

Standard Operating Procedure for Manu Adventures India

1. Introduction

- **Purpose:** To ensure smooth, efficient, and safe operations.
- **Scope:** Applies to all staff, guides, drivers, porters, and other personnel involved in tours and treks.
- **Objective:** Deliver high-quality customer experiences while prioritizing safety, sustainability, and compliance with legal standards.

2. Pre-Tour/Trek Preparation

2.1 Booking and Documentation

- Confirm client bookings and payments.
- Obtain all necessary client details: personal information, health conditions, dietary restrictions, and emergency contacts.
- Prepare permits and licenses (e.g., trekking permits, park fees).
- Ensure compliance with regional laws and regulations.

2.2 Equipment and Supplies

- Inspect and prepare gear (e.g., tents, ropes, first aid kits).
- Confirm availability of food and water supplies.
- Verify condition of transportation vehicles.

2.3 Staff Briefing

- Conduct team meetings to review itineraries and roles.
- Assign responsibilities to guides, porters, and support staff.
- Discuss emergency protocols and safety measures.

2.4 Risk Assessment

- Check weather forecasts and trail conditions.
- Identify and communicate potential risks (e.g., altitude sickness, wildlife encounters).

3. Tour/Trek Execution

3.1 Client Orientation

- Conduct pre-departure briefings covering:
 - Itinerary and expected conditions.
 - Safety guidelines and emergency procedures.
 - Proper use of equipment and gear.

3.2 On-Trek Guidelines

- Follow the planned itinerary while allowing flexibility for unforeseen circumstances.
- Maintain clear communication with clients and staff.
- Monitor client health, especially during high-altitude treks.
- Adhere to Leave No Trace principles to minimize environmental impact.

3.3 Emergency Protocols

- Handle medical emergencies using first aid and, if necessary, arrange evacuation.
- Communicate with local authorities and rescue teams as required.
- Document incidents for future reference.

4. Post-Tour/Trek Activities

4.1 Client Feedback

- Collect feedback forms or conduct exit interviews.
- Address any complaints or suggestions for improvement.

4.2 Equipment Maintenance

- Inspect and clean all equipment and gear.
- Report and repair any damaged items.

4.3 Staff Debriefing

- Review the tour/trek's success and challenges.
- Discuss improvements for future operations.

4.4 Administrative Tasks

- Finalize financial settlements and update records.
- Renew permits or licenses if necessary.

5. Sustainability and Ethical Practices

- Promote eco-friendly practices (e.g., using reusable supplies).

- Respect local cultures and communities.
- Engage in fair trade with local vendors and staff.

6. Quality Assurance

- Conduct regular training sessions for staff.
- Perform routine audits of operational procedures.
- Update the SOP based on feedback and evolving best practices.

7. Accountability

The service providers in case of the packaged tour and the group leader in case of self organized tour shall be responsible for breach of any provision of SOP and shall be liable for an appropriate action as per the relevant laws.

8. Waste Management

To help in proper management of waste along the trek routes and in pilgrim sites, service providers, group leaders and visitors shall:

- Ensure that trash is brought back and disposed of at designated places
- Ensure toilet tents for visitors and staff are pitched away from the water source and camping area to discourage open defecation
- Ensure that pit toilets and toilet papers are buried properly and camp site is cleaned before leaving the campsites
- Extend support and cooperation at the time of inspection by monitoring officials.