

Level 1

Final
03 March 2017

Responsible Tourism Requirements

Responsible Tourism Requirements Level 1 (Core)

A: Sustainable Operations and Management		Core	Not Applicable
1	The organisation shall comply with all relevant national, provincial and local legislation, regulations, licences and permits, as may be required Business is registered with SARS for VAT, PAYE and income tax and payments are up-to-date (tax clearance certificate)	✓	
	Business is registered with CIPRO and/or has a licence to trade	✓	
	Business is registered for and pays applicable rates and taxes	✓	
	Business has applicable liquor licence	✓	
	Business pays applicable skills development levy	✓	
	All employees are registered for UIF and payments are up-to-date	✓	
	Business pays applicable Occupational Health and Safety levy	✓	
	Compliance with Promotion of Access to Information Act	✓	
	Business pays applicable SAMRO and SAMPO fees	✓	
2	The organisation shall establish a responsible tourism policy that is suitable to its reality and scale, and that considers environmental, socio-cultural, economical, quality, health and safety issues	Core	Not Applicable
	Suitable and applicable responsible tourism policy	✓	
3	The organisation shall facilitate staff awareness of and training in its responsible tourism policy	Core	Not Applicable
	Staff have received training on the organisation's responsible tourism policy	✓	
	Staff are aware of the organisation's responsible tourism policy	✓	
	Staff understand and apply the organisation's responsible tourism policy	✓	
4	Promotional materials shall be accurate and complete, shall not promise more than can be delivered by the organisation and shall not make misleading claims regarding sustainability All promotional material about the business/organisation (printed, electronic, on social media, etc) are accurate and complete and do not promise more than can be delivered and do not make misleading claims regarding sustainability	Core	Not Applicable
		✓	

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B: Social and Cultural Criteria		Core	Not Applicable
5	The organisation shall contribute to the protection of sites that are of local historical, archaeological, cultural and spiritual importance and that are located on its properties Sites that are of local historical, archaeological, cultural and/or spiritual importance have been identified and located on the property There is a policy in place for the protection of the identified sites The identified sites are appropriately protected	✓ ✓ ✓	
6	The activities of the tourism organisation shall not jeopardise the provision of basic services, such as water, energy and sanitation, to neighbouring communities The activities of the organisation to not jeopardise the provision of water to neighbouring communities The activities of the organisation to not jeopardise the provision of energy to neighbouring communities The activities of the organisation to not jeopardise the provision of sanitation to neighbouring communities The activities of the organisation to not jeopardise the provision of any other basic services to neighbouring communities	Core ✓ ✓ ✓ ✓	Not Applicable
7	The organisation shall provide opportunities for visitors to purchase local products and services Local products and services are sold in the organisation's curio or similar shop	Core ✓	Not Applicable ✓
8	And/or visitors are provided with an opportunity to purchase local products and services directly from the seller (either on or off-site) Historical and archaeological artefacts may not be sold, traded or displayed, unless permitted by law	✓ Core	Not Applicable
9	No evidence of historical and archaeological artefacts are sold, traded or displayed The organisation shall provide information to staff about HIV/Aids and general well-being The organisation has an appropriate HIV/Aids and dread disease policy Employees are aware of and understand the organisation's HIV/Aids and dread disease policy Employees have received training on the organisation's HIV/Aids and dread diseases policy The organisation makes available applicable information on HIV/Aids and dread disease The organisation provides appropriate support for the prevention of HIV/Aids and other dread diseases	Core ✓ ✓ ✓ ✓ ✓	Not Applicable

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C: Economic Criteria		Core	Not Applicable
10	The organisation shall use fair and equitable processes for recruitment and advancement, in relation to race, gender and disability The organisation has a policy for the fair and equitable recruitment and advancement of employees irrespective of race, gender and disability	✓	
	The organisation demonstrates fair and equitable processes in the recruitment of employees	✓	
	The organisation demonstrates fair and equitable processes in the advancement of employees	✓	
11	The organisation shall provide training opportunities for staff relevant to the organisation context The organisation has a policy for the training and development of staff	✓	Not Applicable
	The organisation provides appropriate and regular training and development opportunities for all staff	✓	
	Staff skills and knowledge are effectively and appropriately developed such that they are able to deliver excellent service which enhances the customer experience	✓	
12	The organisation shall purchase local and fair trade services and goods, where available, and set targets for improvement The property supports local community initiatives	✓	Not Applicable
	The property supports local producers and buys in bulk where possible	✓	
13	The organisation shall demonstrate support to small enterprises Evidence of procurement is sourced from small or micro enterprises	✓	Not Applicable
	Evidence of procurement sourced from small or micro enterprises for an on-site shop	✓	✓
14	The organisation shall pay employees a living wage that is equal to or above the legal minimum wage Management confirm that all employees are paid a wage that is equal to or above the legal minimum wage for the hospitality sector	✓	Not Applicable
15	The organisation shall prohibit child labour, forced labour and sexual exploitation The organisation has a policy on the protection of child labour, including child performers	✓	Not Applicable
	The organisation has a policy on the prevention of forced labour	✓	
	The organisation has a policy on the prevention of sexual exploitation	✓	
	Staff have been trained on, and are aware of, the organisation's policies on child labour, forced labour and sexual exploitation	✓	
	The organisation does not have any employees (permanent, temporary or part-time) who are younger than 15-years of age	✓	
	There is no evidence of forced labour in the organisation	✓	
	Child performers are protected	✓	
	There is no evidence of sexual exploitation in the organisation	✓	

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D: Environmental Criteria		Core	Not Applicable
16	The organisation shall measure energy consumption, indicating all energy sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption	Core	Not Applicable
	TVs, stereos, DVD players and other electrical equipment shall be switched off (not on stand-by mode) between guest visits	✓	
	Energy saving light bulbs are used for lighting fixtures	✓	
	Solar power/ heating initiatives in place	✓	
17	The organisation shall measure water consumption, indicating all sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption and improve the reuse of waste water	Core	Not Applicable
	Water efficient appliances installed	✓	
	Water savings fittings in place	✓	
	No towel and linen change options for guests. Guests need to be informed on how to opt for this service	✓	
	Garden watering done either early morning or later afternoon to minimise evaporation	✓	
	Garden landscaping designed to reduce water requirements	✓	
	Reduced flush or twin flush cisterns in all or most toilets	✓	
18	The organisation shall implement a waste management plan, addressing both solid and liquid wastes, with quantitative goals to minimise waste produced	Core	Not Applicable
	The property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges, batteries, etc are separated and recycled	✓	
	Evidence of preference for the use of recycled paper products (e.g. forms, menus, serviettes, letterheads, photo-copy paper, etc)	✓	
19	The organisation shall adhere to any national or international requirements that govern the trade in listed, endangered or threatened (or any combination of these) species and shall alert visitors to these requirements	Core	Not Applicable
	No evidence of trade in listed, endangered or threatened species	✓	
	Proof of adhere to any national or international requirements if there is evidence of trade in listed, endangered or threatened (or any combination of these) species. In which case visitors are alerted to these requirements (evidence provided)	✓	
20	The organisation shall not hold captive any wildlife without the required permits and appropriate enclosures	Core	Not Applicable
	No evidence of wildlife being held captive without the required permits and appropriate enclosures	✓	
	Appropriate and valid permits and appropriate enclosures for any captive wildlife	✓	
	No interaction (touching) between visitors and wildlife	✓	

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