

FINAL SUSTAINABILITY AUDIT REPORT FOR XYZ KICHUGUU LODGE



RESPONSIBLE TOURISM TANZANIA
UTALII UNAOWAJIBIKA

Criteria No.	Requirements	Seed	Sapling	Non Compliance	Auditors Comments
A.1.1.1	There is a written sustainability management plan/policy in place.	y		XYZ Kichuguu lodge has well written sustainability policy in place	Provide a full pack of the sustainability policy into staff XYZ Kichuguu lodge folders, staff canteen areas
A.1.1.2	The sustainability policy is signed by senior management.	y		The signed copy was provided as evidences	Keep the signed copy at the XYZ Kichuguu lodge ,print it at the A5 size board and has to hanged at the staff sitting area or canteen area
A.1.1.3	The sustainability policy is translated into Kiswahili and communicated to all employees.	n		There was no copy of sustainability policy found at the XYZ Kichuguu lodge during visit	Translate the policy the sustainability and pack it at the place where every staff can access
A.1.1.4	There is at least one person designated in writing with the overall responsibility for managing sustainability/environmental issues.	y		The XYZ Kichuguu lodge managers were responsible	To keep things moving smoothly, at the company as the group should appoint or source someone with expertises to lead all the environmental issues across the group and have a small green team at each unit for example XYZ Kichuguu XYZ Kichuguu lodge should have a green team to take care of the environmental issues at the XYZ Kichuguu lodge
A.1.1.5	Regular progress reports are made on sustainability/environmental issues.		n	This not active at the XYZ Kichuguu lodge, at least the XYZ Kichuguu lodge should have regular reports on eco shared to the satffs, guests and public	The XYZ Kichuguu lodge should have at least Sustainability reports produced and shared to staffs as what the XYZ Kichuguu lodge has achieved so far
A.1.1.6	There is evidence of active membership of an environmental forum e.g. TNRF, WCST, EAWS		n	There was no any active membership of any environmental forum	It is always good to stay informed as what is going on and have a platform to share and discuss together all environmental aspects and tourism at large, thus why we encourages XYZ Kichuguu XYZ Kichuguu lodge to seek and join any of these environmental forum
A.1.1.7	Sustainability/environmental issues are discussed and minuted at regular management meetings and management decisions are made accordingly.		y	This great staffs being informed and trained on the shift the XYZ Kichuguu lodge is shifting and adopting to the use of biodegradables straws	The XYZ Kichuguu lodge also should improves this and train all staffs on the other aspects of sustainability like water, energy and proper waste sorting on site and management
A.1.1.8	Sustainability reports are published on the organisation website/communicated publicly.		n	The XYZ Kichuguu lodge had no any sustainability report produced and hence nothing was available into the website to communicates to the public	As the group you have to develop and produces the sustainability report at least once a year and communicates all your big achievements and results, all the positive impacts you are evolved with
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.		y	This was so practical within the XYZ Kichuguu lodge	Well-done and keep this
A.2.1.1	The tourism business is in compliance with all applicable national and international legislation, regulations, licenses and permits.	y		The XYZ Kichuguu lodge is complying with all the relevant and mandatory rules and regulations	Well-done for the OSHA compliances, need now to push on training all the staffs on OSHA as few staffs had knowledge on what stands why needed to have fully compliances at the XYZ Kichuguu lodge

A.2.1.2	The organisation is currently a member of an appropriate tourism organisation e.g. RTTZ, HAT, TATO, ZATI	y		XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge is the active member for RTTZ, HAT	Well done
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.	y		XYZ Kichuguu XYZ Kichuguu lodge is full registered and posses all the required licenses and permissions to carry out the business in Tanzania	Well-done for the OSHA compliances, need now to push on training all the staffs on OSHA as few staffs had knowledge on what stands why needed to have fully compliances at the XYZ Kichuguu lodge
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.	y		This well identified at the XYZ Kichuguu lodge and well updated and monitored	To improves, the management has to be trained well on how they can identified some of the risks around the XYZ Kichuguu lodge as the majority seems to be not full aware, especially the major risks which can lead to unhygienic problems not well thought
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			More than 70% of the staffs at the XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge not trained on how to use the fire extinguishers	Refreshment training for fire is need for all the staffs at XYZ Kichuguu XYZ Kichuguu lodge
A.3.1.3	A detailed risk assessment is carried out, corrective action are identified and immediate risks are minimized.			The XYZ Kichuguu lodge had well analysed reports for the risks at the XYZ Kichuguu lodge but some of the areas kept fogotten examples on electrical wirea and cables at the pump and storage tanks behind the main kitchen, lots of broken classes behind maintainces workshop at XYZ Kichuguu XYZ Kichuguu lodge and Shanga workshop	Need to be improved, have a culture of having regular checks and internal inspections around all the XYZ Kichuguu lodge primises
A.3.1.4	Steps are in place to minimize all risks.			Clear steps and ways has to be in place to help the XYZ Kichuguu lodge reduces and minimizes the risks	Need to be improved
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.	y		There policy available at the XYZ Kichuguu lodge during the time the internal auditor paid a visit there	Well done
A.3.2.2	The organisation health and safety policy demonstrates the special precautions to be taken with regards to all risk and provides information to staff about HIV/AIDS, all other contagious and infectious diseases and general well- being	n		There was no any eveidence provided at the XYZ Kichuguu lodge to justify this, although there are goup policies on this but seems non of the staffs are aware and the policies not even apporoved by the top management for clear and active implementations and follow up	Need to be improved especially on encouraging voluntary tests of HIV/AIDS. Keep these policies approved and train all the staffs at the XYZ Kichuguu lodge
A.3.2.3	First aiders are trained and appointed according to the size and scope of the organisation.		y	Well trianed	Also updates all the staffs and refresh them on first aid
A.3.2.4	Documented and signed H&S training is given to all employees, including induction trainings for new hires, at least annually.		n	This was very weak, not only staffs had trained especially on fire drills	Set the training for all the employees especial fire drils
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		y	The XYZ Kichuguu lodge doing well on this but need to improvesson this especially for provding clean and drinking water for staffs	Provides all staffs for drinking water dispensers at both kitchen at the XYZ Kichuguu lodge

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.		n	There was no any written instructions and procedures available	Develop clear procedure on proper storages,use,handling, disposals of empty containers around XYZ Kichuguu XYZ Kichuguu lodge
A.3.2.7	The organisation has documented proof of awareness raising with employees on HIV/AIDS, and other regionally relevant high risk diseases.		n	There was no evidences provided on this	Develop an awarness program for all staffs regarding HIV/AIDS and keep this for records
A.3.2.8	The organisation facilitates voluntary counseling and testing for HIV/AIDS at no charge to employees.		n	There was no evidences provided on this, good policies on this but no approved not sure if the entere management is aware of this policies	Facilitates voluntary conseling and testing for HIV /AIDS and keep on this information as confidencials
A.3.2.9	The business has records for the storage, use, handling and disposal of all chemicals and cleaning products.		n	There was no records available as how much chemicals the camp received, used,and disposed	Records helps a lots, more you pullutes then the better way of thinking out of the box to keep the impact and pollutions less
A.3.2.10	All H&S incidents are recorded and reported to management and relevant authorities.		n	This was not clear at the XYZ Kichuguu lodge , as all the major issues identified at the XYZ Kichuguu lodge like,electrical leaks , poor storages of used oils and many others the management was not aware	Need to improves all these and stick to OSHA`S instructions and regulations at the XYZ Kichuguu lodge all the time
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		n	This well detailed in the draft Human resources but the policy not approved by the top senior management	Although this is the legal to everyone to follows, the XYZ Kichuguu lodgeor the Sopa Management has to have the internal policies such as this and get approved
A.3.2.12	Knowledge of employees' medical conditions are kept confidential and are dealt with appropriately.		y	This was clearly explained	Well done of this
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.	y		The was nice polices found at the HR office for Sopa Management but all of these not approved, and the majority of the staffs have not seen these policies or trained on how to follow and ensures full supports and implimentations	Make these polices available for the management ,staffs and get approved by the senior management
A.4.1.2	There is a person designated in writing responsible for HR /Welfare issues	y		The Sopa Management had a well and knowleageble HR manage and the team and acting professionally on all staffs welfares and issues	Keep the good work HR team
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.	y		XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge staffs had written contracts and sampled contracts were available for physical inspections at the Head of office (HR -office)	Advise, all the staffs shoud have the right to have the contract traslated into swahili language for some positions who does not speak the second language which is English
A.4.1.4	Employees are paid at least a living wage or a wage equal to National requirements.	y		At least XYZ Kichuguu XYZ Kichuguu lodge is there	Thinking of improving and moving even beyond the National requirements
A.4.1.5	A payroll schedule is in place and administered by a designated person.	y		Well trianed team and personnel	Keep up the good work!
A.4.1.6	The payroll is in line with National legislation e.g. tax and social security.	y		All staffs are on NSSF,PSPF and PPF	Good practices!

A.4.1.7	Employees are made aware of their conditions of employment through induction training, regular meetings and notice boards.		n	This not done well as the majorities of staffs not trained on the key policies such as HR policy which detailed all the key employment issues, although the HR policies are there but not approved and these lacking all the blessings from the top management and very hard for HR team to roll out the training as not approved yet	The Sopa Management should approves all the HR-releted polices which the Hrdepartment has created so that get used to train all the staffs especial for the new comers joining the company
A.4.1.8	Working schedules comply with National or international law or benchmark industry standards, whichever affords employees most protection.		y	The Ausha Coffee XYZ Kichuguu lodge is fully respecting all the working hours and the staffs were very happy	Well done and continous keeping this good and best practices being doing by XYZ Kichuguu XYZ Kichuguu lodge
A.4.1.9	All leave including annual, sick, maternity, paternity, compassionate etc are stipulated and recorded in line with National law		y	This well respected	Well done for this
A.4.1.10	Overtime is paid or given back as time in lieu.		y	This well handled by the management throuh all the HODs and get approved by the HR manager before payment made	Good practices!
A.4.1.11	There is a salary scale in place.		y	This well explained by the HR manager that Sopa Management has clear structures for salaries and compensations for the staffs	Well done on this
A.4.1.12	The turnover of employees is monitored.		y	The turnover for the employees at XYZ Kichuguu XYZ Kichuguu lodge was so low and well monitored	Well done on this
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.		y	Regular meetings and minutes kept for records	Well done
A.4.1.14	Documented disciplinary procedures are in place, communicated and followed.		n	Well written disciplinary policy available at the HR office , not approved and not communicated to all stafss	Get the policy approved first, and Provides access to all staffs to the policy and train them as well
A.4.1.15	Documented grievance procedures are in place, communicated and followed.		n	Well written policy available at the HR office , not approved and not communicated to all stafss	Get the policy approved first, and Provides access to all staffs to the policy and train them as well
A.4.1.16	Employees are provided with pay slips on a regular basis which include all relevant information.		y	Sampled staffs intervied confirmed this	Well done
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		y	All the off days being respected at the XYZ Kichuguu lodge	Well done
A.4.1.18	Overtime is voluntary and does not exceed 10 or 15 hours per week depending on business size		y	This well handled by the management throuh all the HODs and get approved by the HR manager before payment made	Well done
A.4.1.19	Job descriptions are written for every position.		y	This clearly communicated	Well done
A.4.1.20	The turnover of employees is monitored against an industry benchmark.		y	This well monitored and the turnover for XYZ Kichuguu XYZ Kichuguu lodge is very low	Well done
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.		y	Regular meetings and minutes kept for records	Well done

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.		y	All the deductions were done accordingly	Well done
A.4.1.23	Working hours comply with the applicable national law and industry standards.		y	XYZ Kichuguu XYZ Kichuguu lodge hard shifts in place and all the working hours were monitored welland respected	Well done
A.4.1.24	Employees are free to join a union or any other form of worker representation such as a worker's committee		y	All the staffs are the active members of CHODAU	Well done
A.4.1.25	Employees are assessed on a regular basis, at least annually.		y	This very important for the XYZ Kichuguu lodge and Sopa Management at the group level internal trains set on regular bases	Well done
A.4.1.26	The organization does not make use of time-limited contracts to avoid employing permanent employees.		y	All the staffs had well binding written contracts and company is respecting them	Well done
A.4.1.27	Employees receive equal pay for equal work.		y	All paid accordingly	Well done
A.4.2.1	All major policies and communications of the organisation are translated into Kiswahili and communicated.	n		The majorityof polices are in English language	Keeps some of the key policies in both Swahili and English for easy understanding to all staffs
A.4.2.2	A training needs assessment is carried out.	y		Well carried out	Well done
A.4.2.3	A training calendar is developed based on the training needs assessment. Training on all relevant policies are included.	y		Well developed and the company has invested a lots on staffs trainings	Well done
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.		y	Cerificates and records provided at the XYZ Kichuguu XYZ Kichuguu lodge Coffe XYZ Kichuguu lodge as evidences	Well done
A.4.2.5	Sustainability awareness training takes place for all employees.		n	The larger percentage of staffs and camp managers had very low knowledge on sustainability issues	The larger percentages of staffs seems to be very new on sustainability issues if possible training at the XYZ Kichuguu lodge helps to provide practical grounds for them on key sustainability issues as per XYZ Kichuguu lodge
A.4.2.6	Specific training is given to individuals according to their tasks and responsibilities.		n	Not all staffs being trained well on their tasks and responsibilities, eg the majorities of staffs had very little knowledge sustainabilities issues	set the sustainability training program for all staffsa the XYZ Kichuguu lodge
A.4.2.7	Champions are identified as sustainability role models.		y	Only employee of the month	To improves on this the companyor XYZ Kichuguu lodge should have culture of identifying the sustainability champions and awards as this will give them partion to the environment
A.4.2.8	Champions are recognised for the sustainable roles and responsibilities they take on.		y	Only employee of the month	To improves on this the company or XYZ Kichuguu lodge should have culture of identifying the sustainability champions and awards as this will give them partion to the environment
A.4.2.9	The organisation allows third parties to participate in their trainings.		y	This so practical to the XYZ Kichuguu lodge and the Sopa Management	To improves on ths, the Sopa Management should also seek for third parties experts to train all staffs on environment as majority of staffs at XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge had low knowledge and understandings on enviormental and sustainability issues

A.5.1.1	Marketing materials set realistic expectations for guests, and are not misleading nor deceptive.	y		All the marketing materials including the websites is realistic and providing genuine information to guests	Well done on this
A.5.1.2	Any sustainability claims made by the organisation are a reflection of actual activities that have taken place.		y	All claims are reflections of actual activities at XYZ Kichuguu XYZ Kichuguu lodge, not promising more than what being offered there	Well done
A.5.1.3	The production of marketing material uses sustainable products or is electronically available.		y	The largest percentages of marketing materials are electronically available	Well done for going less paper on the marketing materials
A.5.1.4	Marketing on sustainability must be current.		y	All the marketing materials are current and updated	Well done for keeping up this updated to meet the current market demands for the guests
A.5.1.5	Claims towards sustainability in the future must be backed up with documented plans.		y	All sustainability plans at the company level are well defined	Improves on this put all the plans documented
A.5.1.6	The organisation provides promotional materials about other alternative sustainable activities/facilities for guests.		y	This well communicated at XYZ Kichuguu XYZ Kichuguu lodge websites ,lots of options for the guests being provided	Well done for this clear information on websites
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.		y	This is well documented and monitored all the time.	Keep it up well internal system at XYZ Kichuguu XYZ Kichuguu lodge
A.5.2.1	The organization has developed a system for the capturing of guest feedback.	y		XYZ Kichuguu XYZ Kichuguu lodge has a system for capturing the guests feedback and its well communicated	Active on this all the times, well done XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge
A.5.2.2	The organization and its employees actively invite guests to make use of this feedback system.		y	The management at the XYZ Kichuguu XYZ Kichuguu lodge Coffee is responsible for all the guests feedback	Well communicated for both guests and management is aware of it at XYZ Kichuguu XYZ Kichuguu lodge
A.5.2.3	Guest feedback is documented and the level of satisfaction is monitored.		y	This is clearly documented and monitored	Good practices!
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.		y	The managers at XYZ Kichuguu XYZ Kichuguu lodge were responsible for maintaining all the guest feedback	Good practices!
A.5.2.5	Guest feedback is analysed and corrective measures are put into action.		y	All the feedback is well analysed and corrective measures are implemented	Good practices!
A.5.2.6	The tourism business actively aims to provide a consistent and good quality service to guests at all times.		y	All the services at XYZ Kichuguu XYZ Kichuguu lodge Coffee are of high standards and the management is responsible to check and ensuring all the quality services are top on standards	Good services,well done
A.5.3.1	The organisation provides guests with guidance on natural surroundings, environmental protection, local culture, cultural heritage and sustainability.	y		This is well communicated through the websites and guests rooms literatures	Good practices!

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.)	n		Nothing was available during the room inspections	You have very nice information extract these from your group Elewana pack (<i>Tortilis Camps</i>)
A.5.3.3	Displays/books on the local environment and culture are incorporated into the organisations surroundings and guest areas.		y		Improves on this and add the map of all the Ecosystem your supporting project areas
A.5.3.5	Sustainable activities including talks are provided on the local environment and culture for guests to participate in.		y	This done at the XYZ Kichuguu lodge daily	Well done this good practices
A.5.3.6	Guests are encouraged to actively contribute towards local environmental/cultural initiatives.		y	This well communicated to the guest through briefing and information into the website and guests rooms literatures	Great initiatives well done
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.	n		There was no any policy provided as proofs	Please develop the Purchasing policies for all your procurements
A.6.1.2	The organisation actively chooses local suppliers of goods and services in preference to imported ones wherever possible.	y		Lots of local purchases elements observed at XYZ Kichuguu XYZ Kichuguu lodge stores	Great and good practice!
A.6.1.3	Procurement procedures are documented and in line with the policy.		n	There was no any policy rovided to proofs this	Develop the policy
A.6.1.4	The organisation actively researches and keeps updated on the availability of local products.		y	The XYZ Kichuguu lodge has tried to search for local produces and products	well done on this
A.6.1.5	Procurement procedures are communicated to all involved parties.		n	There was no evidences provided on this	Develop the procurements procedures
A.6.1.6	The organisation can prove that it has managed to increase the % of locally purchased goods.		y	This being observed and verified at XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge stores	Well done this one of the element of joining forces supporting our local economy
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.		y	XYZ Kichuguu XYZ Kichuguu lodge is keen on this and has taken iniatiaves to shift from using plastics straws to decomposable straws	This the good practice for XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge
A.7.1.1	Local communities and relevant local authorities have been consulted before commencement of any construction takes place.	y		This done at the beginning	
A.7.1.2	All legal requirements have been identified pertinent to the building, and copies of relevant, current laws are available.	y		All the certificates provided as evidences	
A.7.1.3	Construction takes place without any major changes to the area and its natural surroundings e.g. vegetation, rivers, topography.	y		Well observed there was no any major cahnges caused by the contraction	Well done for this
A.7.1.4	A person is designated in writing to be responsible for monitoring building sites for compliance and subsequent reporting procedures.		y	The XYZt has the Director for Project and development to oversee all and monitor all constructions and building at the company level	Great this perfect

A.7.1.5	Reports are made available for future projects.		n	There was no any future project explained to the auditor which XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge is being involved with this year	
A.7.2.1.	An EIA is in process for planned buildings where applicable.	y		All the NEMC certificates made available for inspection during site verification	Well done
A.7.2.1.	An EIA is available for buildings under construction where applicable.	na		There was no any project which was under constructions	
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.	y		This was clearly explained and observed from the biggining of the XYZ Kichuguu lodge	Well done
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.	y		Clearly thought	Well done
A.7.3.3	For new buildings access for persons with special needs is identified, well thought out, and provided for where appropriate.	na		There was any new buiding	
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.		y	This well thought	Well done
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.		y	About 85% of the XYZ Kichuguu lodge materials were locally sorced	This is perfect
B.1.1.1	The organisation identified and defines the local community.	y		XYZ Kichuguu XYZ Kichuguu lodge is working with local communities around XYZ Kichuguu XYZ Kichuguu lodge town,example Olasiti	Well done on this
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	y		This well defined in the HR documents at the group level	Well done
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.	n		The policy is in place but not approved by the senior management and not sure if this communicated to senior management	To have this clear and implimented the Sopa Management has to approves all the polices and train all the staffs to follows
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.			All the records were clearly kept by the HR office as the group	Well done on this
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.			This is carried well as for the last year the Sopa Management has invested a lots on staffs trainings and development	Well done this good practices

B.1.2.1	There is a written policy in place addressing equal opportunity for women and minorities.	n		There was a draft policy for all Sopa Management but not in practices yet as well the management have not approved the policy and also the policy not communicated to all the staffs	To improve this, the Sopa Management has to approve the policy and put it into practices and also train all the staffs on the policy
B.1.2.2	The employee sex ratio is determined for the organisation.	y		This well defined and observed at XYZ Kichuguu XYZ Kichuguu lodge	Well done on this
B.1.2.3	No one under the age of 18 is employed and there is no evidence of forced or child labour.	y		This well respected and no one seen with less than 18 years on permanent employment at XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge	Well done on this
B.1.2.4	The organisation has developed a program based on its individual situation that addresses equal employment opportunities for women.		y	This well defined and observed at XYZ Kichuguu XYZ Kichuguu lodge	Well done
B.1.2.5	The business is in compliance with all national legislation and regulation with regards to labour.		y	All staffs are on NSSF, PSPF and PPF and have written contracts	Well done this good practices
B.1.3.1	Local entrepreneurs producing sustainable products and services are identified by the organisation.	y		Well identified and working with them closely	Well done
B.1.3.2	Local entrepreneurs are supported and encouraged by the organisation.		y	XYZ Kichuguu XYZ Kichuguu lodge is buying some of the produces from the local entrepreneurs and in this case supporting them	Well done
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.		y	This well promoted at XYZ Kichuguu XYZ Kichuguu lodge	Well done
B.1.4.1	The organisation's corporate social responsibility (CSR) policy includes supporting and contributing towards the local community.	y		This well defined and communicated to the public and guests through briefings to the guests and websites for the public	To improve all the information on CSR for XYZ Kichuguu XYZ Kichuguu lodge has been communicated as well to the public through the website
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.		y	There is appointed Group lead and community coordinator	Well done this a good practice for the Company
B.1.4.3	Tangible benefits are provided to the local community.		y	XYZ Kichuguu XYZ Kichuguu lodge is supporting various projects like Schools in Olasiti, XYZ Kichuguu XYZ Kichuguu lodge Plaster House and many others community projects through its Charitable Organization	Well done this a good practice for the Company
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)		y	XYZ Kichuguu XYZ Kichuguu lodge is the tourists XYZ Kichuguu XYZ Kichuguu lodge but has not prohibited access for the local people to go and have services there	Good practices!
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.	n		The majority of staffs interviewed seems to be not aware of this policy, although the policy is in place not approved by the Sopa Management as the group	Get the policy approved first, and provide access to all staffs to the policy and train them as well
B.1.5.2	The policy is communicated to employees and guests.	n		Not communicated since the staff not have access to the policy	As above

B.1.5.3	The organisation identifies any negative effects that it has on the local communities basic services, where applicable.	y		XYZ Kichuguu XYZ Kichuguu lodge has no any adverse or negatives effects posing to the near by community	Well done
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.	y		XYZ Kichuguu XYZ Kichuguu lodge has no any adverse or negatives effects posing to the near by community	Well done
B.1.5.5	The organisation actively supports an initiative protecting women and/or providing education for children.	y		Supporting education project in XYZ Kichuguu XYZ Kichuguu lodge, and XYZ Kichuguu XYZ Kichuguu lodge Plaster House for the disabled kids	Well done
B.1.5.6	The organisation provides training for all employees on the exploitation and harassment policy, including a reporting process.		n	There was no any training happen with this topic and no records provided to support this, also the policy available but not approved by the Sopa Management	Get the policy approved and Develop a training program on exploitations and harassment policy including the 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.		na	Not affecting the near by community	
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.		na	Not affecting the near by community	
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.		na	Not affecting the near by community	
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.		na	Not affecting the near by community	
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.	y		Water management is well considered at the XYZ Kichuguu lodge	Well done
C.1.1.2	A person is designated in writing to manage water within the organisation.	y		The Ausha Coffee XYZ Kichuguu lodge has the maintaince guy responsible for the water management at the XYZ Kichuguu lodge	Well done
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.		n	The overall water consumption not well captured ,not all the sources of water defined and measured example there was no water consumptions records per guests or per bed night provided	Improves on this, train all the responsible persons to capture all the sources of water being used at the XYZ Kichuguu lodge and includes the consumption per guests
C.1.1.4	Identified leaks are reported and repaired immediately.		n	The storage tank at near the main kitchen leaking, lots of leaking at the swimming pool pump house, leaking washing sinks in the main kitchen an lots of leaking toilets a the back of house-staffs toilets	Develop and checklist to help the maintaince team to find the problems easily and for this case consult the electricians to fix the leaking problems
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.	y		XYZ Kichuguu XYZ Kichuguu lodge has installed the water saving devices both at the public areas and inside guests rooms	Well done

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.	y		Majorities of the toilets are low consumption	Inspect all the premises and replace all the old toilets with huge tank with low flush ones to reduce the amount of water being used unnecessarily
C.1.1.7	A guest towel and linen reuse program is in place and communicated.	y		Well done there was a guest towel re-use programs in all guests rooms inspected	Train all the house keeping staffs on the policy
C.1.1.8	Instructions are developed and available for the sustainable maintenance of pools.	n		There was no any instruction available	Develop clear instructions for the sustainable maintenance of the pool at the XYZ Kichuguu lodge
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.	n		There was no any instruction available at the XYZ Kichuguu lodge for the sustainable irrigations at the XYZ Kichuguu lodge	Develop clear instructions for the sustainable maintenance of gardens and irrigations at XYZ Kichuguu XYZ Kichuguu lodge
C.1.1.10	The organization indicates the sources of all water used	n		Not all the sources of water were captured by the XYZ Kichuguu lodge	Improves on this, train all the responsible persons to capture all the sources of water being used at the XYZ Kichuguu lodge, as currently the XYZ Kichuguu lodge records amount of water being used at the bore holes but drinking water inside the guests rooms not captured at all
C.1.1.11	There is a monthly assessment of water management reports and actions taken.		n	There was no actual reports, the reports available not reflecting the realities and not matching with number of bed night had	Train XYZ Kichuguu lodge managers on how to capture these records and why this data have to be collected accurately also develop user friendly templates for the records and reports
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.	y		All most XYZ Kichuguu XYZ Kichuguu lodge is keen on this it has fitted all the water saving devices	Well done
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.	y		XYZ Kichuguu XYZ Kichuguu lodge has energy saver taps installed	Well done
C.1.1.14	Low flush toilets are installed in 75% of the installations, or water saving devices are installed in the toilets.	y		The majorities of toilets are dual flush	Improves this replaces all the non dual flush toilets with dual ones
C.1.1.15	Employees are trained appropriately on the water management plan.		n	The staff has low understanding on this and there was no any information posted as the reminder to save water	Refresh all the staffs on water management tips so as to be very conscious on water preservation
C.1.1.16	A system is in place to record pool maintenance on a regular basis.		n	There was no any system to record the daily records for the pool	Develop a system to record all pools maintenance
C.1.1.17	Garden irrigation systems use treated waste water where possible.		na	Fresh tap water being used for irrigations	See if there is available options to recycle grey water and re-use it in gardens
C.1.1.18	A rain water collection and storage systems system is in place where applicable		n	There was no any rain water point collection at the XYZ Kichuguu lodge although it is practical	Install the gutters and put drums to collect rain water as this will help to reduce use of water eg the roof at the maintenance areas when installed with gutters can be used to collect a lot of water
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.			All installed at XYZ Kichuguu XYZ Kichuguu lodge	Well done
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.	y		Well defined but no signage	Need to be improved

C.1.2.2	A person is designated, in writing, to manage energy within the organisation.	y		The XYZ Kichuguu lodge maintainece guy was responsible to oversee and manage all the energy at the XYZ Kichuguu lodge	The XYZ Kichuguu lodge need to have regular trainings for the responsible personnel
C.1.2.3	Overall energy consumption is recorded on a monthly basis, sources are indicated, e.g. electricity, gas, sustainable charcoal etc.	n		Not all sources of energy being recorded all Electricity from TANESCO,the other sources like LPG gases ,charcoal not recorded	Develop reporting tamplates for energy management at the XYZ Kichuguu lodge and trains the responsible personal to captures all records from various sources of energy being used at the camp
C.1.2.4	Electrical faults are reported and repaired immediately.	n		Lots of wiring problem found during the audit at the pump area near the main kitchen, electrical cables problems at the pump house at the swimming pool area	Develop a checklist to help all the personnel responsible sport and report any electrical problem at the XYZ Kichuguu lodge
C.1.2.5	Electrical maintenance is carried out and reported by a professional on a regular basis.	n		There was no evidences shown to indicates that all the electrical maintainces were reported	Develop a checklist to help all the personnel responsible sport and report any electrical problem at the camp
C.1.2.6	Sustainable charcoal is used by the organisation.	n		The XYZ Kichuguu lodge was using the normal charcoal	Advise, source for the sustainable charcoal
C.1.2.7	There is a monthly assessment of energy management reports and improvements are made accordingly.		n	There was no clear reports for energy provided at the XYZ Kichuguu lodge only electricity records and reading provided and no records of LPG gases used provided and other records for fire wood used, or charcoal	Develops userfriendly tamplates to help the XYZ Kichuguu lodge captures all the required reports on monthly bases
C.1.2.8	Employees are trained appropriately on the energy management plan.		n	The staff has low understanding on this, some lightings were on	Refresh all staffs on the need of energy management
C.1.2.9	Energy saving devices makes up at least 50% of all installations e.g. energy saving bulbs, motion sensors etc		y	The majorities of lights are energy savings	Well done
C.1.2.10	The organisation uses and/or replaces current electrical appliances with low energy appliances.		y	The XYZ Kichuguu lodgeis doing efforts on this but still old fridges which uses much energy need to be re-considered	Improves on this
C.1.2.11	Where appropriate renewable energy sources are captured on site: solar water heating, wind power etc.		y	The XYZ Kichuguu lodge is considering this	Well done
C.1.2.12	Signs are used as reminders to conserve energy.		n	There was nothing in place	Develop signage as its help to raise awarness to staffs on energy conservation
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.		n	This not observed in some rooms inspected there is no mechanisim in place developed to switch off equipments like TV in rooms	Develop mechanism to swith off all lights and equipments in all rooms in order to reduces energy bills and costs
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.		n	Only possible to switch on individual lights not tuning off all equipment automatically like TV	Develop mechanism to swith off all lights and equipments in all rooms in order to reduces energy bills and costs
C.1.2.15	Energy saving devices makes up at least 100% of all installations e.g. energy saving bulbs, motion sensors etc			The majorities are energy savers	Well done
C.2.1.1	GHG emissions from fossil fuels are identified and measured.	n		XYZ Kichuguu XYZ Kichuguu lodge had not identified all the sources of GHG	To improves on this start identifying all the sources of GHG emmisions and put strategies to reduce

C.2.1.2	GHG fossil fuel emissions management is developed, as part of an overall environmental plan, to control and minimize emissions.		n	There was no any plan shown at the XYZ Kichuguu XYZ Kichuguu lodge XYZ Kichuguu lodge as controls to minimize the emissions from the GHG gases	Include this sections of GHG reducing and control mechanism in your environmental management plan and train all the responsible personnel to lead the process
C.2.1.3	A person is designated, in writing, to manage GHG emissions within the organisation.		y	The maintaince personnel was responsible on this	Improves on this by training properly
C.2.1.4	Employees are trained appropriately on the management plan.		n	There was no evidences provided as weather staffs were being trained on this	Improves on this by training properly
C.2.1.5	A recognised local carbon offset scheme has been identified and consulted by the organisation.		y	The XYZ Kichuguu lodge is working closely with Carbon Tanzania	Well done
C.2.1.6	The organization encourages its guests , employees and suppliers to reduce transportation-related greenhouse gas emissions through marketing, communication and training.		y	The XYZ Kichuguu lodge is controlling the unnecessary runing of the vehicles and some of the purchases done in bulk to reduces daily driving to purchase food stuffs	Well done
C.2.1.7	Proof is available that GHG fossil fuel emissions have been minimized.			There was no any proofs provided or seen as the XYZ Kichuguu lodge not even taken steps to identifying the sources for GHG gases at the XYZ Kichuguu lodge and put a plan to control and reduces them	Include this sections of GHG reducing and control mechanism in your environmental management plan and train all the responsible personnel to lead the process
C.2.1.8	Vehicles/machinery are maintained on a regular basis to minimize unnecessary emissions.			The majority of equipments are being maintained	Improves this old unrepaired machines at the laundry, old frifges and frizers
C.2.1.9	Vehicles are not left running for more than 3 minutes when stationary, and employees are trained accordingly.			There was no vehicles or machines observed running uncessesary for more than 3minutes	Well done
C.2.1.10	All fossil fuels are offset through a recognised local scheme.			The XYZ Kichuguu lodge is working closely with Carbon Tanzania	Well done
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.		n	There was no environmental management sytem developed for proper handling,storage,minimize the use of harmful chemicals, some of the laundry chemicals were locked into mixed stores of frizers with foods, Sodas and drinking water	Develop an environmental management for managing all harmful substances including oils and many others
C.2.2.2	All persons handling harmful substances are properly trained.		n	There was no any evidence provided, the personnel at the laundry and swimming pools not even aware and not sure of the chemicals they are using	Set a training for all persons handling harmful substances within the XYZ Kichuguu lodge
C.2.2.3	All persons handling harmful substances are provided with appropriate personal protective equipment.		y	There was masks, gloves provided for the pools personnel and laundry	Provides all the necessary protective equipments
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.		y	All the chemicals seems to have less impact on the environment	Well done
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		y	All the chemicals seems to have less impact on the environment	Well done

C.2.2.6	Proof of monitoring, minimizing, substituting, storing, handling, cleaning products and disposing of all chemicals is available		y	All the chemicals seems to have less impact on the environment	Need to improves on handling of this chemicals
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.	n		Poor storage of used oils, leading to soil contamination behind the maintainance area, no enough leap walls at the generator area oils dripping to the soil during serving	Develop clear standards for storage of used oils around the XYZ Kichuguu lodge and generator area
C.2.3.2	A person is designated, in writing, to manage environmental pollution within the facility.	y		The XYZ Kichuguu lodge has the maintainance guy	Improves on this
C.2.3.3	Smoking areas are designated.	y		Well defined but no signage	To improves on this atleast the XYZ Kichuguu lodge should have some signage and non smaoking zones policy around the XYZ Kichuguu lodge
C.2.3.4	All employees are properly trained on the management plan.		y	Majorities of the staffs were trained on this	To improves on this refresh all the staffs environmental pollutant that can lead to pollution around the XYZ Kichuguu lodge
C.2.3.5	Noise created by the organisation is not audible from 50m, or having an adverse effect on the neighbouring environment.		y	The XYZ Kichuguu lodge has big and silence back up generator	Well done
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.		y	The XYZ Kichuguu lodge had normal lightings and security lights	Well done
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.		y	All the possible repairs were made at the XYZ Kichuguu lodge where possible	Well done
C.2.3.8	All fuels are stored in a covered, well contained area.		na	There was no fuels stored at the XYZ Kichuguu lodge	
C.2.4.1	Waste management is developed as part of an overall environmental management system.	n		Poor waste management, no active separation at both kitchen	Develop clear systems for wastes at the XYZ Kichuguu lodge provides enough waste bins, expecially pedalbins for both kitchens
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.	y		XYZ Kichuguu XYZ Kichuguu lodge is monitoring this	Well done
C.2.4.3	A person is designated, in writing, to manage waste within the organisation.	n		Seems no one who specifically dedicated at the XYZ Kichuguu lodge to ensures that the XYZ Kichuguu lodge meets all the accepted standards for waste management	Appoints one person at the XYZ Kichuguu lodge and get him trained on best practice for waste separation and management
C.2.4.4	Solid waste is separated and properly stored until taken back to recycle or dispose of appropriately.	n		Poor separation, poor storage water getting in and beds and little magroves can access storage areas	Improves of the storage of wastes at the XYZ Kichuguu lodge
C.2.4.5	The volume of solid waste is measured on a regular basis	n		There was no any measurement going at the XYZ Kichuguu lodge hence very hard for the XYZ Kichuguu lodge to understand how much wastes being generated and where are the most products comes with extra and unsustainable packaging	Provides the suitable means to measure the amount of solid wastes at the XYZ Kichuguu lodge
C.2.4.6	The volume of solid waste per bed night is actively reduced.		y	The XYZ Kichuguu lodge has refillable bottles for shampoos, organic soaps	Well done

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.	y		All the wastes water at the XYZ Kichuguu lodge was directly managed in a very sustainable way through septic tanks	Well done
C.2.5.2	All septic tanks have a soak away more than 50m away from any surface water body.	y		All are located away from the sources of water	Well done
C.2.5.3	The business reuses waste water as far as this is appropriate to the size and nature of the business	na		All the wastes water directed into the soak away pits	Need to re-think on the re-use of grey water for garden irrigations
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.	n		There was no such information found at the XYZ Kichuguu lodge informing guests not to buy wildlife products which are threatened eg Rhinos hones etc	Improves this, put all the information as per criteria C.3.1.1 in all guestrooms literatures
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.	y		The XYZ Kichuguu lodge is not feeding berds or keeping any animal	Well done
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.	na		No wildlife bing kept a the XYZ Kichuguu lodge	Well done
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..	y		This being observd all the times by the guides	Well done
C.3.2.4	The organization is in possession of all relevant legal permits for the keeping of wildlife			No wildlife bing kept a the XYZ Kichuguu lodge	Well done
C.3.2.5	Adverse effects on natural ecosystems and environments as a result of interaction with wildlife is minimized			No wildlife being kept a the XYZ Kichuguu lodge	Well done
C.3.3.1	The organisation's corporate social responsibility (CSR) policy includes supporting and contributing towards biodiversity or ecosystem research and conservation initiatives.	y		This clearly communicated and contributing sustainably towards ecosystem conservation	Well done
C.3.3.2	The CSR policy is communicated to all relevant stakeholders.		y	Clearly communicated	Well done
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.		y	Well thought by the XYZ Kichuguu lodge	Well done
C.3.3.4	There is tangible evidence that the policy is implemented effectively.		y	XYZ Kichuguu XYZ Kichuguu lodge alone has contributes a lots to community projects	Well done
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.		y	Through its charitable organization at the company level the XYZ Kichuguu lodge has contributed indirectly to conservation projects	The XYZ Kichuguu XYZ Kichuguu lodge coffe XYZ Kichuguu lodge needs now to be actively suporting the conservations program
C.3.3.6	The organisation can demonstrate financial and /or in kind support to at least 1 significant nature conservation project.		y	Through its charitable organization at the company level the XYZ Kichuguu lodge has contributed indirectly to conservation projects	The XYZ Kichuguu XYZ Kichuguu lodge coffe XYZ Kichuguu lodge needs now to be actively suporting the conservations program

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.	y		XYZ Kichuguu XYZ Kichuguu lodge is doing very good on this	Well done
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.	y		XYZ Kichuguu XYZ Kichuguu lodge is doing very good on this	Well done
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.	y		XYZ Kichuguu XYZ Kichuguu lodge is doing very good on this	Well done
C.3.4.4	The organisation demonstrates commitment to the use of indigenous plants in landscaping according to its size and scope where possible.	y		XYZ Kichuguu XYZ Kichuguu lodge is doing very good on this	Well done
C.3.5.1	Environmental awareness training for employees is included in the training calendar.	y			The XYZ Kichuguu lodge needs to improves on this
C.3.5.2	Environmental training modules are developed for all levels of employees and training records are available.		n	There is no any environmental modules developed to be used as the standard document	Develop an environmental training module for all staffs
C.3.5.3	The website of the organisation incorporates a page on environmental awareness for guests	y		This well communicated in the website all the CSRS	Well done for this
C.3.5.4	Guests are encouraged to engage in conservation initiatives from saving water to participating in a local conservation project.	y		Well communicated at XYZ Kichuguu XYZ Kichuguu lodge through guest towels	Well done for this
C.3.5.5	The organisation actively participates in clean up days etc. involving their employees.	y		Only employee	Well done for this
C.3.5.6	The organization keeps records related to the implementation of the Code of Conduct.	y		There is general staffs code of conducts developed by the HR department and every staffs expected to respect and the HR department and XYZ Kichuguu lodge managers looking after this	Well done for this
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.	y		Well document and carried out at XYZ Kichuguu XYZ Kichuguu lodge	Well done for this
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.	n		No written policy was made available (Only verbal)	RTTZ believes that the whole of Tanzania and specifically XYZ Kichuguu XYZ Kichuguu lodge is largely a very historical, cultural . It is highly recommended for the operator to adopt a WRITTEN policy that acknowledges, supports, respects, protects and preserves local historical sites and cultural activities. Steps should be taken to share the same policies with all the guests, contractors, and staff
D.1.1.2	Information guiding guests not to purchase or remove historical or archeological artefacts from their site of origin is available in literature in all guest rooms.	n		No documented proof was available in guest room literature	Improves this, put all the information as per criteria D.1.1.2 in all guestrooms literatures
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.		n	There was no any evidences provided to supports this	Develop the policy and get it be communicated to both staffs and guests

D.1.1.4	Local people are invited to organise guest participation in local history, cultural practices and ceremonies, and to provide performing arts.		y	Normally XYZ Kichuguu XYZ Kichuguu lodge invites the local artist to perform live bends at the XYZ Kichuguu lodge on special occusions	Well done for this
D.1.1.5	Elements of local art, architecture and/or cultural heritage are used in the interior design and décor of the organisation.		y	Well encorperated through out the XYZ Kichuguu lodge	Well done for this
D.1.1.6	The organisation demonstrates an ongoing interest in new local historical and archeological discoveries and involves community, employees and guests in the experience.		na	Non of this was available at the XYZ Kichuguu lodge primises	
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.		na	Non of this was available at the XYZ Kichuguu lodge primises	
D.1.1.8	The organisation supports the local community in the revival and preservation of cultural practices including the design of promotional material.		y	Lots of local materials suevenors being sold at the XYZ Kichuguu lodge curios shops	Well done
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		y	This well expained as the guest normally get informed verbally on do and don'ts while visiting cultures areas	Well done
D.1.2.1	A documented code of conduct has been developed on the importance of appropriate behaviour for experiencing local cultures and religions.	n		There was no any code of conduct developed and made avialable in all guests rooms at XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge	Develop the code of conduct and make available in all guest room
D.1.2.2	Employees are trained appropriately on the code of conduct and can guide and assist guests.		n	No evidences provided to support this	As the growing company, its better you includes the code of conduct into any of your marketing material
D.1.2.3	The code of conduct is made available in guest literature in all guest rooms.		n	There was no any code of conduct develeped and made avialable in all guests rooms at XYZ Kichuguu XYZ Kichuguu lodge Coffee XYZ Kichuguu lodge	Develop the code of conduct and make available in all guest room
D.1.2.4	The code of conduct is incorporated into the organisations marketing material and website.		n	There was such information like this communicated to the guests in the website	As the growing company, its better you includes the code of conduct into any of your marketing material