met a friend...
 - Avoid any lazy behaviour
 - Of course it is forbidden to have intercourse with clients
 - While not guiding, study to improve your cultural knowledge and linguistic level as well as your capacity to transmit your knowledge to clients of other cultural backgrounds

Norm related to general ethical behaviour toward Clients and Travel Agency

- Do your best (inside itinerary and budget constraint) to make clients' trip as enjoyable and interesting as possible.
- Respect clients, their religions, their differences... Do not say anything that could hurt them
- Never accept any commission from shops, restaurants... for bringing them clients
- Never make pressure on clients to buy things
- Be honest with the way you handle the budget of the clients. Use the money in a way that clients get the quality of service, accommodation, food... they have paid for. Take the invoice (or receipt if you cannot get an invoice) and never ask to make a fake invoice/receipt that doesn't represent the real amount paid. At the end of the trip give the Travel Agency all the invoices and receipts together with the full amount of remaining money of the budget.

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- Be faithful to the Travel Agency that has given you the group: do not criticize the Travel Agency or the way the itinerary has been designed, do not take the agency's clients by giving them your own contact detail and telling them that next time they come to Tibet they don't need to go through this Travel Agency... (It's a lot of effort and investment for a Travel Agency to find clients). If guides want to get clients of their own, they should open their own travel agency and look for clients by themselves.

Norms related to the respect of local culture and environment

- Inform clients about how to respect local culture and environment (or give them the Global Nomad Ethical Charter for travellers) and if necessary, remind them about what to do or not to do.
- Don't do anything that local people would find inappropriate or force them to do things they don't want to do. If necessary, remind clients that they should show respect to local people.
- Don't throw garbage in the nature and make sure the driver doesn't do it either (like throwing aluminium cans or plastic bottles out of the car window). For information, aluminium cans and plastic bottles take hundreds of years to decompose (break down).
- Gently encourage clients to refill their bottle with boiled water rather than using too many plastic bottles.
- During treks, check that the trekking team respects the environment (if not, ask them to do so). To respect the environment, they should:
 - use existing trekking trails when possible (to reduce erosion and the negative impacts on wildlife: plants and wild animals)
 - use existing campsites when possible (avoid damaging the land more than it is already)
 - install the toilet tent at least 50m from water sources (to avoid polluting water), dig a 20cm deep hole inside and put a trash can with a garbage bag next to it for used toilet paper
 - provide a garbage bag for the campsite
 - provide boiled or filtered drinking water for clients and the trekking team to refill their bottles (at the campsite and for picnics)
 - keep a distance of at least 50m from waterways to wash dishes, clothes... and use ecological soaps
 - leave wildlife undisturbed (no loud music, never feed wild animals) and do not pluck plants
 - do not make wood fire (unless you are in an area with abundant forests)
 - before leaving the camp site: cover toilet hole with earth, collect all garbage to bring back to town and make sure nothing has been forgotten on the camp site
 - don't leave organic waste in the wild (bury it at least 20cm deep or bring it back to town)
- During treks, inform the clients about how to respect the environment and check they do it:
 - use the place prepared by the trekking team to go to the toilet (human waste has to be buried)
 - don't leave any other waste in the wild (they should put their garbage in a garbage bag, which should be brought back to town by either themselves or the trekking team). Organic waste can be buried.
 - keep a distance of at least 50m from waterways to wash face, teeth, cloths...
 - leave wildlife undisturbed : avoid being loud, don't feed wild animals nor pluck plants

I agree with the above mentioned norms and commit to respect them for the GN trips I will lead in 2014.

Date:

Signature: