

# Eco Awards Namibia

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## Assessment Form:

### Establishment details:

Name:	_____	No of beds:	_____
NTB Registration category:	_____	Telephone:	_____
And number:	_____		
Physical address:	_____	Fax:	_____
Postal address:	_____	email:	_____
	_____		
<u>Contact person:</u>	_____		
Name:	_____	Telephone:	_____
Position:	_____	Fax:	_____
Cell-phone:	_____	email:	_____

	CRITERIA SUBSECTION	TOTAL SCORE POSSIBLE	TOTAL SCORE APPLICABLE	OWN SCORE	ASSESSORS SCORE	AWARDED SCORE
1.	Management	27	27			
2.	Conservation	17	17			
3.	Energy	16	16			
4.	Water	20	20			
5.	Waste, pollution, sewer	25	25			
6.	Building & landscaping	18	18			
7.	Staff & Health	36	36			
8.	Guiding	6	6			
9.	Social responsibility	13	13			
10.	Legal/NTB Compliance	16	16			
	<b>SUBTOTAL</b>	<b>189</b>	<b>189</b>			
	<b>PERCENTAGE</b>	<b>100%</b>	<b>100%</b>			
	<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), multiply the answer by 100.</i>					
11.	Bonus points	10%	10%			
	<b>TOTAL FINAL SCORE</b>	<b>110%</b>	<b>110%</b>			
	<b>TOTAL FINAL SCORE</b>					

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
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Date: \_\_\_\_\_

Name of Assessor: \_\_\_\_\_

Signature: \_\_\_\_\_

Date of MC approval: \_\_\_\_\_

Signature of MC Chair: \_\_\_\_\_

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
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1. Management:

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

1.1	Do you have a documented environmental & sustainability management policy or philosophy specific to your operation, that addresses the pertinent management and development issues that require implementation, in a format containing the following:				
	<ul style="list-style-type: none"> <li>Your vision/mission (aim) for the overall operation, including the land, its natural resources and enterprises?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Your goals (objectives) and strategies to achieve your mission / vision?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Records of the information you need to implement these strategies?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>How do you monitor the information to assess the progress you are making in achieving your goals?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Your staff are trained on all management policies and philosophies and are aware of their roles and responsibilities in the implementation thereof including their appropriate service levels of the business?</li> </ul>	1			
<i>In other words, do you have an adaptive management approach? Provide examples to show that information collected is being used in decision-making.</i>					
1.2	Does your policy/philosophy include sections on dealing with:				
	<ul style="list-style-type: none"> <li>Environmental conservation?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Energy conservation?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Water conservation?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Waste, sewerage &amp; pollution control?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Infrastructure impact?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>A guiding code of conduct that at a minimum includes respect for wildlife, the environment and local communities?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Staff?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Social responsibility and community support?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Health and Safety?</li> </ul>	1			
	<ul style="list-style-type: none"> <li>Procurement?</li> </ul>	1			
1.3	Are all financial records kept up to date with an appropriate accounting system and kept by the required number of years by law?	1			
1.4	Do you demonstrate efforts to maintain long term trading relationships with your suppliers and is procurement transparently reflected in the accounting system of the business?	1			
1.5	Have you developed a system for capturing guest feedback and do you actively invite guests to use it?	1			
1.6	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			
1.7	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			
1.8	Are all promotional materials (both hard copy and electronic) up to date and accurately depict the tourism business in terms of size and scope?	1			

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
1.9	Are sustainability claims only communicated when the business is in possession of adequate proof thereof?	1				
1.10	Are you in possession of a valid Environmental Clearance Certificate, in terms of MET legislation? (For establishments situated inside Municipal borders, this point will be N/A)	5				

## 2 Conservation

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**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.

2.1	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: <i>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.</i>					
	<ul style="list-style-type: none"> <li>Developing a documented environmental &amp; sustainability management policy, inclusive of waste management?</li> </ul>	1				
	<ul style="list-style-type: none"> <li>Biodiversity - to enhance species and habitat conservation and to remove invasive alien plants and animals?</li> </ul>	1				
	<ul style="list-style-type: none"> <li>Wildlife monitoring and management?</li> </ul>	1				
	<ul style="list-style-type: none"> <li>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.?</li> </ul>	1				
	<ul style="list-style-type: none"> <li>Water - for its appropriate extraction, use and conservation, access for all species to drinking water, prevention of fauna drowning in tanks, etc.?</li> </ul>	1				
	<i>You can attach more examples of your own monitoring and management activities and score them here:</i>					
	•					
	•					
2.2	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				
2.3	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)? <i>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).</i>	1				
2.4	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				
2.5	Are domestic animals on the property cared for properly?	1				
2.6	In the instance where the operation can keep roaming wildlife:					
	<ul style="list-style-type: none"> <li>Do you ensure that adverse effects on natural ecosystems and environments</li> </ul>	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	as a result of interaction with wildlife are minimised?					
2.7	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				
2.8	Have you contributed towards co-management of large open systems with fences removed?	1				
2.9	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				
<i>Not applicable to the domestic animals on Communal Land.</i>						
2.10	Do you get specifically involved in resolving human-wildlife conflict, such as:					
	• tolerance of predators/elephants, • in particular not using poison (for at least the last 12 months), • not killing birds, snakes, scorpions, etc., • educating staff, guests and neighbours about such conflict?	1				
2.11	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				

### 3. Energy

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**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.

<b>A</b>	<b>Option A:</b>	(16)				
<i>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).</i>						
<i>Examples of renewable energy are: wind pumps, solar pumps, solar water heaters, solar power (PV) panels, wind generators, etc. It excludes wood and gas.</i>						
<i>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.)</i>						
<i>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.</i>						
	Do you actively implement your policy on energy conservation as per point 1.2? <b>And</b> Do you use renewable energy for more than 80% of all your energy requirements (excluding transport, but including water pumping); <b>Or</b> do you use less than 140 MJ per capita per day if you are a full catering establishment hotel, or less than 100 MJ if you are a B&B or self-catering only?					
<b>B</b>	<b>Option B:</b>	(15)				
<i>If you cannot score full points in Option A, you must complete option B.</i>						

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
3.1	Do you actively implement your policy on energy conservation as per point 1.2?	1				
3.2	Can you demonstrate the use of <u>some</u> renewable energy sources?	1				
3.3	Do you consistently measure and record, on at least a monthly basis, your renewable and non-renewable energy consumption in kW/h per capita?	1				
3.4	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				
3.5	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				
	<i>“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.</i>					
	<i>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. <a href="#">Link to GPH on website</a></i>					
3.6	Can you show a significant decrease in your fossil fuel (diesel, petrol, coal) consumption per capita over at least the previous year or more? This includes transport and diesel generators.	1				
	<i>“Significant” indicates at least a 10% reduction over the past one to five years.</i>					
3.7	Is more than 90% of your cooking for guests and staff with <u>renewable</u> energy (such as solar cookers) or gas stoves?	1				
	<i>Although wood fires in Namibia contribute to deforestation, the remaining 10% allows for the occasional braai.</i>					
3.8	Does more than 90% of your hot water for laundry, kitchens and bathrooms come from renewable energy?	1				
	<i>For example: Solar water heaters (SWH) with the backup elements switched off, biogas or LPG gas. The remaining 10% allows for boiling water for beverages.</i>					
3.9	For food and beverages, do you mainly use passive cooling (like a farm cooler), solar or gas powered or energy efficient electrical fridges; <u>and</u> is everything well insulated with the door seals intact <u>and</u> do staff keep doors closed as much as possible?	1				
3.10	Do more than 90% of your lights (in all areas, staff quarters as well) have energy efficient bulbs <u>and</u> have you taken all possible steps to install daylight switches, movement sensors or information stickers to reduce the time that lights are on?	1				
3.11	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				
3.12	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				
3.13	Do you supply environmentally friendly alternatives to electrical heaters to guests and	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	staff in winter, such as added bedding, hot water bottles, etc.?					
3.14	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				
3.15	If you score at least 10 points for Section 4 (Water), you can score an extra point here (saving water also saves energy).	1				

#### 4 Water

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*Goal: To promote the wise use of water resources & the acceptable recycling or re-use of water.*

A	<b>Option A:</b> <i>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).</i>					
	Do you actively implement your policy on water conservation as per point 1.2? <b>And</b> Have you used less than 100 litres of water per person per day over the last year? <i>This should include consumption by all (guests, staff, etc.)</i>	(20)				
B.	<b>Option B:</b> <i>(If you cannot get full points in Option A, you must complete option B.)</i>	(19)				
4.1	Do you actively implement your policy on water conservation as per point 1.2?	1				
4.2	Can you demonstrate that some of the water, used in your operation, is being re-used or recycled?	1				
4.3	Do you consistently measure and record, on at least a monthly basis, your water consumption in litre per capita? <i>This should include consumption by all (guests, staff, etc.)</i>	1				
4.4	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? <i>This includes: not doing daily laundry for longer staying guests, signs on taps, showers and toilets.</i>	1				
4.5	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				
4.6	Can you show a significant decrease in your water consumption per capita over at least the previous year or more? <i>This should include all (guests, staff, etc.)</i> <i>“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.</i> <i>Examples of how this can be achieved are in the points in this section.</i>	1				
4.7	Have you used less than 200 litres of water per person per day over the last year?	1				
4.8	No Swimming pool on the premises.	1				
4.9	If you have a pool, do you recycle the backwash water from your pool? <i>Note: irrigation is not recycling.</i>	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
4.10	Have you installed water saving devices in most of the toilets, such as a dual-flush mechanism, or even a brick in the cisterns? <i>This applies to staff facilities as well.</i>	1				
4.11	Do you use low-flow or other devices to reduce the use of waters in showers?	1				
4.12	Have you installed low flow aerators, demand taps or infrared sensors on hand taps to reduce the amount of water used?	1				
4.13	Are your laundry appliances water-efficient and/or do you recycle you laundry water?	1				
4.14	Do you have a dry or entirely natural garden that does not need watering?	1				
4.15	If you do not have a dry or entirely natural garden, do you only water the garden at night?	1				
4.16	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				
4.17	Are your toilets dry, composting, or water recycling types?	1				
4.18	Do you re-use grey water to flush most of the toilets?	1				
4.19	If your water is potable, do you promote the local tap water instead of bottled water?	1				

## 5 Waste, pollution & sewerage

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

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
<b>General waste issues:</b>						
5.1	Do you actively implement your policy on waste, pollution & sewerage as per point 1.2?	1				
5.2	Do you consistently measure and record, at least monthly, the amounts of different types of waste you generate? <i>This should include waste generation by all (guests, staff etc.)</i>	1				
5.3	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				
5.4	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? <b>Solid waste handling:</b>	1				
5.5	Do you actively document and reduce the amount of waste generated by disposable goods and single serve items?	1				
5.6	Are all staff trained and made aware of these measures? <i>For example: buying supplies in bulk, avoiding added packaging, avoiding non-recyclable packaging etc.)</i>	1				
5.7	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				
5.8	Is all your waste separated into recyclable & non-recyclable?	1				



	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
5.9	Is all your organic waste composted or properly recycled (such as by feeding it to hens or pigs)?	1				
5.10	Do you send all your recyclable waste to a recycling centre?	1				
5.11	Is the remainder of your waste (non-recyclable) removed to an official dump-site, and a clear distinction made between toxic and non-toxic waste so that toxic waste cannot be released into the environment (soil, water or air)?	1				
5.12	Do you compost or recycle your garden refuse or do you not generate garden refuse?	1				
<b>Sewerage disposal:</b>						
<i>Please note that all sewer systems must have adequate capacity otherwise they cannot be regarded as functioning systems and thus cannot be scored.</i>						
5.13	Do your septic tanks or trickling filter discharge into a properly built soak away or a fenced oxidation pond?	1				
5.14	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				
5.15	Can you show evidence that your waste water affluent had been tested in the last 12 months?	1				
<b>Pollution control:</b>						
5.16	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				
5.17	Can you confirm that you do NOT use any poisons or pesticides on or around your premises and surrounding land?	1				
5.18	Do you use only environmentally friendly soaps and cleaning chemicals?	1				
5.19	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 as per point 1.2?	1				
5.20	Have staff using harmful chemicals and cleaning products received training in their responsible use and are there records of their usage of these chemicals?	1				
5.21	Are the storage, use, handling and disposal of all chemicals and cleaning products recorded and done according to the applicable laws, in an environmentally friendly manner and following the proper health and safety procedures?	1				
5.22	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				
5.23	Do you ensure that your premises do not create noise pollution by keeping noise to a minimum?	1				
5.24	Are your solar battery room, fuel storage and/or diesel generator housing on site (if any) built	1				



	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	so that there is no risk of environmental contamination?					
5.25	Is an effort made to limit the use of greenhouse gases and are these greenhouse gases monitored?	1				

## 6 Building, Landscaping & Roads

<b>18</b>				
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*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".*

6.1	Do you actively implement your policy on infrastructure as per point 1.2?	1				
6.2	Did you ensure that the historical, cultural and/or natural environment was not damaged by your development, alterations or activities?	1				
6.3	Was an environmental impact assessment (EIA) carried out prior to the construction, planning, design and demolition of buildings and infrastructure during the last three years?	1				
<i>This is applicable to new and old buildings. Describe how you avoided any damage.</i>						
6.4	Do your buildings blend in well with the surrounding environment in terms of shapes, scale and colours - in other words, are they appropriate?	1				
6.5	Were recycled materials, renewable materials and materials available in the vicinity largely used in the building construction?	1				
6.6	Was the use of environmentally unsustainable materials extensively reduced (such as tropical hardwoods, aluminium, cement, etc.)?	1				
6.7	Was the use of toxic or unhealthy materials largely avoided (such as synthetic fibres and paints, polyurethane, plastics, chipboard and other composites, etc.)?	1				
<i>Refer to the Good Practice Handbook for more information on environmentally sustainable and nontoxic materials.</i>						
6.8	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				
6.9	Does your garden contain only indigenous plants and create a habitat for indigenous	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	birds and other animals, including insects and reptiles?					
6.10	Can you confirm that your garden contains no invasive exotic plants?	1				
	<i>For example prosopis trees, cacti, agave, datura, Mexican poppy, nicotiana.</i>					
6.11	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				
6.12	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				

## 7 Staff, Health & Safety

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*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.*

7.1	Do you actively implement your staff policy as per point 1.2 and include a training needs assessment?	1				
7.2	Do you regularly and clearly share information on this policy with your staff?	1				
7.3	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				
7.4	Do all staff have legally binding contracts and do all staff understand these contracts and have access to them?	1				
7.5	Are all staff paid the legal minimum wage and do all staff receive and understand the content of their payslips and do their payslips combine all the legal inclusions and clearly show how wages were calculated?	1				
	<i>Currently, the tourism minimum wage is based on agriculture's. This gross minimum wage is N\$1800 per month.</i>					
7.6	Do all employees receive equal pay for equal work? And can you confirm that none of your policies or procedures has any content or regulation that may be considered to be unfair to any staff and have all staff been trained on the policies and procedures of the business?	1				
7.7	Are deductions only made from a staff's wage according to the legal maximum amount and are these deductions taken only if required by law or only when written permission has been given?	1				
7.8	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				
7.9	Is overtime voluntary and does it not exceed 10 or 15 hours per week depending on business size? And is overtime compensated	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	according to National law or agreed legal rates?					
7.10	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				
7.11	Do you not make use of time-limited contracts to avoid employing permanent staff?	1				
7.12	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				
7.13	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				
7.14	Do you maintain an up to date file of all relevant national regulation and legislation with regards to Human Resource Practice?	1				
7.15	Do you have a written policy on discrimination and how this is managed within the business (including confidential reporting) and keep records of actions taken to address reported instances of discrimination? Can you provide evidence that there is no discrimination?	1				
7.16	Are you in compliance with all national legislation and regulation with regards to workplace equity and diversity?	1				
7.17	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 the outcomes thereof?	1				
7.18	Do you have a written policy on forced and child labour and how this is managed within the business? Can you provide evidence that there is no forced or child labour?	1				
7.19	Do you have a written policy on sexual harassment and exploitation and are you aware of any reported instances that you are actively seeking to address through these policies and in practice?	1				
7.20	Do you have a regular, documented appraisal system that identifies staff ambitions and training needs?	1				
7.21	Do you conduct a training needs assessment appropriate to the size and scope of the business and do you have a written plan based on this assessment?	1				
7.22	Do your staff receive formal training & assessment that is:					
	<ul style="list-style-type: none"> <li>• Appropriate to the type of business operation and skills levels of employees</li> <li>• Documented</li> <li>• Assessed &amp; certified by trainers</li> <li>• By recognised training providers</li> </ul>	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
7.23	Is training spend at least 2% of payroll per annum or the legal minimum as defined by national legislation, whichever is higher?	1				
7.24	Do you encourage existing staff to apply for in-house vacancies before externally advertising the post?	1				
7.25	Do you offer regular internships/ apprenticeships to students?	1				
<i>Over the last two years, at least one intern if you have fewer than 20 beds and two if you have more.</i>						
7.26	Do you ensure that staff are exposed to environmental and sustainability issues in their daily routine?	1				
<b>Health and Safety:</b>						
7.27	Do you provide a healthy and safe working environment <ul style="list-style-type: none"> <li>• Are you in compliance with all national legislation and regulation on H&amp;S?</li> <li>• Do you have a written health and safety policy that is implemented?</li> <li>• Do you have a current certificate of fitness, as provided by the municipality in your area?</li> <li>• Are all staff trained on and aware of this policy?</li> </ul>	1				
7.28	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				
<i>This is only applicable to a business with more than 100 staff.</i>						
7.29	Do you provide protective clothing to all staff as is appropriate to the operations of the business?	1				
7.30	Is fire equipment available and regularly maintained? Are fire routes indicated? And are all staff trained on fire safety annually?	1				
7.31	Do you have trained first aiders and adequate first aid kits available?	1				
7.32	Is there a system for recording all work place accidents?	1				
7.33	Is knowledge of employees' medical conditions kept confidential and dealt with appropriately?	1				
7.34	Do you have a written policy on HIV/AIDS and other contagious and infectious diseases (or is this included in the H&S policy of the business)?	1				
7.35	Do you supply decent on-site staff housing that is large enough, clean, and secure and allows for some privacy?	1				
7.36	Are your staff supplied with decent services such as power, water and sanitation?	1				

## 8 Guiding

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*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.*

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
8.1	Do your guided activities fulfil your Guiding Code of Conduct as per point 1.2?	1*				
8.2	Do you offer or promote a variety of low environmental impact activities to your guests? <i>Such as: walking trails, horse-riding, non-motorised boat trips, mountain biking, a reference library, slide shows or talks etc.</i>	1*				
8.3	Do you provide active in-house training to your guides?	1*				
8.4	Do you provide documented formal external field guide training to your guides? <i>Please note: it must be NATH or other SADC recognised.</i>	1*				
8.5	Does the training include a comprehensive environmental awareness component and make reference to programmes such as Eco Awards Namibia?	1*				
8.6	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*				

## 9 Social Responsibility

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*Goal: To encourage efforts by establishments to adequately address their social responsibility towards local communities.*

9.1	Do you actively implement your social responsibility and community support policy as per point 1.2?	1				
9.2	Do you consistently monitor and record the progress made by the implementation of your policy?	1				
9.3	Do you have records of in kind and/or financial contributions to community development based on the written policy?	1				
9.4	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				
9.5	Do you display interesting information for guests that aim to effectively increase awareness about the local community context and culture?	1				
9.6	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				
9.7	Do you have documented proof of regular consultation with affected communities on development of the code of conduct? And are all employees trained on this code of conduct and made aware of their roles and responsibilities in the implementation thereof? And have you developed a mechanism for reporting any breaches of the code of conduct by employees or guests and how to deal with this effectively?	1				
9.8	Is the procurement of local art, architecture or cultural heritage to be used in your operations,	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	design, decoration food or shops only done with the necessary legal permissions?					
9.9	Do you communicate the availability of local products and services in the area to guests?	1				
9.10	Do you stock mostly Namibian made crafts and souvenirs in your curio shop (if any)?	1				
9.11	Do you actively promote and help provide training for the local community in environmental awareness and conservation?	1				
9.12	Are you aware of any sites on your properties that have historical, archaeological, cultural or spiritual importance and do you have documented proof of consultation with local residents and communities regarding identification of and permission to have access to these sites? And do you have records identifying all historical and archaeological artefacts in your possession with documentation to the ownership and confirm that you do not trade these artefacts without the necessary permissions?	1				
9.13	Is there evidence of communication to guests regarding the relevance of these sites?	1				

**10 Legal and NTB Compliance**

<b>16</b>				
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*If the establishment has an up to date NTB Registration Certificate, then all points are awarded.*

10.1	Is the business legally registered?	1				
10.2	Does the business have a valid licence to trade?	1				
10.3	Do you have valid licences for the sale of alcohol?	1				
10.4	Do you have valid licences for visual and audio broadcasting?	1				
10.5	Do you have a valid certificate for acceptability of food service or food safety equivalent?	1				
10.6	Are you in compliance with all legal requirements for access to information and transparency?	1				
10.7	Are you in compliance with all legal requirements for tax, employers and social security?	1				
10.8	Are all vehicles owned by the business and used for guests registered, licensed and roadworthy?	1				
10.9	Do staff responsible for guest transport have valid licenses and public driving permits?	1				
10.10	Are you in compliance with the national regulations on smoking?	1				
10.11	Do you have sufficient public, passenger and product liability insurance?	1				
10.12	Is there no evidence of discrimination against guests by the business or any of its employees?	1				
10.13	Are you in possession of all relevant legal permits for the keeping of wildlife?	1				
10.14	Are you in compliance with all regulations from relevant conservation management authorities in your areas of operation?	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
10.15	Are you legally entitled to occupy these premises? Provide proof of your legal entitlement to occupy the land, premises and water.	1				
10.16	Do you have valid permits or follow applicable regulation for operations on all national historical, archaeological or cultural sites?	1				

**11 Bonus points**

<b>10</b>				
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*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.*

11.1	Can you show evidence of any Regenerative Tourism activity, project or venture?	1				
11.2	Do you make provision for people/guests with disabilities and special needs?	1				