

Eco Awards Namibia
Tel: +264 (0)61 306450
Fax: +264 (0)61 306290
Email: admin@ecoawards-namibia.org
Web site: www.ecoawards-namibia.org



Assessment Form: TOUR OPERATORS

Operator details:

Name:

NTB
 Registration
 category:

Telephone:

Physical address:

Fax:

Postal address:

email:

Contact person:

Name:

Telephone:

Position:

Fax:

Cell-phone:

email:

How to fill in this form:

1. Read through the questions & answer them as honestly as possible with a yes or no. (Use a pencil at first and if you are unsure of the requirement consult the Good Practice Handbook or contact an eco-awards committee member for advice.
2. Once you have answered all the questions, fill in the points (1 or 0) in the column labelled "OWN SCORE" (YES answers count 1 point & NO answers count 0 points, except for options which count full marks).
3. Total up the individual scores for each subsection and fill in the summary.

*NB. If any criteria in this section do not apply to your particular establishment (for example if you do not have guides, the guiding section does not apply), the point is not scored and the number of points in the total reduced accordingly. The only criteria that can be excluded in this way are marked with an * after the possible score. Please mark them N/A for "not applicable" in your score sheet.*

	CRITERIA SUBSECTION	TOTAL SCORE POSSIBLE	TOTAL SCORE APPLICABLE	OWN SCORE	ASSESSOR S SCORE	AWARDED SCORE
A	Sustainable Management	8				
B	Social and Economic Benefits	11				
C	Cultural Heritage Benefits	5				

D	Environmental benefits	21				
	SUBTOTAL	45				
	PERCENTAGE	100%				
<i>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 and multiply the answer by 100.</i>						
1.	Bonus points	10%				
TOTAL FINAL SCORE		110%				

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 Assessors: _____
Signature: _____
Date of MC approval: _____
Signature of MC Chair: _____

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR'S SCORE	ASSESSORS NOTES	FINAL SCORE
----------------------	-------------	-----------	------------------	-----------------	-------------

A. Demonstrate Effective Sustainable Management:	8				
---	----------	--	--	--	--

Goal: To promote management processes for long-term improvements in sustainability performance.

A1	Is the organisation implementing a long term sustainability management system which is suitable to the reality and scope of your business and addresses environmental, social, cultural, economic, health and safety issues? (You need to provide concrete evidence to the Assessor)	1				
A2	Is the organisation's business in compliance with all applicable local legislation and regulations (including national tourism policies, NTB regulations, health, safety, labour and	1				

	environmental aspects)?				
A3	Does the organisation's staff receive guidance and training on their roles and responsibilities in environmental, social, cultural, economic, quality, health and safety matters at least once per year? Please provide documented evidence.	1			
A4	Is customer satisfaction, including sustainability aspects, measured and corrective action taken where applicable? An example of evidence would be a completed guest questionnaire that includes such relevant measures.	1			
A5	Has the organisation developed a documented code of conduct for activities signed by its guides? Does it cover all aspects of responsible guiding?	1			
A6	Does the organisation operate in accordance with local land and water rights and are/were property acquisitions (if applicable) legal, complying with local communal and indigenous rights, including their free, prior and informed consent.	1			
A7	Does the organisation provide information about and interpretation of the natural surroundings, local culture, and cultural heritage to your customers?	1			
A8	Does the organisation explain appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites?	1			

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR' S SCORE	ASSESSORS NOTES	FINAL SCORE
----------------------	-------------	-----------	-------------------	-----------------	-------------

B Social and Economic Benefits for Local Communities

11				
----	--	--	--	--

Goal: To maximise social and economic benefits to the local community; minimise negative impacts; strengthen positive relations between the host community and the guests.

B1	Does the organisation actively support initiatives for the local infrastructure and social development including education, training, health and sanitation in the areas within which you operate/transverse?	1				
B2	Does the organisation give local residents equal employment opportunities including management positions?	1				
B3	Are all the organisation's employees offered equal training, experience and advancement opportunities at least once per year?	1				
B4	Does the organisation purchase local goods and services following fair trade principles?	1				
B5	Does the organisation offer a platform for local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history and culture to clients? Including food and beverages, crafts, performance, arts, agricultural products etc.	1				
B6	Has the organisation implemented a code of conduct for activities which take place in indigenous communities that has been developed and approved by the affected community?	1				
B7	Has the organisation implemented a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minority groups? E.g. discouragement of engagement in sex tourism targeting staff, travellers and relevant communities and protection of children/minors from labour exploitation.	1				
B8	Does the organisation offer equal employment opportunities to women,	1				

	local minorities and others, including in management positions, while restraining child labour?					
B9	Does the organisation adhere to Namibian Labour Law regulations for the protection of employees, including payment of the minimum wage?	1				
B10	Does the organisation ensure that its activities do not adversely affect local access to livelihoods, including land and aquatic resource use, rights of way, transport and housing?	1				
B11	Does the organisation provide a briefing to their clients on appropriate behaviour when interacting with local indigenous people which includes a minimum dress code, photographic protocol, donations and etiquette?	1				

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR' S SCORE	ASSESSORS NOTES	FINAL SCORE
----------------------	-------------	-----------	-------------------	-----------------	-------------

C	<u>Maximise Benefits to Cultural Heritage and Minimise Negative Impacts</u>	5				
---	--	---	--	--	--	--

Goal: To maximise the benefits to cultural heritage and reduce the local negative impact of the tourism industry in Namibia.

C1	Does the organisation follow established guidelines or a code of behaviour for visits to culturally or historically sensitive sites in order to minimise negative visitor impact and maximise enjoyment?	1				
C2	Did the organisation involve the host community in setting up the above mentioned guidelines?	1				
C3	Does the organisation strongly discourage any illegal trade or display of historical and archaeological artefacts?	1				
C4	Does the organisation contribute to the protection and preservation of local historical, archaeological, cultural and spiritually important properties and sites? E.g. by cooperating with the National	1				

	Heritage Council or Living Culture Museums Foundation?				
C5	Does the organisation incorporate elements of local art, architecture or cultural heritage in its operations, design, decoration, food, or shops while respecting the intellectual property rights of local communities?	1			

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR' S SCORE	ASSESSORS NOTES	FINAL SCORE
----------------------	-------------	-----------	-------------------	-----------------	-------------

D Maximise benefits to the environment and minimise negative impact.

21				
----	--	--	--	--

Goal: To promote sustainable management and development of an 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.

D1	Conserving resources	5			
	Does the organisation favour camps or lodges that display clearly visible and interesting information aiming to effectively increase awareness about energy conservation for both tourists and staff?	1			
	Does the organisation favour camps or lodges where water consumption is measured and minimised? Please provide proof.	1			
	Do you use a bucket and cloth to wash vehicles instead of a hose pipe?	1			
	Can you show a significant decrease in your fossil fuel (diesel, petrol, coal) consumption per capita over at least the previous year?	1			
	Does the organisation favour camps or lodges that display clearly visible and interesting information for both tourists and staff, aiming to effectively increase awareness about water conservation?	1			

(Although wood fires in Namibia contribute to deforestation, the occasional braai can be allowed for under the remaining 10%).

D2 Reducing pollution**8***Goal: To reduce pollution, energy wastage & waste of resources by encouraging better waste control.*

D2.1	Does the organisation favour camps or lodges that control and minimise greenhouse gas emissions?	1			
	Have you implemented measures to reduce remaining emissions?	1			
	Do you actively reduce the amount of waste generated, e.g. by buying supplies in bulk, avoiding unnecessary packaging, avoiding non-recyclable packaging?	1			
D2.2	Does the organisation encourage its clients, staff and suppliers with clearly visible, interesting information & signage that aim to effectively increase awareness about waste problems and how they can reduce it?	1			
D2.3	Does the organisation favour camps or lodges that measure and minimise waste and have mechanisms in place to either reduce or recycle waste? Provide proof.	1			
D2.4	Does the organisation favour camps or lodges that treat and re-use waste water (gray water) carefully with no adverse side-effects on the surrounding environment? Provide proof.	1			
D2.5	Does the organisation favour camps or lodges that do NOT use any poisons or pesticides on or around their premises and surrounding land? Provide proof.	1			
D2.6	Does the organisation favour camps or lodges that minimise pollution from noise, light, runoff, erosion and contaminants? Provide proof.	1			

D3 Conserving biodiversity, ecosystems, and landscapes.**8**

--	--	--	--	--

Goal: *To safeguard the natural and cultural environment in tourism areas from negative impacts of construction and landscaping developments and to protect a "sense of place".*

D3.1	Does the organisation actively lobby the government for pro-environmental policies in key tourism areas, especially non-compatible land uses such as mining?	1				
D3.2	Does the organisation provide cash donations to conservation projects?	1				
D3.3	Does the organisation provide in kind contributions (supplies, transport, etc) towards conservation projects?	1				
D3.4	Does the organisation expose their clients to the work of local conservation organisations including options/encouragement to donate?	1				
D3.5	Does the organisation favour camps or lodges that actively remove and/or do not introduce any alien invasive plants and animals in their gardens?	1				
D3.6	Does the organisation have responsible wildlife viewing policies that their guides must sign and adhere to?	1				
D3.7	Does your organisation's marketing strategy provide clients with information that increases respect for the natural and cultural environments visited? E.g slogans like "conserve our environment".	1				
D3.8	Does your organisation advertise products/services accurately and responsibly?	1				

10 **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 for a total maximum score of 10.

10.1		1				
10.2		1				
10.3		1				
10.4		1				
10.5		1				