RESPONSIBLE TOURISM TANZANIA
UTALII UNAOWAJIBIKA

COMPLIANCE CRITERIA FOR CERTIFICATION

Standard	Criteria No.	Requirements	Seed	Sapling	Tree	Comments
A. Organisation Sustainability Concept						
A.1 Sustainable Management						
A.1.1. Implementation of a Sustainability Management System						
The organization has implemented a long-term sustainability management system that is suitable to its reality and scope, and which addresses environmental, social, cultural, economic, quality, health and safety issues.	A.1.1.1	There is a written sustainability management plan/policy in place.				
	A.1.1.2	The sustainability policy is signed by senior management.				
	A.1.1.3	The sustainability policy is translated into Kiswahili and communicated to all employees.				
	A.1.1.4	There is at least one person designated in writing with the overall responsibility for managing sustainability/environmental issues.				
	A.1.1.5	Regular progress reports are made on sustainability/environmental issues.				
	A.1.1.6	There is evidence of active membership of an environmental forum e.g. TNRF, WCST, EAWS				
	A.1.1.7	Sustainability/environmental issues are discussed and minuted at regular management meetings and management decisions are made accordingly.				
	A.1.1.8	Sustainability reports are published on the organisation website/communicated publicly.				
	A.1.1.9	The tourism business is committed to the principles of Fair Share, Fair Say, Respect, Reliability, Transparency and Sustainability, and this is evident in their mission statement and implemented by employees.				
A.2. Legal Compliance						
A.2.1. Legal Compliance						
All operations are in compliance with all relevant National and International legislation and regulations (including, among others, health, safety, labor, intellectual property rights and environmental aspects). Land and water rights, and property	A.2.1.1	The tourism business is in compliance with all applicable national and international legislation, regulations, licenses and permits.				
	A.2.1.2	The organisation is currently a member of an appropriate tourism organisation e.g. RTTZ, HAT, TATO, ZATI				
	A.2.1.3	The tourism business is legally registered, possesses all the necessary licenses and permissions to carry out business and keeps record of all relevant documentation.				

acquisition are legal, comply with local communal and indigenous rights, including their free, prior and informed consent, and do not require involuntary resettlement.	A.2.1.4	All financial records are kept up to date and stored for at least the minimum number of years as required by law.				
A.3. Risk Management						
A.3.1. Risk Assessment						
The likelihood of the risks related to the operation are constantly identified, qualified and measured, taking steps to minimize their occurrence, and develop contingency plans to effectively react to emergencies.	A.3.1.1	Major risks are identified by the organisation including at least: vehicle accident, fire and evacuation, natural disasters, medical response and evacuation, human/wildlife conflict, hygiene and food handling, banditry and mugging.				
	A.3.1.2	Fire equipments are available and regularly maintained, fire routes are indicated and all employees are given fire safety training on an annual basis				
	A.3.1.3	A detailed risk assessment is carried out, corrective action are identified and immediate risks are minimized.				
	A.3.1.4	Steps are in place to minimize all risks.				
A.3.2. Health and Safety						
The safety of your operation is reviewed constantly and appropriate measures taken to ensure the well being of your guests, employees and the surrounding communities.	A.3.2.1	A documented Health and Safety policy is available which covers at least: personal protective clothing, first aid, fire, emergency evacuation, hygiene.				
	A.3.2.2	The organisation health and safety policy demonstrates the special precautions to be taken with regards to all riskand provides information to staff about HIV/AIDS, all other contagious and infectious diseases and general well- being				
	A.3.2.3	First aiders are trained and appointed according to the size and scope of the organisation.				
	A.3.2.4	Documented and signed H&S training is given to all employees, including induction trainings for new hires, at least annually.				
	A.3.2.5	The organisation complies with all health and safety requirements with regards to employees, guests and other third parties which are documented in a health and safety policy				
	A.3.2.6	Procedures for storage, use, handling and disposal of all chemicals and cleaning products are implemented according to the organization`s health and safety policy.				
	A.3.2.7	The organisation has documented proof of awareness raising with employees on HIV/AIDS, and other regionally relevant high risk diseases.				
	A.3.2.8	The organisation facilitates voluntary counseling and testing for HIV/AIDS at no charge to employees.				
	A.3.2.9	The business has records for the storage, use, handling and disposal of all chemicals and cleaning products.				
	A.3.2.10	All H&S incidents are recorded and reported to management and relevant authorities.				
	A.3.2.11	The business has developed a written policy on the health and safety needs of pregnant and nursing mothers and its clearly communicated to all women employed in the business				
	A.3.2.12	Knowledge of employees' medical conditions are kept confidential and are dealt with appropriately.				
A.4. Workplace Practices						

A.4.1. Employment						
A clear employment policy is in place that conforms to ILO standards and Tanzanian Labour Laws, outlines employees' rights and compensates employees fairly.	A.4.1.1	There is a documented human resources policy specifying how the organisation aims to treat it's employees. The policy addresses discrimination, equal opportunities, sexual harassment and other fundamental human rights, stipulating the following processes: hiring/firing, appraisals, disciplinary actions, grievance procedures, payroll, medical insurance and workmen's compensation, and including all outsourced/contracted employees.				
	A.4.1.2	There is a person designated in writing responsible for HR /Welfare issues				
	A.4.1.3	All employees have legally binding written contracts and understand the content of their contracts, which are translated into Kiswahili. Each employee has an individual file and has access to it.				
	A.4.1.4	Employees are paid at least a living wage or a wage equal to National requirements.				
	A.4.1.5	A payroll schedule is in place and administered by a designated person.				
	A.4.1.6	The payroll is in line with National legislation e.g. tax and social security.				
	A.4.1.7	Employees are made aware of their conditions of employment through induction training, regular meetings and notice boards.				
	A.4.1.8	Working schedules comply with National or international law or benchmark industry standards, whichever affords employees most protection.				
	A.4.1.9	All leave including annual, sick, maternity, paternity, compassionate etc are stipulated and recorded in line with National law				
	A.4.1.10	Overtime is paid or given back as time in lieu.				
	A.4.1.11	There is a salary scale in place.				
	A.4.1.12	The turnover of employees is monitored.				
	A.4.1.13	Meetings between employees and management take place on a regular basis, at least quarterly, and with senior management annually, addressing key employment issues, and are minuted.				
	A.4.1.14	Documented disciplinary procedures are in place, communicated and followed.				
	A.4.1.15	Documented grievance procedures are in place, communicated and followed.				
	A.4.1.16	Employees are provided with pay slips on a regular basis which include all relevant information.				
	A.4.1.17	All employees must receive a minimum of 24 hours hours rest per week as per Tanzania labour Act (2004) and all employees receive meal intervals during work intervals as required by national law and industry standards				
	A.4.1.18	Overtime is voluntary and does not exceed 10 or 15 hours per week depending on business size				
	A.4.1.19	Job descriptions are written for every position.				
	A.4.1.20	The turnover of employees is monitored against an industry benchmark.				
	A.4.1.21	Meetings between employees and management take place on a regular basis addressing key employment issues, and are minuted. Identified issues are addressed and followed up by management.				

	A.4.1.22	All deductions are only taken from an employee's wage according to the legal maximum amount or no more than 25% of their stipulated wage for that period. These deductions are only taken from an employee's wage if required by law or if the employee has given written permission thereof.				
	A.4.1.23	Working hours comply with the applicable national law and industry standards.				
	A.4.1.24	Employees are free to join a union or any other form of worker representation such as a worker's committee				
	A.4.1.25	Employees are assessed on a regular basis, at least annually.				
	A.4.1.26	The organization does not make use of time-limited contracts to avoid employing permanent employees.				
	A.4.1.27	Employees receive equal pay for equal work.				
A.4.2 Awareness and training						
All employees should be aware and understand contracts and major policies and communication within the organisation. They should receive periodic training to improve or further their capacity and skills with their profession as well as training regarding their role in the operation's sustainability management system, especially in the management of environmental, socio-cultural, health and safety practices.	A.4.2.1	All major policies and communications of the organisation are translated into Kiswahili and communicated.				
	A.4.2.2	A training needs assessment is carried out.				
	A.4.2.3	A training calendar is developed based on the training needs assessment. Training on all relevant policies are included.				
	A.4.2.4	Documented and signed records of attendance for all trainings are available, certificates are issued and copies are kept in employees files.				
	A.4.2.5	Sustainability awareness training takes place for all employees.				
	A.4.2.6	Specific training is given to individuals according to their tasks and responsibilities.				
	A.4.2.7	Champions are identified as sustainability role models.				
	A.4.2.8	Champions are recognised for the sustainable roles and responsibilities they take on.				
	A.4.2.9	The organisation allows third parties to participate in their trainings.				
A.5. Customer Awareness and Satisfaction						
A.5.1. Accurate marketing and complete promotional material.						
All marketing materials promote sustainability and are current, accurate and complete, including sustainable claims.	A.5.1.1	Marketing materials set realistic expectations for guests, and are not misleading nor deceptive.				
	A.5.1.2	Any sustainability claims made by the organisation are a reflection of actual activities that have taken place.				
	A.5.1.3	The production of marketing material uses sustainable products or is electronically available.				
	A.5.1.4	Marketing on sustainability must be current.				
	A.5.1.5	Claims towards sustainability in the future must be backed up with documented plans.				
	A.5.1.6	The organisation provides promotional materials about other alternative sustainable activities/facilities for guests.				
	A.5.1.7	Guest satisfaction is directly related to the quality of the tourism business and is therefore measured so that corrective action can be taken where appropriate to ensure a cycle of continuous improvement.				

	Ref	Criteria				
	A.5.1.8	All marketing material must include a sustainability message pertinent to the organisation together with any sustainable certification logo held			▓	
A.5.2. Guest Feedback						
Feedback is sought from customer on a regular basis. Customers'	A.5.2.1	The organization has developed a system for the capturing of guest feedback.	▓			
	A.5.2.2	The organization and its employees actively invite guests to make use of this feedback system.		▓		
	A.5.2.3	Guest feedback is documented and the level of satisfaction is monitored.		▓		
	A.5.2.4	There is a dedicated management employee responsible for the management of this system and to ensure that information from the guest feedback system is adequately recorded.			▓	
	A.5.2.5	Guest feedback is analysed and corrective measures are put into action.			▓	
	A.5.2.6	The tourism business actively aims to provide a consistent and good quality service to guests at all times.			▓	
A.5.3. Nurturing understanding about sustainable management						
Guest awareness and satisfaction is enhanced through cultivating understanding on natural surroundings, local culture, cultural heritage and sustainability e.g. the local economic, natural and cultural environments; and in the process invites them to contribute towards sustainable tourism. Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to guests, as well as explaining appropriate behavior while	A.5.3.1	The organisation provides guests with guidance on natural surroundings, environmental protection, local culture, cultural heritage and sustainability.	▓			
	A.5.3.2	The organisation provides guests with documented guidance on appropriate behaviour and protocols outside the hotel (e.g. nude bathing, dress codes, local regulations regarding alcohol consumption etc.)	▓			
	A.5.3.3	Displays/books on the local environment and culture are incorporated into the organisations surroundings and guest areas.		▓		
	A.5.3.4	Guests are encouraged and provided with information to experience the local environment beyond the boundaries of the property.		▓		
	A.5.3.5	Sustainable activities including talks are provided on the local environment and culture for guests to participate in.			▓	
	A.5.3.6	Guests are encouraged to actively contribute towards local environmental/cultural initiatives.			▓	
A.6. Procurement						
A.6.1. Procurement						
A responsible purchasing/supply chain management policy that favors locally appropriate and ecologically sustainable products, including building materials, capital goods, food, beverages and consumables, encouraging transparency as well as gains for the Tanzanian economy, is established and implemented.	A.6.1.1	The organisation has a basic purchasing policy in place which includes: buying in bulk/concentrates, reducing packaging, minimising food waste, ecologically sustainable products, low energy devices, local purchasing and transparency.	▓			
	A.6.1.2	The organisation actively chooses local suppliers of goods and services in preference to imported ones wherever possible.	▓			
	A.6.1.3	Procurement procedures are documented and in line with the policy.		▓		
	A.6.1.4	The organisation actively researches and keeps updated on the availability of local products.		▓		
	A.6.1.5	Procurement procedures are communicated to all involved parties.			▓	
	A.6.1.6	The organisation can prove that it has managed to increase the % of locally purchased goods.			▓	
	A.6.1.7	The organisation supports local suppliers to encourage them to comply with the requirements of their purchasing plan e.g. using biodegradable packaging.			▓	
A.7. Sustainable Construction						

A.7.1. Legal requirements						
Planning, design, construction, renovation, operation and demolition of buildings and infrastructure comply with zoning requirements and laws related to protected areas and /or infrastructure. Ensure local government plans and zoning and protected or heritage area requirements are respected when deciding on the site of your property.	A.7.1.1	Local communities and relevant local authorities have been consulted before commencement of any construction takes place.				
	A.7.1.2	All legal requirements have been identified pertinent to the building, and copies of relevant, current laws are available.				
	A.7.1.3	Construction takes place without any major changes to the area and its natural surroundings e.g. vegetation, rivers, topography.				
	A.7.1.4	A person is designated in writing to be responsible for monitoring building sites for compliance and subsequent reporting procedures.			■	
	A.7.1.5	Reports are made available for future projects.			■	
A.7.2. Environmental Planning and Impact Assessment						
New projects or buildings or extensions must have an environmental impact assessment (EIA) carried out in compliance with Tanzania's National Environmental management Council (NEMC) regulations (where applicable)	A.7.2.1.	An EIA is in process for planned buildings where applicable.				
	A.7.2.1.	An EIA is available for buildings under construction where applicable.				
A.7.3. Construction location, methods and materials						
Locally appropriate principles are used for sustainable construction. Ensure the construction of any buildings is in keeping with the natural surroundings, cultural elements, local art and architecture and cause as little impact to the surroundings as possible. Provide access for persons with special needs where appropriate.	A.7.3.1	An environmental management plan for construction is drawn up before any construction begins outlining how the building site will be controlled from start to finish, including site recovery.				
	A.7.3.2	An effort has been made to integrate any building into the surrounding environment through the use of natural landscape forms and/or vegetation.				
	A.7.3.3	For new buildings access for persons with special needs is identified, well thought out, and provided for where appropriate.				
	A.7.3.4	The organisation can show that thought has gone into the design and location of any new buildings to make natural use of heat, shade and wind in order to reduce heating and cooling, lighting and water consumption through passive design.		■		
	A.7.3.5	Locally available materials are used where possible to fit into the surroundings, to support local organisation and to cut down on transport impacts.			■	
	A.7.3.6	For existing buildings access for persons with special needs is identified, well thought out, and provided for where appropriate.			■	
	A.7.3.7	Planning, design, construction, renovation, operation and demolition of buildings and infrastructure comply with national zoning requirements, all applicable national and international laws, follow the principles of sustainable construction and respect the natural or cultural heritage of the surroundings.			■	
B Social/Economic Guidelines Concept						
B.1. Local Employment						
B.1.1. Local Employment						
Local residents are given equal opportunity for employment including in management positions. All local employees are equally offered regular training, experience	B.1.1.1	The organisation identified and defines the local community.				
	B.1.1.2	As part of the HR document a hiring policy is in place ensuring that members of the local community, as defined by the organisation, are given equal opportunity for employment including in management positions				

and opportunities for advancement.	B.1.1.3	As part of the HR document a promotion policy is in place ensuring that members of the local community, as defined by the organisation, are given equal opportunity for promotion through training.				
	B.1.1.4	The organization keeps record of all recruitment and can demonstrate through records that recruitment is done in line with the recruitment policy. The organization keeps record of all retrenchments and can demonstrate through records that retrenchment is done in line with the retrenchment policy.				
	B.1.1.5	The training spending of the business reflects fair inclusion of all groups including women, local residents, people with disabilities, and non-permanent employees.				
	B.1.1.6	Statistics on the advancement of local employees are available.				
	B.1.1.7	Internal promotions reflect inclusion of all groups, including women, local resident and people with disabilities.				
	B.1.1.8	New appointments reflect inclusion of all groups, including women, local resident and people with disabilities				
B.1.2. Equal opportunity						
The organization offers equal employment opportunities to women, local minorities and others including in management positions while restraining child labour.	B.1.2.1	There is a written policy in place addressing equal opportunity for women and minorities.				
	B.1.2.2	The employee sex ratio is determined for the organisation.				
	B.1.2.3	No one under the age of 18 is employed and there is no evidence of forced or child labour.				
	B.1.2.4	The organisation has developed a program based on its individual situation that addresses equal employment opportunities for women.				
	B.1.2.5	The business is in compliance with all national legislation and regulation with regards to labour.				
	B.1.2.6	Statistics are available to prove that the organisation has implemented the program and that equal opportunity employment is offered to women.				
B.1.3. Supporting local organisation						
Local small entrepreneurs are supported and encouraged. Means are offered for their development, and their sustainable products are purchased and offered on your premises where possible.	B.1.3.1	Local entrepreneurs producing sustainable products and services are identified by the organisation.				
	B.1.3.2	Local entrepreneurs are supported and encouraged by the organisation.				
	B.1.3.3	Local arts, crafts and music are promoted to guests by the organisation through the provision of a location on site e.g. curio shop, or taking guests to a similar offsite location.				
	B.1.3.4	The organisation carries out activities to actively support local entrepreneurs.				
B.1.4 Contributing towards local development						
The organisation actively supports initiatives for local infrastructure and social community development.	B.1.4.1	The organisation's corporate social responsibility (CSR) policy includes supporting and contributing towards the local community.				
	B.1.4.2	There is a person, designated in writing, who meets on a regular basis with the community to discuss development and support.				
	B.1.4.3	Tangible benefits are provided to the local community.				

	B.1.4.4	The organisation allows use of services or facilities by the local community (even if at a cost) which would not otherwise be available (e.g. a swimming pool, health suite, conference venue)		▨		

B.1.5. Minimize harmful (economic and social) effects of tourism.

The activities of the organisation do not have a negative social or economic impact on the local community and has: a) implemented a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minorities. b) ensured the activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighboring communities. c) ensured tourism activity does not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.	B.1.5.1	The organisation develops and implements a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minorities.	▨			
	B.1.5.2	The policy is communicated to employees and guests.	▨			
	B.1.5.3	The organisation identifies any negative effects that it has on the local communities basic services, where applicable.	▨			
	B.1.5.4	The organisation has identified tourism activity that affects local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.	▨			
	B.1.5.5	The organisation actively supports an initiative protecting women and/or providing education for children.	▨			
	B.1.5.6	The organisation provides training for all employees on the exploitation and harassment policy, including a reporting process.		▨		
	B.1.5.7	The organisation ensures that its activities do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighboring communities.		▨		
	B.1.5.8	Proof is available to show that the organisation does not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighboring communities.		▨		
	B.1.5.9	Tourism activities of the organisation do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.		▨		
	B.1.5.10	The organisation is aware of the impact of its activities on the provision of basic services, such as food, water, energy, healthcare and sanitation to neighbouring communities and has measures in place to counteract any activity deemed to have a negative impact.		▨		
	B.1.5.11	Land and water rights, and property acquisition are legal, comply with local communal and indigenous rights, including their free, prior and informed consent, and do not require involuntary resettlement			▨	

C Environmental Guidelines Concept

C.1. Conservation of Resources

C.1.1. Water

Water management, including indication of the source, measurements and ways to reduce overall consumption, is an integrated part of the organisation. Water sourcing is sustainable, and does not adversely affect environmental flows.	C.1.1.1	Water management is developed, as part of an overall environmental management system, to include: water saving devices, maintenance, pool management, laundry reuse, garden irrigation, grey water, rainwater etc.	▨			
	C.1.1.2	A person is designated in writing to manage water within the organisation.	▨			
	C.1.1.3	Overall water consumption is measured and recorded on monthly basis from indicated sources, and methods are put in place to decrease consumption, while improving the reuse of waste water.	▨			
	C.1.1.4	Identified leaks are reported and repaired immediately.	▨			
	C.1.1.5	Energy saver taps (e.g. mixer or temperature controlled) are fitted in at least 50% of the installations to ensure that water is delivered at the right temperature and not therefore wasted.	▨			
	C.1.1.6	Low flush toilets are installed in at least 50% of the installations, or water saving devices are installed in the toilets.	▨			

	C.1.1.7	A guest towel and linen reuse program is in place and communicated.				
	C.1.1.8	Instructions are developed and available for the sustainable maintenance of pools.				
	C.1.1.9	Instructions are developed, available and implemented for the sustainable irrigation of gardens e.g. watering in the early morning and late evenings, below soil levels, installation of timing devices etc.				
	C.1.1.10	The organization indicates the sources of all water used				
	C.1.1.11	There is a monthly assessment of water management reports and actions taken.				
	C.1.1.12	Water saving devices are fitted to reduce water consumption in at least 50% of the installations e.g. flow restrictors, aerators, push taps, limiters on water pipes.				
	C.1.1.13	Energy saver taps (e.g. mixer or temperature controlled) are fitted in at least 75% of the installations to ensure that water is delivered at the right temperature and not therefore wasted.				
	C.1.1.14	Low flush toilets are installed in 75% of the installations, or water saving devices are installed in the toilets.				
	C.1.1.15	Employees are trained appropriately on the water management plan.				
	C.1.1.16	A system is in place to record pool maintenance on a regular basis.				
	C.1.1.17	Garden irrigation systems use treated waster water where possible.				
	C.1.1.18	A rain water collection and storage systems system is in place where applicable				
	C.1.1.19	Water saving devices are fitted to reduce water consumption in 75% of the installations e.g. flow restrictors, aerators, push taps, limiters on water pipes.				
	C.1.1.20	Records are assessed and improvements are made accordingly.				
C.1.2. Energy						
Effective, ecological energy use is considered in all aspects of your organisation. Energy consumption is measured, sources indicated, and measures to decrease overall consumption and costs are adopted, while encouraging the use of renewable energy.	C.1.2.1	An Energy Management Plan is developed and methods are put in place to decrease overall consumption in the energy management plan, including: effective design and maintenance while encouraging the use of renewable energy.				
	C.1.2.2	A person is designated, in writing, to manage energy within the organisation.				
	C.1.2.3	Overall energy consumption is recorded on a monthly basis, sources are indicated, e.g. electricity, gas, sustainable charcoal etc.				
	C.1.2.4	Electrical faults are reported and repaired immediately.				
	C.1.2.5	Electrical maintenance is carried out and reported by a professional on a regular basis.				
	C.1.2.6	Sustainable charcoal is used by the organisation.				
	C.1.2.7	There is a monthly assessment of energy management reports and improvements are made accordingly.				
	C.1.2.8	Employees are trained appropriately on the energy management plan.				
	C.1.2.9	Energy saving devices makes up at least 50% of all installations e.g. energy saving bulbs, motion sensors etc				
	C.1.2.10	The organisation uses and/or replaces current electrical appliances with low energy appliances.				
	C.1.2.11	Where appropriate renewable energy sources are captured on site: solar water heating, wind power etc.				

	C.1.2.12	Signs are used as reminders to conserve energy.				
	C.1.2.13	Procedures are in place to ensure that air conditioning is managed properly e.g. windows are closed, air conditioning is not left on unnecessary etc.				
	C.1.2.14	If high energy appliances are fitted to a room, then the room has a mechanism such as a key card system or master switch is in place to turn off electricity when rooms are vacated.				
	C.1.2.15	Statistics are available to show that energy has been managed and improved.				
	C.1.2.16	Energy saving devices makes up at least 100% of all installations e.g. energy saving bulbs, motion sensors etc				
	C.1.2.17	Statistics are benchmarked against the industry.				

C.2. Pollution

C.2.1. GHG emissions

Greenhouse gas emissions from all sources controlled by the organization are measured, procedures are implemented to minimize them, and offsetting remaining emissions is encouraged. The organization encourages its customers, employees and suppliers to reduce transportation-related greenhouse gas emissions.	C.2.1.1	GHG emissions from fossil fuels are identified and measured.				
	C.2.1.2	GHG fossil fuel emissions management is developed, as part of an overall environmental plan, to control and minimize emissions.				
	C.2.1.3	A person is designated, in writing, to manage GHG emissions within the organisation.				
	C.2.1.4	Employees are trained appropriately on the management plan.				
	C.2.1.5	A recognised local carbon offset scheme has been identified and consulted by the organisation.				
	C.2.1.6	The organization encourages its guests , employees and suppliers to reduce transportation-related greenhouse gas emissions through marketing, communication and training.				
	C.2.1.7	Proof is available that GHG fossil fuel emissions have been minimized.				
	C.2.1.8	Vehicles/machinery are maintained on a regular basis to minimize unnecessary emissions.				
	C.2.1.9	Vehicles are not left running for more than 3 minutes when stationary, and employees are trained accordingly.				
	C.2.1.10	All fossil fuels are offset through a recognised local scheme.				

C.2.2. Harmful substances

The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available, by environmentally friendly products alternatives where possible. All storage, use, handling, and disposal of chemicals are properly managed.	C.2.2.1	All harmful substances used by the organisation are identified and harmful substances management is developed, as part of an overall environmental management system, to: monitor, minimize, substitute, store, handle and properly disposed of them.				
	C.2.2.2	All persons handling harmful substances are properly trained.				
	C.2.2.3	All persons handling harmful substances are provided with appropriate personal protective equipment.				
	C.2.2.4	The use of harmful substances, including pesticides, paints, and swimming pool disinfectants and cleaning materials is minimized and substituted by environmentally friendly alternatives where possible.				
	C.2.2.5	Chemicals/pesticides that are listed on any of the International 'bad' lists, or are environmentally damaging are not used by the organisation				
	C.2.2.6	Proof of monitoring, minimizing, substituting, storing, handling, cleaning products and disposing of all chemicals is available				
	C.2.2.7	The storage, use, handling and disposal of all chemicals are properly managed.				

	C.2.2.8	Procedures for storage, use, handling and disposal of all chemicals and cleaning products are implemented according to the organization`s health and safety policy.			■	
C.2.3. Other environmental pollutants						
The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water and soil contaminants.	C.2.3.1	All other environmental pollutants are identified and their management is developed, as part of an overall environmental management system, to minimise their effect.	■			
	C.2.3.2	A person is designated, in writing, to manage environmental pollution within the organisation.	■			
	C.2.3.3	Smoking areas are designated.	■			
	C.2.3.4	All employees are properly trained on the management plan.		■		
	C.2.3.5	Noise created by the organisation is not audible from 50m, or having an adverse effect on the neighbouring environment.		■		
	C.2.3.6	Intensity or brightness of security or other lighting are set at minimal functional levels, and do not have an adverse effect on the environment.		■		
	C.2.3.7	If the organisation uses refrigeration equipment utilizing CFC's (chlorofluorocarbons) or HCFC's (hydro-chlorofluorocarbons) as its coolant, damaged equipment is repaired as quickly as possible.		■		
	C.2.3.8	All fuels are stored in a covered, well contained area.		■		
	C.2.3.9	All workshops are appropriately situated with a concrete floor and bunding or the use of plastics and containers ensuring that there is no soil contamination.			■	
	C.2.3.10	The organization implements practices to minimise all pollution from noise, light runoff, erosion, ozone depleting compounds, air, and water and soil contaminants.			■	
	C.2.3.11	There is a written plan to replace any refrigeration equipment utilising CFC's (chlorofluorocarbons) or HCFC's (hydro-chlorofluorocarbons) with a sustainable option.			■	
	C.2.3.12	Grease traps are used for all workshop/kitchen areas. Traps are emptied regularly and taken to municipal dump, or acceptable equivalent.			■	
	C.2.3.13	Used engine oil is stored appropriately and recycled in a sustainable way.			■	
	C.2.3.14	The tourism business implements practices to minimise pollution from noise, light, runoff, erosion, ozone-depleting compounds and air, water and soil contaminants			■	
C.2.4. Solid Waste						
The purchase and use of disposable goods and single serve items [consumable goods] is measured and the tourism business actively seeks to reduce their use as well as this being included for all categories of solid waste making sure that it is measured, reduced, reused and/or recycled with no adverse effects on the local population and environment and is implemented according to waste management guideline.	C.2.4.1	Waste management is developed as part of an overall environmental management system.	■			
	C.2.4.2	The organization has a documented monitoring system in place which details the use of all disposable goods and single serve items.	■			
	C.2.4.3	A person is designated, in writing, to manage waste within the organisation.	■			
	C.2.4.4	Solid waste is separated and properly stored until taken back to recycle or dispose of appropriately.	■			
	C.2.4.5	The volume of solid waste is measured on a regular basis	■			
	C.2.4.6	The volume of solid waste per bed night is actively reduced.		■		
	C.2.4.7	Reduction, recycling and reuse of all solids waste is managed in line with the RTTZ manual on waste management.			■	

	C.2.4.8	All employees are trained on and made aware of the measures of waste being recorded				
C.2.5 Waste Water						
Water consumption is measured, sources are indicated, and methods are put in place to decrease overall consumption, while improving the reuse of waste water.	C.2.5.1	The facility disposes of its waste water in a responsible manner, with no discharge of any raw effluent into the environment.				
	C.2.5.2	All septic tanks have a soak away more than 50m away from any surface water body.				
	C.2.5.3	The business reuses waste water as far as this is appropriate to the size and nature of the business				
C.3. Conserving Biodiversity and Ecosystems						
C.3.1. Sustainable Harvesting and Consumption of Biodiversity.						
Wild species should only be harvested and utilised or marketed if sustainable and in compliance with local, national and international regulations.	C.3.1.1	Employees and guests are provided with guidance on environmental protection and not to buy wildlife products especially those which are threatened e.g. sea shells, corals, animal skins, precious woods.				
C.3.2. Interacting with Wildlife ensuring minimal disturbance.						
Interaction with wildlife is done in the least disturbing way, ensuring that there are no damaging effects or change from normal behavior. No captive wildlife is held, except for properly regulated activities, in compliance with local to international law. Living specimens of protected and wildlife species are only kept by those authorized and suitably equipped to house and care for them humanely.	C.3.2.1	Interaction with wildlife is done in the least disturbing way, ensuring that there are no damaging effects or change from normal behavior e.g. no destruction of vegetation, marine habitats and coral reefs, nesting sites, wetlands, red filters for night drives etc.				
	C.3.2.2	No wildlife may be held captive without the required permits. Interactions with any wildlife (either free roaming or in enclosures) may not disturb natural ecosystems or have adverse effects on wild populations.				
	C.3.2.3	Employees and guests are provided with an ethical and professional code of conduct on how to act responsibly towards wildlife e.g. no blowing of horns, not to let guests out of cars near wildlife, no physical contact with marine life etc..				
	C.3.2.4	The organization is in possession of all relevant legal permits for the keeping of wildlife				
	C.3.2.5	Adverse effects on natural ecosystems and environments as a result of interaction with wildlife is minimized				
C.3.3. Supporting Conservation projects						
The organisation's corporate social responsibility (CSR) policy includes supporting and contributing towards biodiversity or ecosystem research and conservation initiatives.	C.3.3.1	The organisation's corporate social responsibility (CSR) policy includes supporting and contributing towards biodiversity or ecosystem research and conservation initiatives.				
	C.3.3.2	The CSR policy is communicated to all relevant stakeholders.				
	C.3.3.3	The organisation demonstrates knowledge of the location of all protected areas and areas of high biodiversity value in the vicinity of their operations.				
	C.3.3.4	There is tangible evidence that the policy is implemented effectively.				
	C.3.3.5	The organization supports and contributes to biodiversity conservation, including supporting natural protected areas, areas of high biodiversity value and at the same time minimizes any negative environmental impacts its operations may have on ecosystems over time.				

	C.3.3.6	The organisation can demonstrate financial and /or in kind support to at least 1 significant nature conservation project.				

C.3.4. Landscaping

Native species are used for landscaping and the use of invasive and easily propagated exotics is	C.3.4.1	The Organization has an environmental management plan or a policy that guides the use of indigenous plant species for landscaping and restoration wherever feasible and ensures the eradication of invasive alien species.				
	C.3.4.2	The management has shown signs that the organization use indigenous plant species for landscaping and restoration wherever feasible and ensures the eradication of invasive alien species.				
	C.3.4.3	The organisation prefers to use indigenous plant species for landscaping and restoration wherever feasible and ensures the eradication of invasive alien species.				
	C.3.4.4	The organisation demonstrates commitment to the use of indigenous plants in landscaping according to its size and scope where possible.				

C.3.5. Environmental Education

Environmental education is incorporated into the philosophy of the organisation in order to cultivate change, making sure that employees, guests and local communities are included.	C.3.5.1	Environmental awareness training for employees is included in the training calendar.				
	C.3.5.2	Environmental training modules are developed for all levels of employees and training records are available.				
	C.3.5.3	The website of the organisation incorporates a page on environmental awareness for guests				
	C.3.5.4	Guests are encouraged to engage in conservation initiatives from saving water to participating in a local conservation project.				
	C.3.5.5	The organisation actively participates in clean up days etc. involving their employees.				
	C.3.5.6	The organization keeps records related to the implementation of the Code of Conduct.				
	C.3.5.7	The organisation has conducted an environmental risk assessment and has developed and implements measures to mitigate all negative impacts on the environment as identified in the risk assessment and keeps records for such activities as well.				

D. Historical-Cultural heritage Guidelines Concept

D.1. History and Culture

D.1.1. Protection and preservation of important historical sites and cultural elements.

The organisation contributes to the protection and preservation of important historical sites and cultural elements.	D.1.1.1	A policy is written for the protection and preservation of local historical sites and cultural activities ensuring that the rights, values, and customs of local history, cultures and religions are supported and respected.				
	D.1.1.2	Information guiding guests not to purchase or remove historical or archealogical artefacts from their site of origin is available in literature in all guest rooms.				
	D.1.1.3	Employees are trained on the policy and are knowledgeable on available historical sites, archaeological artifacts and cultural attractions so that they can promote them and be able to guide guests not to purchase or remove them from their site of origin.				
	D.1.1.4	Local people are invited to organise guest participation in local history, cultural practices and ceremonies, and to provide performing arts.				
	D.1.1.5	Elements of local art, architecture and/or cultural heritage are used in the interior design and décor of the organisation.				

	D.1.1.6	The organisation demonstrates an ongoing interest in new local historical and archealogical discoveries and involves community, employees and guests in the experience.				
	D.1.1.7	The organisation has documented proof of consultation with local residents and communities regarding identification of and access to the historical sites.				
	D.1.1.8	The organisation supports the local community in the revival and preservation of cultural practices including the design of promotional material.				
	D.1.1.9	The tourism business contributes to the protection of any sites on its properties that have historical, archeological, cultural or spiritual importance and does not impede access to them by local residents				
D.1.2. Respect for Culture						
The organization explains to guests the importance of appropriate behavior while experiencing local cultures and religions. A documented code of conduct for activities in the local communities has been developed and implemented with the collaboration and consent of the affected community.	D.1.2.1	A documented code of conduct has been developed on the importance of appropriate behaviour for experiencing local cultures and religions.				
	D.1.2.2	Employees are trained appropriately on the code of conduct and can guide and assist guests.				
	D.1.2.3	The code of conduct is made available in guest literature in all guest rooms.				
	D.1.2.4	The code of conduct is incorporated into the organisations marketing material and website.				