



## A. SUSTAINABLE MANAGEMENT

### A.1 SUSTAINABILITY MANAGEMENT SYSTEM

#### **A.1.1 Implementation of a Sustainability Management System**

The organization is implementing 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.2. LEGAL COMPLIANCE

#### **A2.1 Legal Compliance**

All operations are in compliance with the 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 acquisition are legal, comply with local communal and indigenous rights, including their free, prior and informed consent, and do not require involuntary resettlement.

### 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.3.2 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.



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## A.4. WORKPLACE PRACTICES

### A.4.1 Employment

A clear employment policy is in place that conforms to Tanzania labour law and ILO standards, outlines employees' rights and compensates employees fairly.

### A.4.2 Training

All personnel 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.5. CUSTOMER AWARENESS AND SATISFACTION

### A.5.1 Accurate Marketing and Complete Promotional Material

All marketing and promotional materials promote sustainability and are current, accurate and complete including sustainability claims.

### A.5.2 Guest Satisfaction

Feedback is sought from customer on a regular basis. Guests' satisfaction, including sustainability aspects, is measured and appropriate corrective actions taken.

### A.5.3 Nurturing Understanding about Sustainability

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.

## 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, encourages transparency as well as gains for the Tanzanian economy is established and implemented.



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## A7. 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.7.2 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.7.3 Construction Location, Design, 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.

## B SOCIAL/ECONOMIC GUIDELINES

### B.1 LOCAL EMPLOYMENT

#### B.1.1 Local Employment

Local residents are given equal opportunity for employment including in management positions. All employees are equally offered regular training, experience and opportunities for advancement.



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### **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.1.3 Supporting Local Business**

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.1.4 Contributing Towards Local Development**

The organization actively supports initiatives for local infrastructure and social community development including, among others, education, training, health and sanitation.

### **B.1.5 Minimize Harmful (Economic and Social) Effects of Tourism**

The activities of the organization 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.



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## **C. ENVIRONMENTAL GUIDELINES**

### **C. 1. CONSERVATION OF RESOURCES**

#### **C. 1.1 Water**

Water management, including indication of the source, measurements and ways to reduce overall consumption and costs, is an integrated part of the organization. Water sourcing is sustainable, and does not adversely affect environmental flows.

#### **C.1.2 Energy**

Effective, ecological energy use is considered in all aspects of your organization. Energy consumption is measured, sources indicated, and measures to decrease overall consumption and costs are adopted, while encouraging the use of renewable energy.

### **C. 2. POLLUTION**

#### **C. 2.1 GHG Emissions**

Greenhouse gas emissions from fossil fuels controlled by the organization are measured, procedures are implemented to minimize them, and offsetting remaining emissions is encouraged. The organization encourages its guests, employees and suppliers to reduce transportation-related greenhouse gas emissions.

#### **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 innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed.

#### **C.2.3 Other Pollutants**

The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water and soil contaminants.



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### **C. 2.4 Solid Waste**

Waste Management is implemented 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.

### **C. 2.5 Waste water**

Wastewater, including gray water, is effectively treated and is only reused or released safely, with no adverse effects to the local population and the environment.

## **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. 3.2 Interacting with Wildlife**

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. 3.3 Supporting Conservation Projects**

The organization's Sustainability Management policy includes supporting and contributing towards biodiversity or ecosystem research and conservation initiatives.

### **C. 3.4 Landscaping**

Native species are used for landscaping and the use of invasive and easily propagated exotics is avoided, particularly in natural landscapes.



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### **C.3.5 Environmental Education**

Environmental education is incorporated into the philosophy of the organization in order to cultivate change, making sure that employees, visitors and local communities are included.

## **D. HISTORICAL-CULTURAL HERITAGE GUIDELINES**

### **D. 1. HISTORY AND CULTURE**

#### **D.1.1 Protection and Preservation of Important Historical Sites and Cultural Elements**

The organization contributes to the protection and preservation of local historical, archeological, culturally and spiritually important properties and sites, and does not impede access to them by local residents. The organization stimulates the discovery and encourages preservation of local historical sites and artifacts. The organization does not support the purchasing or removal of historical and archaeological artifacts from their site of origin.

#### **D.1.2 Respect for Culture and Religion**

The organization explains to guests the importance of appropriate behavior while experiencing local cultures and religion. 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.