



Wind of Mongolia
Opening new ways in Mongolia

Sustainability development policy

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Wind of Mongolia sustainability policy

At Wind of Mongolia, we are committed to developing our activities and tours in Mongolia in a way that respects the principles of sustainable development. In line with the policy initiated at the very beginning of Wind of Mongolia, and aware that the organization of "responsible travel" is one of the fundamental values of our company, we wish to maximize the positive effects that tourism can have on the families

nomads and local communities, by minimizing the negative impacts, be they social, environmental or economic, to do so, we commit ourselves to:

- * working to respect Mongolia's diverse natural sites, in which we operate
- * to raise awareness among our local partners of the importance of respecting this environment by all ways at our disposal.
- * to raise awareness among all of our partners about the sexual exploitation and forced labor of children.
- * to optimize the positive effects of sustainable development on our existing tours and to integrate sustainable parameters into the creation of future tours.
- * when creating new itineraries, to prefer sustainable transportation, like public bus or hybrids cars.

The written formalization of this policy refers to our past and present approach, underlining the importance of its application in our future actions and achievements. This approach will be present not only in the development of our products, but also in our relations with our local and external partners. We are thus committed to continuing and strengthening our current policy, through actions aimed at integrating all members of the agency and achieving the following objectives:

- * Comply with all Mongolian labor laws and regulations.
- * Integrate sustainability principles into our core business practices
- * Promote sustainable development in our communications
- * Integrate the preservation and protection of the environment and improve our current performance in this domain.
- * Continue and optimize our impact on nomadic families and local guides by providing them with a suitable additional income adapted to their pace of life.
- * Reinforce current training programs for our own staff and external partners to encourage their commitment to sustainability.
- * Provide information on sustainable development and our products, to raise awareness and encourage our customers to opt for sustainable travel options.
- * Suggest options using more sustainable transportations, like public transport or hybrid vehicles.
- * Eliminate sexual exploitation and raise awareness among our travelers about this issue
- * Prohibit our partners from using child labor

That's how we got involved

1 - In our offices

- * We've appoint a person responsible for sustainability-related tasks.
- * We're organizing awareness and information meetings so that every member of the agency fully understands our objectives. Our members are totally responsible for implementing this sustainable policy.
- * By limiting the purchase and use of non-reusable packaging, and by encouraging the purchase of bulk products, we're reducing waste.
- * We're reducing water and electricity consumption wherever possible.
- * We are committed to implementing any new technology that will reduce water consumption.
- * Whenever it's possible we prefer to buy local products.
- * we limit the use of toxic cleaning products by favoring natural or biodegradable biodegradable products.
- * We're providing employment contracts in accordance with local regulations, including employees annual leave, sick and maternity leave.
- * We're providing our employees with civil liability insurance and social security coverage in compliance with Mongolian legislation.
- * We're promoting sustainable development among our teams and partners.
- * We've establish a procedure to monitor and evaluate the implementation of our sustainability policy.
- * We communicate our sustainable development actions and achievements, both internally and externally, through annual reports to highlight their impact.
- * We're doing our best to participate in discussion groups supporting sustainable tourism.
- * Reinforce the existence of written contracts with partners.

- * Encourage agency employees to work from home, in order to limit vehicle use and CO₂ emissions.
- * We make every effort to calculate the carbon emissions of each trip so that we can offer our travelers a relative compensation.
- * We take into account the concept of saving energy and consumables in office by controlling and reducing electricity (LED lamps), reducing the use of paper support and in fact, the concept of mobility and working from home allows us to considerably reduce energy expenditure in the office.

2 - In our operations, procurement and implementation of logistics for our journeys

Our agency favors local products and responsible services, so we prefer the purchase of :

- * products with an environmental certificate
- * products that have been manufactured locally
- * biodegradable or organic products
- * reusable materials, containers, ink cartridges, etc...

When choosing products and equipment for our tours, we do our best to :

- * study the sustainable alternatives available on the market
- * take into account price, quality and after-sales service criteria in the selection process
- * buy the most sustainable alternative

And we do our best to buy from local suppliers whenever possible and prefer to work with suppliers and service providers who demonstrate a commitment to responsibility.

We also apply a policy of waste reduction, buying part of our food whenever possible at local markets, vegetables, meat, fruit, products in bulk, without packaging and preferably from local production.

Transportation :

- * We reinforce the use of public transport on many itineraries.
- * Where terrain and itinerary permit, we use hybrid vehicles.
- * In the same goal, we operate city-tours of Ulaanbaatar capital on foot.

3 - With our members

- * We promote the well-being of agency members, wherever possible by introducing the notion of employee health and safety.
- * To do our best to ensure that each employee works in optimum conditions.
- * We are committed to respecting Mongolia's labor laws.
- * In order to optimize the working comfort of our employees and the implementation of our sustainable policy, we have introduced teleworking over a very large part of the year. This has the aim/advantage of preserving their family life and limiting the use of private car.
- * We're reinforcing our sustainable transport policy, by promoting mobility and working from home, encouraging employees to group together on business trips, so as to limit CO₂ emissions.
- * we organize training courses in our office or online training when available.
- * Emphasize the importance of sustainability actions in our internal management, as well as in the production and stays we offer to direct customers and partners.
- * Highlight the importance of integrating notions of respect for human rights and information to our travelers and partner agencies, more specifically on forced child labor and sexual exploitation in general.
- * We emphasize the importance of promoting cooperation with organizations working to promote Mongolia's cultural and historical heritage in the broadest possible sense.

4 - In practice, we are committed to :

- * prefer cooperation with local partners reflecting Mongolian cultures (hotels, lodges, restaurants, craft stores, arts and culture centers...).
- * Promote positive changes in our supply chain where appropriate.
- * Check that the trips we organize have no negative impact on the environment or society, in particular trips involving horseback riding or other activities involving animals.
- * Control that the trips we organize, including ethnic minorities, do not have negative social effects.
- * Control that our trips do not involve or encourage child labor.
- * Encourage involvement of local communities and support projects aimed at local development and improved well-being.
- * Promote responsible tourism with the structures or administrations we work with, like national parks, NGOs or other groups.

- * Inform and sensitize our customers to encourage responsible behavior in favor of sustainable development.
- * Properly monitor the vehicles of drivers working with Wind of Mongolia, to reduce emissions and energy consumption and to ensure that comply with legal emission and safety standards.
- * Limit vehicle travel during city tours and encourage the use of electric vehicles when car travel is necessary.
- * Offer our travelers options using more sustainable means of transport, such as public transport.
- * Highlight the importance of sustainability criteria in the operation of our tours.
- * Ensure respect for human rights.
- * Guarantee our commitment to preventing forced child labor and sexual exploitation in general.

5 - With our translators & representatives and local guides

In the creation and operation of our tours, we adopt an approach that encourages the involvement of nomadic families and local representatives in the tourism business.

By creating a fair and safe working environment that supports and respects local communities and the rhythm of life of nomadic herders.

Wind of Mongolia also has a team of guide-translators, local guides and nomadic families, with the aim of preserving and boosting the involvement and performance of each member of our team, we are:

- * Offering to all employees a written work contract, and working code (for nomadic families), specifying clearly working conditions and a job description.
- * We give priority to work with local people in charge of the logistics during the trips, and local tourist guides, as well as cooks and other local staff, according our needs, and we provide training if necessary.
- * Ensuring that our local partners comply with all applicable national and local laws and regulations, and with tourism industry standards.
- * making sure that all local representatives, guides and other staff under contract with us, receive a salary equal or higher than the applicable legal minimum.
- * Ensure that our guide-translators, local guides, host families and other staff are sufficiently qualified and/or receive appropriate training.
- * Offer a special module on sustainable travel in the training sessions for tour guides and local hosts, in which the main aspects of responsible tourism are highlighted.
- * our guide-translators are perfectly informed and communicate about sustainability issues in Mongolia, to our customers.
whether in terms of the natural, cultural or historical environment, as well as social and economic issues.
- * our guides and local representatives receive information to ensure prevention of children logging.

6 – With our drivers

In order to reinforce the agency's sustainable development, we commit to be sure they read, sign and respect a specific code of conduct, as well as:

checking that

- * that they have "tourism" accreditation
- * that the vehicle complies with safety and pollution regulations
- * compliance with safety standards and adequate number of seatbelts

prefer

- * the use of recent vehicles, hybrids or vehicles equipped with emission-reducing systems to reduce fuel consumption
- * the use of hybrid vehicles for airport and city tour transfers
- * use of the highest quality fuel possible

recommends

- * systematic tire pressure checks
- * frequent checks of tire balance
- * optimize gear ratios * regular maintenance
- * to use only existing road or trails and not to do "off-road"

7 – With our clients

The well-being and information of our travelers are very important to us at Wind of Mongolia, so we give priority to clear, constant communication and monitor constantly our customers' level of protection.

To this end, we make sure that:

Before their journey:

- * Inform travelers about environmentally-friendly means of transport and inform them about more sustainable options.
- * Inform customers about the consumption of drinking water in the country and recommend that they bring a reusable water bottle which they can refill regularly (to reduce the use of plastic bottles during the trip).
- * Inform customers about dress code, behavior, respect for traditions and other aspects of life in Mongolia, through a well-informed "travel book".
- * Inform travelers about options using more sustainable means of transport, if available on the chosen itinerary.

During their journey we :

- * Help travelers to behave in a responsible and appropriate manner, in terms of culture and respect for the environment.
- * encourage encounters and dialogues by helping travelers learn a minimum of basic words in the local language (also highlighted in the travel diary)
- * Encourage travelers to respect local regulations, such as those concerning smoking in public places, illegal souvenirs to avoid buying, etc.
- * give enough information to our travelers to support local communities during their journey in Mongolia by visiting local communities, herders' groups and other initiatives aimed at strengthening sustainable development and encourage the purchase of products from this more sustainable production chain.
- * We encourage and inform travelers about the various ways in which they can make donations and support NGOs, by buying souvenirs in responsible stores.
- * We inform travelers about health risks and precautions (non-drinkable water in city) and security during their journey in Mongolia.
- * inform travelers about the country's political and social issues
- * inform and discourage travelers from buying products containing parts of endangered flora and fauna that may be on sale in certain local markets or stores.
- * we strongly inform and forbid travelers to support commercial sexual activities
- * inform and prohibit travelers from using drugs
- * We provide advice on how to minimize waste and give information on waste management and the importance of not throwing anything away, or even picking up litter.
- * we make a point on using individual water bottles to limit the use of plastic bottles, and organizing the best way to fill their water bottles.
- * provide travelers with sufficient information on the various sites visited, whether environmental, cultural, historical or religious.
- * we control and ensure customer satisfaction, to be sure that their journey is fitting with the travel they booked.

After their journey :

- * Ask for constructive comments in general and on the criteria of sustainability of the travel.
- * Give the traveler the opportunity to make comments and complaints and, if so, to take them seriously and effectively into account.
- * Offer the customer an opportunity or means to stay connected with the destination and the agency after the trip.

More generally, we are committed to :

- * Respect customer privacy as much as possible, before, during and after the trip.
- * provide enough information regarding their travel and the price. And to control those information are clear, complete and accurate, for all products and services.
- * give to the traveler clear and complete information about the destination, including aspects related to sustainability, Mongolia's natural environment, local culture and cultural heritage.
- * provide to our customers sufficient information on sustainable accommodation and transport alternatives
- * control to have a contact person, relative or other, and a telephone number available in case of emergency.
- * Promote meetings and exchanges with local projects, NGOs, cooperatives and other sustainable initiatives to enhance, energize and encourage the purchase of local products.

8 - More generally, we are committed to :

- * Give a clear preference to accommodations that apply a sustainable policy and are committed to preserving biodiversity.
- * Terminate all cooperation if there is clear evidence that sustainability criteria are being jeopardized in all their basic services, such as food, water, energy, healthcare, etc.
- * Advise customers on standards of behavior during their stays, with an emphasis on respect for local culture and the natural environment.
- * Not to offer excursions that harm human beings, animals, natural resources, or that are socially and culturally unacceptable.
- * Similarly, our commitment to sustainable development leads us to favor the use of responsible accommodations that promote and preserve Mongolia's cultural heritage, such as art in the broadest sense, gastronomy, architecture, and, more generally, anything that enhances the country's historical and cultural wealth.

9 - And, of course, we are committed to respecting human rights through the following practices:

- * Prohibit discrimination in recruitment, conditions of employment, access to training and positions of responsibility, based on gender, race, age, disability, ethnic origin, religion or sexual orientation.
- * Forbid any possibility of sexual exploitation in general, and inform our partners and travelers if necessary.
- * Prohibit any activity involving forced child labor and inform our employees, partners and local service providers on this point.
- * Promote the fight against sexual exploitation and forced labor in general and inform and raise awareness of this issue among our employees, partners and local service providers.
- * Ensure that all employees have equal access to resources and opportunities for personal development through training.
- * Inform our customers about the possibility of carbon offsetting their international flights.

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Joel RAUZY, Director of Wind of Mongolia
and Sustainable Development Coordinator

