

List of Evidence to be prepared/accessed for Tour Operator Assessment

A1. Sustainability Policy Document covering the different areas to be assessed – you can for example use a global document like the TourCert Pledge or similar.

A2. NTB Registration Certificate, NTB Inspection Record, Occupational Health and Safety Policy document.

A3. Staff Files indicating training records.

A4. Completed Guest Feedback records.

A5. Guide's Files containing signed contracts with Code of Conduct.

A6. Proof of ownership or legal lease contract proving legal occupation.

A7. Access to brochures, marketing material, website etc.

B1. Evidence of involvement/contributions/support of Social Development. E.g letters, photos etc.

B2. Organogram indicating whether employees or managers are Namibians or foreigners.

B4. Receipts/Invoices for purchases – indicating whether it is local or not.

B7. Policy protecting staff against potential harassment e.g. sexual exploitation.

B8. Organogram indicating equal opportunities for woman and potentially disadvantaged groups.

B9. Evidence of adherence to local Labour Law – minimal wages; protection of employees.

D1. Itineraries for all tours offered, assessor needs updated list of Eco Awards Members to compare.

Evidence of measuring, recording and calculating fuel consumption to liter per capita over at least one year

D3. Evidence of contributions to Conservation Initiatives.

Code of Conduct (signed) for guides, referring to wildlife viewing policies.

Marketing material – hard copies and website.

