



Tribes Guides/Porters Policy

Tribes does not directly employ any guides or porters, but some of the ground operators that we work with do. We are doing our best to ensure that the staff that host our guests on treks around the world are looked after properly and enjoy the rights that they deserve. We are one of 40 tour operators in the UK with an agreed policy on porters rights. Working together with Tourism Concern and other tour operators, the following guidelines have been put together as a basis for our policy on guides/porters rights:

1. Our relationship with the destination countries.

The ground agents that we use have been issued with detailed questionnaires on their policies regarding the porters and guides that they employ. A summary of the answers provided is given to all of our guests, who can then see for themselves how these policies come in to action on the ground.

As a company we also make regular visits to the destinations we offer to see for ourselves that the appropriate guidelines are being adhered to.

2. Our relationship with the porters and guides.

A majority of the guides and head porters that host our clients are permanently employed by the ground agents we use, as opposed to being hired whenever they are needed. This provides them with job security and basic employment rights according to their contract.

3. Wages.

Minimum wages are often set by the government or National Park authorities. Our ground agents always pay the standard rate, and often more.

4. Training.

We only use local guides in the destinations that we offer. Guides receive proper training in first aid, mountain skills and in their attitudes toward the environment.

5. Equipment.

We try to ensure that guides and porters are provided with the appropriate equipment for them to do their job effectively and safely, such as proper footwear, waterproof clothing and tents to sleep in. This is an ongoing effort, beset by problems of porters selling the kit they are given but we are constantly trying to work round such issues to ensure that they are never placed in unnecessarily dangerous situations.

6. Loads.

Maximum loads are often set by the government or National Park Authority. Porters will not carry loads exceeding these limits. Clients are advised the maximum weights that porters will carry for them.

7. Client awareness and behaviour.

All of our clients are provided with detailed pre-trip information upon booking with us. This includes the responsible travel questionnaire that has been completed by the ground agent that will be hosting them. We also have a set of guidelines for general responsible travel. Advice on issues such as recommended/compulsory tipping is given before travel.

8. Monitoring

All of our clients are issued with a feedback form to complete after their trip. Any comments pertaining to porters/guides are immediately followed up and sorted out. Our UK staff also visit our destinations on a regular basis for first hand observation.