Eco Awards Namibia

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Assessment Form:

Establishment details:

Name: _____ No of rooms: _____
NTB Registration category And number: _____ Telephone: _____
Physical address: _____ Fax: _____
Postal address: _____ email: _____
_____

Contact person: _____
Name: _____ Telephone: _____
Position: _____ Fax: _____
Cell-phone: _____ email: _____

	CRITERIA SUBSECTION	TOTAL SCORE POSSIBLE	TOTAL SCORE APPLICABLE	OWN SCORE	ASSESSORS SCORE	AWARDED SCORE
1.	Mandatory Elements	**24**	**24**			
2.	Management	**6**	**6**			
3.	Conservation	**18**	**18**			
4.	Energy	**15**	**15**			
5.	Water	**17**	**17**			
6.	Waste, pollution, sewer	**22**	**22**			
7.	Building & landscaping	**17**	**17**			
8.	Staff & Health	**27**	**27**			
9.	Guiding	**6**	**6**			
10.	Social responsibility	**11**	**11**			
	SUBTOTAL	**163**	**163**			
	PERCENTAGE	100%	100%			
	To calculate the percentage: divide total own score by total APPLICABLE score (i.e. exclude items not applicable to your establishment specifically and exclude bonus points), multiply the answer by 100.					
11.	Bonus points	10%	10%			
	TOTAL FINAL SCORE	**110%**	**110%**			
	TOTAL FINAL SCORE					

Number of Flowers applied for: *(Circle applicable category)*:

40% or more = One Flower	55% or more = Two Flowers	70% or more = Three Flowers	80% or more = Four Flowers	90% or more = Five Flowers

Date: _____
Name of Assessor: _____
Signature:
Name of Review Facilitator and Signature: _____
Date of MC approval: _____
Signature of MC Chair: _____

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
1.	**Mandatory elements**	**24**				
These elements are a prerequisite to being audited. Your lodge will only be audited if it complies with all the points in section 1.						
1.1	**NTB registration**	**5**				
	A valid NTB registration indicates compliance with all relevant Namibian laws and regulations.					
1.2	**Environmental and sustainability management policy**	**14**				
	Do you have a documented environmental & sustainability management policy specific to your operation, that addresses the pertinent management and development issues that require implementation, in a format containing the following:					
1.2.2	Your vision/mission (aim) for the overall operation, including the land, its natural resources and enterprises?	1				
1.2.3	Your goals (objectives) and strategies to achieve your mission / vision?	1				
1.2.4	Records of the information you need to implement these strategies?	1				
1.2.5	Your staff are trained in their roles and responsibilities in the implementation of the policy.	1				
	In other words, do you have an adaptive management approach? Provide examples to show that information collected is being used in decision-making.					
1.2.5	Does your policy include sections on dealing with:					
	Conservation	1				
	Energy consumption	1				
	Water consumption	1				
	Waste management	1				
	Infrastructure impact	1				
	A guiding code of conduct/guidelines. (If you have guides.)	1				
	Staff	1				
	Social responsibility and community support	1				
	Health and Safety	1				
	Procurement	1				
1.3	**ECC**	**5**				
	Are you in possession of a valid Environmental Clearance Certificate from MEFT, OR show evidence that you applied for it timeously.(For establishments outside municipal borders.)					

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
2.	**Management:**	**6**				
	Goal: To promote management processes for long-term improvements in sustainability performance.					
2.1	Do you have evidence of a biannual review (such as a progress report or the MEFT biannual environmental report) to assess the progress you are making in achieving your goals?	1				
2.2	Have you developed a system for capturing guest feedback and do you actively invite guests to use it?	1				
2.3	Is there a dedicated management employee responsible for the management of this system and to ensure that information from the guest feedback system is adequately recorded?	1				
2.4	Are Eco Awards Namibia claims including use of the label only communicated when the business is in possession of a valid Eco Awards Namibia certificate?	1				
2.5	Are all promotional materials (both hard copy and electronic) up to date and do they accurately depict the tourism business in terms of size and scope?	1				
2.6	Are sustainability claims only communicated when the business is in possession of adequate proof thereof?	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
3	**Conservation**	**18**				
	Goal: To promote sustainable management and development of the area and the wise and ethical use of its natural resources, including landscapes, ecosystems and indigenous biodiversity, so that these may be passed on to future generations in a productive, diverse, aesthetically attractive and healthy condition.					
3.1	Do you participate in and contribute to active monitoring and management activities with the neighbouring communities and/or conservancies on key environmental issues such as:					
	The onus is on you to demonstrate meaningful and active participation in a locally relevant monitoring and/or management project. The following are examples and you can add your own to achieve the points.					
	Developing a documented environmental & sustainability management policy, inclusive of waste management	1				
	Biodiversity - to enhance species and habitat conservation and to remove invasive alien plants and animals	1				
	Wildlife monitoring and management	1				
	Sustainable land management for areas such as rangelands, forests, etc. to prevent overgrazing and/or other over-exploitation of natural resources, bush encroachment, soil erosion and degradation and combating desertification, etc.	1				
	Water - for its appropriate extraction, use and conservation, access for all species to drinking water, prevention of fauna drowning in tanks, etc.	1				
	You can attach more examples of your own monitoring and management activities and score them here:					
3.2	Do you have enough clearly visible and interesting information and signs on display for both tourists and staff that aim to effectively increase awareness about conservation and the wise use of natural resources in Namibia generally, and also focus on the environmental and sustainability issues specific to your area and activities?	1				
3.3	Do you make a significant contribution, in cash and/or kind, to a conservation project (e.g. on rare and endangered or little-known species)?	1				
	If in your operational area, the contributions must go beyond normal management requirements or initiatives for direct financial returns (e.g. they should be truly conservation driven).					
3.4	Can you confirm that there are NO wild animals at all (e.g. birds, reptiles, scorpions, fish, etc.) in cages, tanks or other enclosures?	1				
3.5	Are domestic animals on the property cared for properly?	1				
3.6	If there is wildlife in your area of operation, do you ensure that your activities do not have any adverse	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
	effects on natural ecosystems, animals and plants? E.g. placement of waterholes; no feeding of wildlife, etc.					
3.7	Do you have an agreement with a registered conservancy or are you in an effective and formal partnership with neighbouring landowners such that larger landscape management is being effectively implemented?					
	Do you actively contribute to joint activities under this agreement?	1				
	Do you actively and regularly participate in these activities?	1				
	Can you demonstrate knowledge of the location of all protected areas and areas of high biodiversity value in the vicinity of your operations?	1				
3.8	Have you contributed towards co-management of large open systems with fences removed?	1				
3.9	Do you only keep indigenous game species on the land (that occurred naturally in that area in historic times) and is there a healthy diversity of game?	1				
	Not applicable to the domestic animals on Communal Land.					
3.10	Do you get specifically involved in resolving human-wildlife conflict, such as:					
	Tolerance of predators/elephants,	1				
	Not using poison for at least the last 12 months,					
	Not killing birds, snakes, scorpions, etc.,					
	Educating staff, guests and neighbours about such conflict?					
3.11	Do you keep records of all national and international laws relevant to the trade in endangered and/or threatened species OR products made from endangered and/or threatened species?	1				

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4.	**Energy**	**15**				
	Goal: To reduce the local & global environmental impact of the tourism industry in Namibia by promoting the reduction of energy use as well as changes to more environmentally friendly & renewable energy sources.					
A	**Option A:**	**15**				
	If you get full points for option A, there is no need to fill in option B. (The points for option A replace the points obtained in option B).					
	Examples of renewable energy are: wind pumps, solar pumps, solar water heaters, solar power (PV) panels, wind generators, etc. It excludes wood and gas.					
	Calculate your per capita consumption by dividing average total daily consumption (including staff villages) through average number of guest nights. This should include consumption by all (guests, staff, etc.)					
	Eco Award Namibia is working on a special calculator to help you to work out your consumption. We will include a link here as soon as it is complete.					
	Do you actively implement your policy on energy conservation?					
	And Do you use renewable energy for more than 80% of all your energy requirements (excluding transport, but including water pumping);					
	Or do you use less than 39 kWh per person per day if you are a full catering establishment, or less than 28 kWh if you are a B&B or self-catering only?					
	"Per person" includes everyone who uses energy supplied by the establishment: staff, contractors and FOC visitors.					
B	**Option B:**	**15**				
	If you cannot score full points in Option A, you must complete option B.					
4.1	Do you actively implement your policy on energy conservation?	1				
4.2	Can you demonstrate the use of some renewable energy sources?	1				
4.3	Do you consistently measure and record, on at least a monthly basis, your renewable and non-renewable energy consumption in kWh per capita?	1				
4.4	Do you have enough, clearly visible and interesting information & signs on display for both tourists & staff that effectively increase awareness about energy conservation, the reasons for it, & how they can contribute?	1				
4.5	Can you show a significant decrease in your non-renewable electricity consumption per capita over at least the previous year or more? This includes grid electricity.	1				
	"Significant" indicates at least a 10% reduction over the past one to five years. Should you be ultra-efficient in conserving energy, you would probably get full points for Option A.					
	Examples of how this can be achieved are by: installing electric geysers on time switches, switching to renewable energy supplies and others as in points below. Link to GPH on website					
4.6	Can you show a significant decrease in your fossil fuel (diesel, petrol, coal) consumption per capita over at	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
	least the previous year or more? This includes transport and diesel generators.					
	"Significant" indicates at least a 10% reduction over the past one to five years.					
4.7	Is more than 90% of your cooking for guests and staff with renewable energy (such as solar cookers)	1				
	Although wood fires in Namibia contribute to deforestation, 10% allows for ambience fires and braai.					
4.8	Does more than 90% of your hot water for laundry, kitchens and bathrooms come from renewable energy?	1				
	For example: Solar water heaters (SWH) with the backup elements switched off, biogas or LPG gas.					
	10% allows for a kettle, etc.					
4.9	For food and beverages, do you mainly use passive cooling (like a farm cooler), solar powered or energy efficient electrical fridges; and is everything well insulated with the door seals intact and do staff keep doors closed as much as possible?	1				
4.10	Do more than 90% of your lights (in all areas, staff quarters as well) have energy efficient bulbs and have you taken all possible steps to install daylight switches, movement sensors or information stickers to reduce the time that lights are on?	1				
4.11	Can you show that more than 80% of your appliances, including air-conditioning and laundry, are energy efficient? If you outsource your laundry, does that apply to your subcontractors as well?	1				
4.12	Do you use mainly natural ventilation (first prize!), evaporative cooling or electric fans to cool spaces (including staff accommodation) rather than conventional air-conditioning?	1				
4.13	Do you supply environmentally friendly alternatives to electrical heaters to guests and staff in winter, such as added bedding, hot water bottles, etc.?	1				
4.14	Are you sure that the wood (for your fires) is from de-bushing or the result of invasive/alien species eradication projects, or do you use bush blocks or charcoal made from invasive plant species only?	1				
4.15	If you score at least 10 points for Section 5 (Water), you can score an extra point here (saving water also saves energy).	1				

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5.	**Water**	**17**				
	Goal: To promote the wise use of water resources & the acceptable recycling or re-use of water.					
A	**Option A:**	**17**				
	If you get full points for option A, there is no need to fill in option B.					
	Do you actively implement your policy on water conservation?					
	And Have you used less than 130 litres of water per person per day over the last year?					
	"Per person" includes everyone who uses water supplied by the establishment: staff, contractors and FOC visitors.					
B.	**Option B:**	**17**				
	(If you cannot get full points in Option A, you must complete option B.)					
5.1	Do you actively implement your policy on water conservation?	1				
5.2	Can you demonstrate that some of the water, used in your operation, is being re-used or recycled?	1				
5.3	Do you consistently measure and record, on at least a monthly basis, your water consumption in litre per capita?	1				
	This should include consumption by all (guests, staff, etc.)					
5.4	Do you have enough interesting and clear information and signs or stickers on display for both tourists and staff that aim to effectively increase awareness about water conservation, the reasons for it, and how they can contribute?	1				
	This includes: not doing daily laundry for longer staying guests, signs on taps, showers and toilets.					
5.5	Can you indicate where your water comes from, whether it gets replenished or not, what the yield is and what the limitations are on long term usage?	1				
5.6	Can you show a significant decrease in your water consumption per capita over at least the previous year or more?	1				
	This should include all (guests, staff, etc.)					
	"Significant" indicates at least a 10% reduction over the past one to five years. Should you be ultra-efficient in conserving water, you would probably get full points for Option A.					
	Examples of how this can be achieved are in the points in this section.					
5.7	Have you used less than 200 litres of water per person per day over the last year?	1				
5.8	If you have a pool, do you recycle the backwash water from your pool?	1				
	Note: irrigation is not recycling.					
5.9	Have you installed water saving devices in most of the toilets, such as a dual-flush mechanism, or even a brick in the cisterns?	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
	This applies to staff facilities as well.					
5.10	Do you use low-flow or other devices to reduce the use of waters in showers?	1				
5.11	Have you installed low flow aerators, demand taps or infrared sensors on hand taps to reduce the amount of water used?	1				
5.12	Are your laundry appliances water-efficient and/or do you recycle you laundry water?	1				
5.13	Do you have a dry or entirely natural garden that does not need watering?	1				
5.14	If you do not have a dry or entirely natural garden, do you only water the garden at night?	1				
5.15	If you do not have a dry or entirely natural garden, do you use grey water (from laundry, showers, and hand basins) for irrigation?	1				
5.16	Do you re-use grey water to flush most of the toilets?	1				
5.17	If your water is potable, do you promote the local tap water instead of bottled water?	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
6	**Waste, pollution & sewerage**	**22**				
	Goal: To reduce pollution, energy wastage & waste of resources by encouraging better waste control.					
	General waste issues:					
6.1	Do you actively implement your policy on waste, pollution & sewerage?	1				
6.2	Do you consistently measure and record, at least monthly, the amounts of different types of waste you generate?	1				
	This includes waste generation by guests, staff, contractors and FOC visitors					
6.3	Do you have enough, clearly visible, interesting information & signage for both tourists and staff that aim to effectively increase awareness about waste problems and how they can assist to reduce it?	1				
6.4	Do you ensure that the disposal of waste has minimal adverse effects on the local community as far as the disposal of waste is under your direct control?	1				
	Solid waste handling:					
6.5	Do you actively document and reduce the amount of waste generated by disposable goods and single serve items?	1				
6.6	Are all staff trained and made aware of these measures?	1				
	For example: buying supplies in bulk, avoiding added packaging, avoiding non-recyclable packaging etc.					
6.7	Is your entire temporary storage for waste (non-recyclable or recyclable) in a properly secured waste site to prevent scavenger access, wind dispersion, etc.?	1				
6.8	Is all your waste separated into recyclable & non-recyclable?	1				
6.9	Is all your organic waste composted or properly recycled (such as by feeding it to hens or pigs)?	1				
6.10	Do you send all your recyclable waste to a recycling centre?	1				
6.11	Is the remainder of your waste (non-recyclable) removed to an official dump-site, and a clear distinction made between hazardous and non-hazardous waste so that hazardous waste cannot be released into the environment (soil, water or air)?	1				
6.12	Do you compost or recycle your garden refuse or do you not generate garden refuse?	1				
	Sewage disposal:					
	Please note that all sewerage systems must have adequate capacity otherwise they cannot be regarded as functioning systems and thus cannot be scored.					

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6.13	Do your septic tanks or trickling filter discharge into a properly built soak-away or a fenced oxidation pond?	1				
6.14	Can you confirm that none of the soakaways, septic tanks, oxidation ponds, etc. is upstream from and closer than 100 m to boreholes, wells, springs and/or riverbeds?	1				
6.15	Can you show evidence that your wastewater effluent has been tested by an accredited laboratory and that it meets the required numeric standards?	1				
	Pollution control:					
6.17	Are most of your parking and loading areas paved to prevent oil or fuel leaks entering the soil, or is adequate other provision made to manage contaminants?	1				
6.18	Can you confirm that you do NOT use any poisons or pesticides on or around your premises and surrounding land?	1				
6.19	Do you use only environmentally friendly soaps and cleaning chemicals?	1				
6.20	Are all hazardous materials (if any) identified? And are the procedures for the storage, use, handling and disposal of all chemicals and cleaning products implemented according to the health and safety policy?	1				
6.21	Do you ensure that your premises do not create light pollution at night by switching off non-essential lights and ensuring that all lights shine down (not up)?	1				
6.22	Do you ensure that your premises do not create noise pollution by keeping noise to a minimum?	1				
6.23	Are your solar battery room, fuel storage and/ or diesel generator housing on site (if any) built so that there is no risk of environmental contamination?	1				

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7.	**Building, Landscaping & Roads**	**17**				
	Goal: To safeguard the natural and cultural environment in tourism areas from negative impacts of construction and landscaping developments and to protect the valuable asset of the "sense of place".					
7.1	Do you actively implement your policy on infrastructure?	1				
7.2	Did you ensure that the historical, cultural and/or natural environment was not damaged by your development, alterations or activities?	1				
	This is applicable to new and old buildings. Describe how you avoided any damage.					
7.3	Do your buildings blend in well with the surrounding environment in terms of shapes, scale and colours - in other words, are they appropriate?	1				
7.4	Were recycled materials, renewable materials and materials available in the vicinity largely used in the building construction?	1				
7.5	Was the use of environmentally unsustainable materials extensively reduced (such as tropical hardwoods, aluminium, cement, etc.)?	1				
7.6	Was the use of toxic or unhealthy materials largely avoided (such as synthetic fibres and paints, polyurethane, plastics, chipboard and other composites, etc.)?	1				
	Refer to the Good Practice Handbook for more information on environmentally sustainable and non-toxic materials.					
7.7	Have you applied passive design principles in the designs or alterations of your buildings to ensure that they remain cool in summer and warm in winter, to avoid artificial heating, cooling or lighting, such as the following:					
	In General	1				
	Orientation of the buildings with the longer sides to face north, or with existing buildings adding modifications to let in winter sun and keep summer sun off walls and openings	1				
	Windows that can open on opposite sides of spaces to allow cross-ventilation	1				
	Thick walls made from solid materials like brick, stone, earth (clay), or adding thick screens or insulation to existing walls	1				
	Insulating roof spaces or ceilings to reduce heat from the top in summer and keep warmth inside in winter	1				
	Shading windows and glass doors with roof overhangs, canopies, sunscreens or pergolas	1				
	Shading large paved areas	1				
7. 8	Does your garden contain only indigenous plants and create a	1				

	habitat for indigenous birds and other animals, including insects and reptiles					
7.9	Can you confirm that your garden contains no invasive exotic plants	1				
	For example Prosopis trees, cacti, agave, datura, Mexican poppy, nicotiana.					
7.10	Were your roads built mainly along contours rather than across them and do you control erosion caused by the construction and use of the roads?	1				
7.11	Do you actively rehabilitate previous damage in the area such as old borrow pits, road working sites, etc. to reduce the impact of construction on the environment?	1				

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8.	**Staff, Health & Safety**	**27**				
	Goal: To encourage establishments to commit their own resources to formally train, improve, and recognise the skills of staff, rural partners and new entrants to the industry, and to treat all staff fairly.					
8.1	Do you actively implement your staff policy and include a training needs assessment?	1				
8.2	Do you regularly and clearly share information on this policy with your staff?	1				
8.3	Do you have a written policy on tipping? Do all aspects of this policy reflect the principles of fairness and transparency? If tips are pooled, are these shared amongst staff?	1				
8.4	Do all staff have legally binding contracts and do all staff understand these contracts and have access to them?	1				
8.5	Are all staff paid the legal minimum wage, according to National Legislation?	1				
8.6	Do working hours and rest periods comply with the applicable national law or industry standards and are any deviations agreed by the staff in writing and do all meal intervals and overtime hours comply with law or industry standards?	1				
8.7	Is overtime voluntary and does it not exceed 10 or 15 hours per week depending on business size? And is overtime compensated according to National law or agreed legal rates?	1				
8.8	Is all leave given as stipulated by national law or industry standards (but not less than 2 weeks of paid annual leave), including annual leave and religious/cultural?	1				
8.9	Is all staff free to join a union or any other form of worker representation such as a workers' committee. If there are more than 10 staff is there a workers' committee?	1				
8.10	Do you maintain an up-to-date file of all relevant internal human resource policies including records of all staff (appointment, wages, contracts, retrenchment, discrimination, disciplinary actions, grievances, workplace accidents and confidential medical conditions)?	1				
8.11	Do you maintain an up-to-date file of all relevant national regulation and legislation with regards to Human Resource Practice?	1				
8.12	Do you have a written HR policy which complies with National Regulations, including sections on	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
	discrimination, forced- and child labour, sexual harassment, HIV/AIDS and other contagious and infectious diseases and can you explain how all the above issues are managed confidentially within the business.					
8.13	Do you have a written disciplinary code and procedure and a written grievance procedure and policy? And do you keep records of all disciplinary and grievance actions and their outcomes?	1				
8.14	Do you have a regular, documented appraisal system that identifies staff ambitions and training needs?	1				
8.15	Do your staff receive formal training & assessment that is:					
	Appropriate to the type of business operation and skills levels of employees	1				
	Documented					
	Assessed & certified by trainers					
	By recognised training providers					
8.16	Do you encourage existing staff to apply for in-house vacancies before externally advertising the post?	1				
8.17	Do you offer regular internships/ apprenticeships to students?	1				
	Over the last two years, at least one intern if you have fewer than 20 beds and two if you have more.					
8.18	Do you ensure that staff are exposed to environmental and sustainability issues in their daily routine?	1				
	Health and Safety:					
8.19	Do you provide a healthy and safe working environment	1				
	Are you in compliance with all national legislation and regulation on H&S?					
	Do you have a written health and safety policy that is implemented?					
8.20	Have you appointed and trained H&S representatives according to the size and scope of the business and also set up an H&S committee? And are all employees trained on and aware of the H&S requirements of the business as stipulated above?	1				
	This is only applicable to a business with more than 100 staff.					
8.21	Do you provide protective clothing to all staff as is appropriate to the operations of the business?	1				
8.22	Is fire equipment available and regularly maintained? Are fire routes indicated? And are all staff trained on fire safety annually?	1				
8.23	Do you have trained first aiders and adequate first aid kits available?	1				

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8.24	Is there a system for recording all work place accidents?	1				
8.25	Is knowledge of employees' medical conditions kept confidential and dealt with appropriately?	1				
8.26	Minimum standards for on-site staff accommodation:	1				
	Single person: minimum 6 m^2					
	2 persons sharing: minimum 7.5 m^2					
	3 persons sharing: minimum 11.5 m^2					
	4 persons sharing: minimum 14.5 m^2					
	More than 4 persons: at least 3.6 m^2 per person					
	Ceiling hight: at least 2.1 m					
	Toilets: minimum 1 unit per 10 persons					
	Showers: minimum 1 unit per 10 persons					
	Hand basins minimum 1 unit per 6 persons					
	Is it clean, secure and allows privacy?					
8.27	Are the services provided for staff such as electricity, water and sanitation in a working condition and safe to use?	1				

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9.	**Guiding**	**6**				
	Goal: To ascertain whether the establishment has made an effort to adequately train its field guides in order to ensure a quality guided experience for its guests that would include information on natural resources, environmental issues and the local environmental setting.					
9.1	Do your guided activities fulfil your Guiding Code of Conduct?	1				
9.2	Do you offer or promote a variety of low environmental impact activities to your guests?	1				
	Such as: walking trails, horse-riding, non-motorised boat trips, mountain biking, a reference library, slide shows or talks etc.					
9.3	Do you provide active in-house training to your guides?	1				
9.4	Do you provide documented formal external field guide training to your guides?	1				
	Please note: it must be NATH or other SADC recognised.					
9.5	Does the training include a comprehensive environmental awareness component?	1				
9.6	Are all guides trained on protected/cultural sites within the area, including guidelines on visiting these areas? These should be in compliance with the National Heritage Act.	1				

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10.	**Social Responsibility**	**11**				
	Goal: To encourage efforts by establishments to adequately address their social responsibility towards local communities.					
10.1	Do you actively implement your social responsibility and community support policy?	1				
10.2	Do you consistently monitor and record the progress made by the implementation of your policy?	1				
10.3	Do you have records of in kind and/or financial contributions to community development based on the written policy?	1				
10.4	Are you aware of any negative impacts that your activities cause to the provision of basic services and local access to livelihoods for neighbouring communities and have you developed a written strategy to mitigate such impacts?	1				
10.5	Do you display interesting information for guests that aim to effectively increase awareness about the local community context and culture?	1				
10.6	Do you actively promote cultural exchanges or activities such as township tours, visits to craft markets, African restaurants and have a code of conduct for guests when visiting living cultures, religious sites and heritage sites?	1				
10.7	Is the procurement of local art, architecture or cultural heritage to be used in your operations, design, decoration food or shops only done with the necessary legal permissions?	1				
10.8	Do you communicate the availability of local products and services in the area to guests?	1				
10.9	Do you stock mostly Namibian made crafts and souvenirs in your curio shop (if any)?	1				
10.10	Do you actively promote and help provide training for the local community in environmental awareness and conservation?	1				
10.11	Are you aware of any sites on your properties that have historical, archaeological, cultural or spiritual importance, and is there evidence of communication to guests regarding the relevance of these sites?	1				

	CRITERIA DESCRIPTION	POSSIBLE SCORE	OWN SCORE	ASSESSOR SCORE	NOTES	FINAL SCORE
11.	**Bonus points**	**10**				
	Any particular activities, projects or ventures that are not reflected in above criteria, yet make a serious contribution to sustainability issues, can be listed here. 1 point per item only, total maximum score of 10.					
	Evidence that your operation has had a long-term positive impact on the local community or environment. It must be an economically sustainable venture or project that can potentially outlast the lifespan of your operation, it should not need continuous re-investment, and it has been running for at least 2 years.	1				
	Do you make provision for people/guests with disabilities and special needs?	1				
	Use of hybrid/electrical vehicles	1				
	Do you have a documented Risk Assessment Policy that identifies, evaluates and outlines risks and mitigation strategies across all operational dimensions.	1				
	Add your own ……..					