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**Tourism – Sustainability and eco-labelling – Requirements**

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ARSO Central Secretariat  
International House 3<sup>rd</sup> Floor  
P.O. Box 57363 – 00200 City Square  
NAIROBI, KENYA

Tel: +254-20-2224561, +254-20-3311641, +254-20-3311608

E-mail: [arso@arso-oran.org](mailto:arso@arso-oran.org)

Web: [www.arso-oran.org](http://www.arso-oran.org)

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## Foreword

The African Organization for Standardization (ARSO) is an African intergovernmental organization established by the United Nations Economic Commission for Africa (UNECA) and the Organization of African Unity (AU) in 1977. One of the fundamental mandates of ARSO is to develop and harmonize African Standards (ARS) for the purpose of enhancing Africa's internal trading capacity, increase Africa's product and service competitiveness globally and uplift the welfare of African communities. The work of preparing African Standards is normally carried out through ARSO technical committees. Each Member State interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, Regional Economic Communities (RECs), governmental and non-governmental organizations, in liaison with ARSO, also take part in the work.

African Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare African Standards. Draft African Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an African Standard requires approval by at least 75 % of the member bodies casting a vote.

This African Standard was prepared by ARSO/TC 061, *Ecolabelling, sustainability and resilient systems*.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ARSO shall not be held responsible for identifying any or all such patent rights.

The African Eco-Labeling Mechanism (AEM), which is the first Pan-African and multi-sectoral eco-labelling initiative, is being implemented since 2010 under the auspices of the African Union Commission (AUC) with support from the eight Regional Economic Communities (RECs) in Africa, German International Cooperation, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), African Organisation for Standardisation (ARSO), African Roundtable on Sustainable Consumption and Production (ARSCP), United Nations Environment Programme (UNEP), United Nations Economic Commission for Africa (UNECA), United Nations Industrial Development Organization (UNIDO), Consumer International (CI) and African Business Council (ABC) with funding from the German Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU).

The work of preparing this standard was carried out through a working group selected from different national standards bodies from different African countries and in accordance with best practices as defined in relevant international standards and best practices such as the ISO/IEC Directives, Part 2. The standard was then validated as an African standard by the ARSO Technical Harmonization Committee on Environmental Management Systems (ARSO/THC 09).

In the preparation of this African Standard, reference was made to the following document(s):

- 1) XYZ: Title
- 2) XYZ: Title

Acknowledgment is hereby made for the assistance derived from the source.

## Introduction

Tourism plays a key role for the livelihoods of the continent's population and gross domestic product (GDP). Whereas the sector provides employment for about 6.5 million people, it also contributes significantly to the GDP of many African countries. Despite a certain disparity among the regions in terms of tourism utilization, large potential remains untapped. Moreover, the sector is faced with various challenges which include damage of terrestrial and marine biodiversity, greenhouse gas emissions, waste generation, excessive use of water, and threat to the survival of local cultures and traditions. Sustainable tourism is therefore needed for continued support of people's livelihoods and African economies.

As demand for sustainably produced goods and services is soaring on the continent as well as globally, green production creates new business opportunities for African producers and service providers. In order to benefit from these market opportunities, environmental claims need to be credibly verifiable and eco-labelling is an effective market-based instrument to prove the validity of such claims.

The standard aims at establishing a common understanding of sustainable tourism, and specifies the minimum that any tourism management tourism operator which wishes to be sustainable should aspire to reach. It is designed to be used by all types of businesses targeting the tourism market.

The objective of this Standard is to provide tourism operator and managers with environmental, economic, social, and cultural criteria and requirements that support the sustainable management of Tourism Operations.

The Standard is intended for application to any Tourism Operation being managed for the production of Tourism products and services, whether from natural resources, cultural resources, human resources or accommodation. It can be utilized by tourism operators who are seeking independent, third-party certification of their management system. Certification to the standard is a credible response to market demands that tourism products come from certified operations. It will also support and strengthen the framework of policy and regulation that delivers improved environmental, economic, social, and cultural outcomes from well-managed Tourism Operation's. Independent, accredited third-party certification against the Standard provides a clear indication that the production of tourism products and services in a particular defined operation was managed in accordance with a set of predetermined and clearly defined environmental, economic, social and cultural criteria and requirements that support the sustainable management of Tourism Operations.

The standard prescribes the following fifteen principles which identify overarching objectives for sustainable tourism. Each principle shall have criteria and indicators to allow certification effectiveness to a Tourism Operation entity. The Criteria identify key areas of achievement in sustainable tourism while the indicators identify measurable components of achievement for each criterion.

### List of principles

#### A. General principles and criteria

1. Sustainability management system
2. Legal compliance
3. Health and safety

#### B. Social and economic principles and criteria

1. Community well being

2. Local participation and control
3. Historical, cultural and architectural conservation
4. Rights recognition and guarantee
5. Labour and human rights
6. Economic Sustainability

**C. Environmental principles and criteria**

1. Environmental management
2. Biodiversity conservation
3. Water management
4. Energy management and conservation
5. Pollution control
6. Waste management

It is also important to realize that while the presented list of criteria for sustainable tourism in principle is applicable to every region and every kind of tourism all over the world, the set of indicators belonging to each criterion should be selected and adjusted according to the special conditions of the area where the sustainability of tourism is evaluated. Therefore, the indicators mentioned in this document do not represent a complete or obligatory list, but are meant as examples to illustrate the dimensions of criteria.

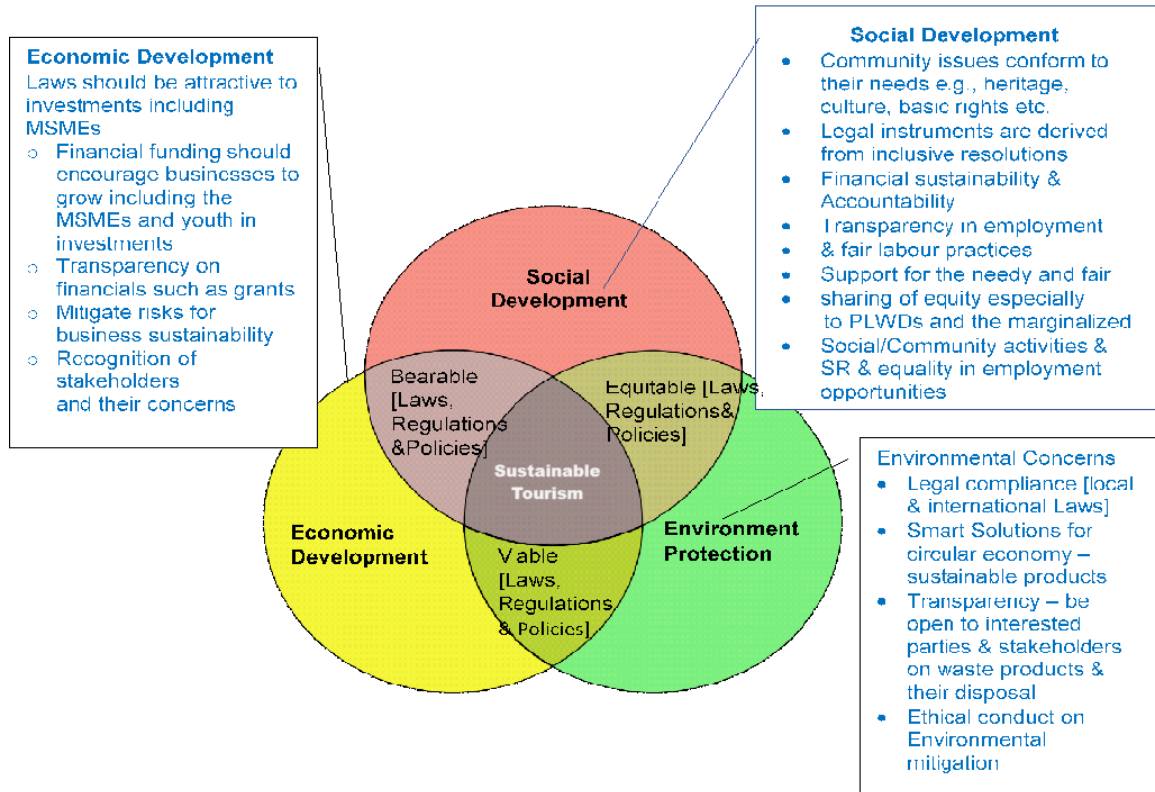


Figure 1 – Sustainable tourism



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# Tourism – Sustainability and eco-labelling – Requirements

## 1 Scope

This Draft African Standard specifies the sustainability principles, minimum requirements (criteria) and indicators for an operator applying for eco-label in the tourism sector.

All requirements of this standard are generic and are intended to be applicable to any tourism business regardless of type, size and location. It is recommended that all criteria or requirements be applied to the greatest extent practical, unless for a specific situation the criterion is not applicable and this is justified.

This standard can be used independently for certification but it can also be aligned or integrated with other management systems, and for training.

NOTE The criteria indicate what should be done and not how to do it. This role is fulfilled by performance indicators, associated educational materials and access to tools for implementation.

## 2 Normative references

The following referenced documents referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000, *Quality management systems – Fundamentals and vocabulary*

ISO 9001, *Quality management systems – Requirements*

ISO 14001, *Environmental management standards*

ISO 14040, *Environmental management – Life cycle assessment – Principles and framework*

ISO 19011, *Guidelines for auditing quality management systems*

ISO 26000, *Guidance on social responsibility*

ISO/IEC 17065, *Conformity assessment – Requirements for bodies certifying products, processes and services*

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 3.1

#### **access**

permission, liberty, or ability to enter, approach, or pass to and from a place or to approach or communicate

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## 3.2

### **accessible**

providing for individuals with varied capabilities the opportunity to reach, participate, or understand

## 3.3

### **audit**

systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which specified requirements are fulfilled

NOTE 1 to entry: Internal audits, sometimes called first-party audits, are conducted by, or on behalf of, the organization itself for management review and other internal purposes, and may form the basis for an organization's declaration of conformity. In many cases, particularly in smaller organizations, independence can be demonstrated by the freedom from responsibility for the activity being audited.

Note 2 to entry: External audits include those generally termed second- and third-party audits. Second-party audits are conducted by parties having an interest in the organization, such as customers, or by other persons on their behalf. Third-party audits are conducted by external, independent auditing organizations, such as those providing certification/registration of conformity to ISO 9001 or ISO 14001.

Note 3 to entry: When two or more management systems are audited together, this is termed a combined audit.

Note 4 to entry: When two or more auditing organizations cooperate to audit a single auditee, this is termed a joint audit.

## 3.4

### **audit criteria**

set of policies, procedures or requirements

Note to entry: Audit criteria are used as a reference against which audit evidence is compared.

## 3.5

### **auditor**

person with the demonstrated personal attributes and competence to conduct an audit

Note to entry: The relevant personal attributes for an auditor are described in ISO 19011.

## 3.6

### **biodiversity**

variability among living organisms from all sources including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems

## 3.7

### **captive wildlife**

any undomesticated animal species being retained apart from its natural habitat

## 3.8

### **carbon offset**

compensatory measure made by an organization for carbon emissions, usually through sponsoring activities or projects which increase carbon dioxide absorption, such as tree planting

## 3.9

### **certification**

obtaining an accreditation certificate from the competent authorities

**3.10**

**chalets**

small wooden residential houses, cabins, buildings with privacy and have a direct view of nature, site or for site-seeing. In most cases, they have gentle sloping roofs and wide edges right-angled at the front. They're mostly found in mountainous countries such as alpine Europe, Asia, Africa and Latin America.

**3.10**

**child labour**

any employment that interferes with the legal rights of a child and culturally appropriate educational needs

**3.11**

**climate neutrality**

way of operating which produces no net greenhouse gas (GHG) emission. This shall be achieved by reducing operation's own GHG emissions as much as possible, and using carbon offsets to compensate the remaining emissions.

**3.12**

**clubhouse**

private member house where they meet to discuss affairs mostly involving their membership. Food and drinks are served just as in any other tourist facility. It may have guest rooms where some members from far can spend the night. They are mostly found in sports and golf clubs, reciprocating clubs, farmhouses for large farms, ranches, forestry and wildlife conservations.

**3.13**

**code of behaviour**

guidelines advising tourism stakeholders on how to behave in an environmentally responsible manner, recommended practices based on a system of self-regulation intended to promote environmentally and/or socio-cultural sustainable behaviour

**3.14**

**community involvement**

process to examine the perceptions of communities that have the potential to be affected by tourism business initiatives

**3.15**

**competent authorities**

person or an organization with legally delegated power to perform a function or a duty to monitor and enforce compliance with national or international laws and regulations

**3.16**

**contract**

binding agreement

**3.17**

**conservation**

management of human use of organisms or ecosystems to ensure that such use is sustainable

**3.18**

**conservation management**

formalized actions that include realistic and integrated approaches to maintain existing genetic diversity and viable populations of flora and fauna in the wild in order to maintain biological interactions, ecological processes, and function

**3.19**

**cultural heritage**

legacy of physical objects and intangible attributes of a group or a society that are inherited from past generations, maintained and protected in the present and preserved for future generations

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## 3.20

### **criterion**

standard, rule, or test on which a judgment or decision can be made

## 3.21

### **due diligence**

comprehensive, proactive process to identify the actual and potential negative social, environmental and economic impacts of an organisation's decisions and activities over the entire life cycle of a project or organisational activity, with the aim of avoiding and mitigating negative impacts

## 3.22

### **ecosystem**

dynamic complex of plant, animal and micro-organism communities and their non-living environment interacting as a functional unit

## 3.23

### **emissions**

release or discharge of pollutants into the atmosphere from stationary sources such as smokestacks, other vents, surface areas of commercial or industrial facilities and mobile sources, for example, motor vehicles, locomotives and aircraft

## 3.24

### **employee**

individual in a relationship recognized as an "employment relationship" in national law or practice

Note to entry: Employee is a narrower term than worker.

## 3.25

### **energy efficiency**

ratio or other quantitative relationship between an output of performance, service, goods, commodities or energy, and an input of energy

Example: Conversion efficiency, energy required/energy consumed.

Note to entry: Both input and output should be clearly specified in terms of quantity and quality and be measurable.

## 3.26

### **environment**

natural surroundings or conditions in which an organization lives or operates, including air, water, land, natural resources, flora, fauna, people, outer space and their interrelationships

## 3.27

### **environmental management system**

part of a tourism business operator's management system used to develop and implement its environmental policy and manage its environmental aspects

## 3.28

### **establishment**

any premises, structure, or, in the case of open-air farming, any environment or place, where Tourism value chain products are kept, on a temporary or permanent basis

## 3.29

### **forced labour**

all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily

**3.30**

**governance (includes organizational governance)**

rules of the political system to solve conflicts between actors and adopt decisions. It has also been used to describe the proper functioning of institutions and their acceptance by the public.

**3.31**

**government**

member state with systems of order for a country, nation or state responsible for the creation and enforcement of regulations in a society such as the economy and public services

**4.32**

**guests**

temporary visitors and pioneers of hotels, tourist villages, marinas and chalets

**3.33**

**guest house**

larger than an apartment and has more space and other amenities such as Jacuzzi, dining area and other family related indoor games

**3.34**

**grey water**

wastewater that does not contain sewage or faecal contamination and can be reused for irrigation after simple filtration

**3.35**

**greenhouse gas**

atmospheric gases that contribute to the greenhouse effect and sustain life on earth. Greenhouse gases include: carbon dioxide, water vapour, nitrous oxide, ozone, methane, and CFCS

**3.36**

**green production**

is when producing companies (regardless of scale) look to upgrade any outdated forms of production and opt for more environmental solutions that reduce the amount of waste they produce during tourism services provision

**3.37**

**grievance mechanism**

non-judicial process that provides a formal means by which individuals or groups can be able to raise concerns and seek compensation for the impacts due to business operation. The grievance mechanism may use arbitration, dialogue or other procedures to adapt to different cultural backgrounds and to accommodate different claims. The UN believes that an effective "grievance mechanism" must be legitimate, accessible, predictable, equitable, transparent, rights-compatible and a source of continuous learning.

**3.38**

**habitat**

structural environments where an organism or lives for all or part of his life, including environments once occupied (continuously, periodically, or occasionally) by an organism or group of organisms of that kind

**3.39**

**hotel**

establishment that has a package of services based on accommodations of various levels (first class (five stars) - second class (four stars) - third class (three stars) - fourth class (two-star class) - fifth class (one-star class) catering to some of the guests' desires and hotels are divided as two types: international hotel and local hotel

**3.40**

**hotel apartment**

establishment that is equipped for the accommodation of individuals and families. It is classified into three grades as first-class, second-class and third-class hotel apartments.

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## 3.41

### **hotel chain**

group of hotels operated by the same management. Can be a group ownership, a company, family or an enterprise and may operate in one country or several countries in the world.

## 3.42

### **impact**

environmental/biophysical, social, cultural, financial, and economic changes that occur as a result of the activities of the tourism operation

## 3.43

### **heritage area**

place where natural, cultural, historic or scenic resources present a distinct location arising from patterns of human activity

## 3.44

### **international norms of behaviour**

makes clear what behaviour is considered appropriate and when a line has been crossed. They provide the legitimacy for actions to hold those who violate such norms accountable.

## 3.45

### **indicator**

quantitative or qualitative variable which describes the state or condition of value and that can be measured or described and which, when observed periodically, demonstrates trends. It is a measure of an aspect of the criterion.

## 3.46

### **infrastructure**

natural, man-made, manufactures or constructions needed to support economic development, including: roads, railway lines, harbours, airport runways, water, electricity, other power supplies, sewerage disposal systems and other utilities to serve not only the tourist destination classification influx but also to the local residents.

## 3.47

### **internal components**

all the tourist destination components which include entrance, rooms, bathrooms, corridors, reception, leisure rooms, halls, parkin, which meet the requirement of the facility class and with the specification of this standard

## 3.48

### **inn**

smaller than hotels and their main clients are travellers. Guests visit while on a journey of transit to other destinations. Their main visit ranges from snacking to boarding but only for a day or two before resuming on their journey.

## 3.49

### **international hotels**

establishments that provide various services to guests and patrons at levels according to international classifications. These are classified with star ratings, starting from one star and escalating based on the quantity and type of services they provide to their patrons, and the global classifications.

## 3.50

### **interpretation**

process that is intended to stimulate and facilitate people's understanding of place, so that empathy towards conservation, heritage, culture and landscape is developed, revealing the significance and meanings of natural and cultural phenomena to visitors, usually with the intent of providing a satisfying learning experience and encouraging more sustainable behaviour

**3.51**

**impact**

environmental/biophysical, social, cultural, financial, and economic changes that occur as a result of the activities of the tourism operation

**3.52**

**invasive alien species**

Species occurring in an area outside of its historically known natural range as a result of intentional, unintentional or accidental dispersal by human activities, but not an indigenous species that has extended its natural distribution range by natural means of migration or dispersal without human intervention

**3.52**

**interpretation**

process that is intended to stimulate and facilitate people's understanding of place, so that empathy towards conservation, heritage, culture and landscape is developed, revealing the significance and meanings of natural and cultural phenomena to visitors, usually with the intent of providing a satisfying learning experience and encouraging more sustainable behaviour

**3.53**

**landscape**

geographical mosaic composed of interacting ecosystems resulting from the influence of geological, topographical, soil, climatic, biotic and human interactions in a given area

**3.54**

**life-cycle**

consecutive and interlinked stages of a product system, from raw material acquisition or generation from natural resources to final disposal

**3.55**

**local**

area immediately around the site of business operations and can vary depending on the density of the location

**3.56**

**local community**

people living in the immediate area potentially affected socially, economically, or environmentally by a tourism business operator

**3.57**

**local hotels**

establishments that host and provide services to guests including tourist hostels and condos, and they include motels on highways according to local classifications

**3.58**

**management**

process of controlling factors of production to make products for sale or render services to others and make profit for the investor. If it's in a government agency, or the government itself. Management will be responsible for organising services internally in order to render for services to the citizens who in return, grow the economies of the national government.

**3.59**

**material aspects**

those that reflect an organization's significant economic, environmental and social impacts; or that substantively influence the assessments and decisions of stakeholders

**3.60**

**Micro, Small and Medium-sized Enterprises (MSMEs)**

micro small and medium-sized undertakings

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### 3.61

#### **minimum age**

minimum age for work should not be below the age for finishing compulsory schooling, which is generally 14. Any work which is likely to jeopardize children's education, physical, mental, morals, health, safety or morals should not be done by anyone under the age of 18. Children between the ages of 12 and 14 years old may do light work, as long as it does not threaten their health and safety, or hinder their education or vocational orientation and training.

### 3.62

#### **minimum salary standard**

minimum amount of remuneration that an employer is required to pay wage earner for the work performed during the legal working period or working period stipulated in the labour contract

### 3.63

#### **native species**

plants, animals, or other living organisms that are found as part of local natural ecosystems and which are not harmful to the physical or mental capabilities of a person, or the environmental, social, or economic well-being of a destination and its inhabitants

### 3.64

#### **natural heritage**

natural features consisting of physical and biological formations or groups of such formations, which are of outstanding universal value from the aesthetic or scientific point of view; geological and physiographical formations and precisely delineated areas which constitute the habitat of threatened species of animals and plants of outstanding universal value from the point of view of science or conservation; natural sites or precisely delineated natural areas of outstanding universal value from the point of view of science, conservation or natural beauty

### 3.65

#### **non-compliant products**

relevant products that do not comply with this standard

### 3.66

#### **operator**

individual or organisation responsible for ensuring that the production system and the products meet the requirements of this standard

### 3.67

#### **organizations**

entities such as companies, institutions and associations which are comprise of one or more people with a common goal or a particular purpose

### 3.68

#### **pesticide**

any substance or mixture of substances that is used to prevent, destroy or control pests

### 3.69

#### **pollution**

presence of substances and heat in environmental media (air, water, land) whose nature, location, or quantity produces undesirable environmental effects; an activity that generates pollutants

### 3.70

#### **principle**

overarching guiding concept for managing natural resources, usually developed in the context of global agreements and/or legislation. Examples: 'the precautionary approach', "maintaining ecosystem integrity".

### 3.71

#### **protected areas**

legally established land or water area under either public or private ownership that is regulated and managed to



achieve specific conservation objectives

**3.72**

**public health**

producer should provide access to safe and hygienic sanitation facilities, potable and washing water when handling tourism

**3.73**

**quality**

degree to which a product or a service meets a certain criterion for conformance in order to fulfil customer requirements

**3.74**

**UN Sustainable Development Goals (SDGs)**

SDGs aims to achieve the three dimensions of sustainable development, economic growth, environmental sustainability, and social inclusion. SDGs and targets are global in nature and universally applicable, considering different national realities, capacities and levels of development and respecting national policies and priorities.

**3.75**

**reference point**

benchmark against which to assess the performance of management in achieving an operational objective, corresponding to a state considered to be desirable (target reference point) or undesirable and requiring immediate action (limit reference point)

**3.76**

**renewable energy**

energy generated from natural resources – such as sunlight, wind, rain, tides and geothermal heat – which are naturally replenished, but when utilized to not destabilize ecosystems

**3.77**

**restricted chemicals**

synthetic materials, including pesticides and chemical fertilizers used as agricultural inputs

**3.78**

**social and environmental management system (sems)**

part of an organization's management system used to develop and implement its social and environmental policy and manage its social and environmental aspects

Note 1 to entry: A management system is a set of interrelated elements used to establish policy and objectives and to achieve those objectives.

Note 2 to entry: A management system includes organizational structure, planning activities, responsibilities, practices, procedures, processes and resources.

**3.79**

**tourism accommodation business operator**

individual or organization responsible for ensuring that the tourism production system and the products meet the requirements of this standard

**3.80**

**supply-chain**

network of companies or organizations and people that are involved in the production and delivery of products, goods or services. Supply chain components include producers, vendors, warehouses, transportation companies, distribution centres, and retailers

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## 3.81

### **sustainability**

use of resources, in an environmentally responsible, socially fair and economically viable manner, so that by meeting current usage needs, the possibility of its use by future generations is not compromised

## 3.82

### **sustainability management system**

integrated management system used to establish a policy framework and objectives necessary for addressing economic, social and environmental sustainability in an ecosystem

## 3.83

### **sustainable development**

development that meets the needs of the present without compromising the ability of the future generations to meet their own needs

## 3.84

### **stakeholder**

person, group or organization with a vested interest, or stake, in decision – making and activities of a business, organization or project. Stakeholders can be members of the organization they have a stake in, or they can have no official affiliation.

## 3.85

### **the marinas**

dock or a basin providing secure moorings for pleasure boats and yachts either for leisure, sport fishing, fun and entertainment which come with other various services available such as hospitality activities, small businesses, few supplies, repair shops for usable machineries (small engines) etc. Other names associated with marinas are berths, boatyard, harbour, landing site, mooring and pier.

## 3.86

### **tourist apartment**

hospitality tourist facility commonly one or two or three -bedroom capacity, a kitchen and washroom meant to accommodate tourists. It may be enjoined to the hotel and guests may opt to cook for themselves or eat from the hotel dining room. In a multi-bedroomed unit, a family is the most appropriate client.

## 3.87

### **tourists campsites**

places that provide accommodation, recreation, and opportunities to participate in various activities in desert, mountain, or coastal areas under the supervision of a professional leadership that meets safety and health requirements

## 3.88

### **tourism industries**

activities that typically produce tourism characteristic services

## 3.89

### **tourism business operator**

individual or tourism facility responsible for ensuring that the service provision system meet the requirements of this standard

## 3.90

### **tourist village**

facility that takes the form of a complex of housing units such as villages, cottages, homestays, farmhouses, ranch houses, eco-lodges or apartments (chalets) for accommodation, food, entertainment, sports houses, and are located in areas with the intended activities for tourist attractions. They're classified into three categories as; first-class, second class and third class tourist villages.

**3.91**

**trader**

any person in the supply chain other than the operator who, in the course of a commercial activity, makes relevant products available on the market

**3.92**

**value chain**

The various business activities and processes involved in creating products/goods or performing services. A value chain can consist of multiple stages of a product or service's lifecycle, including research and development, marketing and sales, and everything in between.

**3.93**

**waste management plan**

documented methodology to address: (a) collection, transport, treatment and disposal of waste, (b) control, monitoring and regulation of the production, collection, transport, treatment and disposal of waste, and (c) prevention of waste production through in-process modifications, reuse and recycling

**3.94**

**wastewater**

Any water, either used or not and typically discharged itself into runoff or into the sewage system and often contains matter and bacteria in solution or suspension

**3.95**

**water stewardship**

use of water in a way that is socially equitable, environmentally sustainable and economically beneficial. This applies to farming only either in controlled water pans or in the interior deep, lakes and rivers.

**3.96**

**workers**

all hired labour personnel, working in a company's administration including migrant, temporary, sub-contracted and permanent workers

**3.97**

**worst forms of child labour**

hazardous work is not to be conducted by workers under 18 year age

## **4 Guidelines**

### **4.1 Purpose, flexibility and relevance**

This standard is flexible enough to be useful for sustainable Tourism facility operator of various sizes, types and countries of operation. In adhering to this standard, the sustainable Tourism facilities operator shall deal only with those elements that are relevant to its activities.

If certain specific sustainability aspects are considered not relevant to the process, the sustainable Tourism facilities operators shall justify the specific manner in which its operations do not contribute to the impact of the aspects concerned.

Local circumstances shall be taken into account when assessing the environmental, social or economic impacts.

### **4.2 Stakeholder involvement**

Where required in this standard or when a legal right is exercised by a stakeholder in regard to any indicator that

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affects the stakeholder's welfare, the sustainable tourism facilities operator shall document how stakeholders were engaged.

NOTE "Engaged" means that stakeholders were provided opportunity to comment and that the sustainable Tourism facility operator provided a documented response to any grievance presented by stakeholders.

### 4.3 Undue administrative burden

The capacity and resources of the sustainable Tourism facility operator shall be taken into account so that this standard does not cause excessive administrative burden.

### 4.4 Management plan

When referenced as an indicator in this standard, management plans are intended to be a flexible mechanism for the sustainable Tourism facility operator to use to establish reasonable and appropriate plans to address relevant sustainability aspects. A plan that does not include all elements listed in the definition of a management plan is not considered a management plan for the purpose of this standard. The form of a management plan is not specified; a plan may be comprised of disparate or consolidated proprietary documents, reference materials and or demonstrated knowledge and or practice. Monitored data generated in accordance with the plan should be accessible to the verifier to facilitate his or her assessment and to ensure that the definition of a management plan has been adhered to. The data itself would not be attached to or incorporated into the verifier's conformity assessment.

### 4.5 Indicator evaluation

The evaluation of the indicators shall be made according to the following criteria:

- a) **Relevance** of the indicator to local decision-making strategies and goals, including key regional trends;
- b) **Data obtainability** analysis of data, and existence of threshold values where pertinent;
- c) **Understandability** and credibility for users of the data;
- d) **Comparability** over time and across jurisdictions or regions; and
- e) **Prediction** – capability of the indicator to forewarn of significant problems.

## 5 General requirements

### 5.1 Responsibility

A tourism facility operator organization shall be responsible for only its own operations in applying this standard. Its own operations are defined as the sum of activities conducted by the tourism facility operator throughout the supply chain, including those contracted activities conducted by its subcontractors.

### 5.2 Transparency

The data, information sources and assumptions used shall be communicated in a clear, accurate, timely, honest and

complete manner (see ISO 26000).

### **5.3 Legality**

The tourism facility operator organization shall be in compliance with all applicable national laws and regulations, international laws and conventions, treaties in the national rules of behaviour having direct relevance to the principles, criteria and indicators presented in this standard.

A tourism facility operator organization shall document instances where it is prohibited from complying with this standard as a consequence of a conflicting applicable laws or regulations.

- a) Where conflict occurs between national and international laws the one with a higher provision takes precedence.
- b) Where the host country has not ratified the respective international laws, the local laws takes precedence as long as it meets the minimum threshold.
- c) Where there's no provision in the national laws, and the host country has not ratified the respective international law, the tourism facility operator organization shall develop a policy on the respective subject matter in this standard. The policy developed however shall meet the respective threshold of compliance and shall be achievable, reliable and reasonable for a reasonable person.

### **5.4 Science-based approach**

Any data collected or used in the application of this standard, as well as justifications, presentations, commentary, or interpretation of results associated with the use of this standard, shall be based on science, experience and technology.

### **5.5 Human rights**

This standard strives to ensure that the actions of the tourism facility operators and their subcontractors respect the human rights of all citizenry, especially those of local stakeholders.

The tourism facility operator organization shall respect universally recognized human rights. The organisation shall demonstrate compliance with the laws and regulations, treaties and principles of Human Rights among others. In particular, the organisations shall demonstrate their commitment on respect and addressing the following universally recognized human rights declarations:

- The Universal Declaration of Human Rights of 1948
- The International Convention on Economic, Social and Cultural Rights (1966)
- The UN Convention on the rights of the Child of 1989

### **5.6 Fundamental principles and rights at work**

The tourism facility operator organization shall comply and demonstrate compliance to Fair Labour and Industrial Relation practices as guided by the following principles:

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### **5.6.1 ILO declaration of fundamental principles and rights at work**

The tourism facility operator organization shall demonstrate compliance with the eight ILO core conventions, principles and rights at work:

- d) Freedom of association
- e) Collective bargaining
- f) Forced labour
- g) Child labour
- h) Equality of opportunity and treatment
- i) Promoting social dialogue through tripartite administration
- j) Fair labour administration
- k) Labour inspection
- l) Tripartite consultation

### **5.6.2 Age of workers**

This standard shall promote diversity in the age of workers.

### **5.6.3 Compulsory labour**

The member of the tourism facility operator organization must not engage in, support, or tolerate the use of corporal punishment, or mental or physical coercion or verbal abuse.

### **5.6.4 Wages and benefits based on fair or best practices.**

## **5.7 Fair remuneration in employment and social security**

Provide wages and others forms of remuneration taking into consideration national laws, regulations or collective agreements. The tourism facility operator shall pay all employees the mutually agreed salary or wage, which cannot be below officially adopted prescriptions at national or sector level, where these prescriptions exist. The tourism facility operator shall provide employees with information about the remuneration and benefits due to employees.

## **5.8 Occupational safety and health at work**

The tourism facility operator organization shall demonstrate compliance with occupational safety and health of its employees and visitors through compliance with local laws and regulations, international conventions, treaties and norms of behaviour.

The organisation shall demonstrate this compliance by providing tools, equipment, awareness and training programs that address risks of the workplace hazards.

### 5.9 Health and Wellness for workers and their dependants

The tourism facility operator organization shall ensure that workers and their families enjoy healthy and safe living at no cost to them. The tourism facility operator organization shall provide a medical programme, with the ultimate goal of identifying, minimizing and eliminating risks to their health and wellness. This shall be in line with the national laws and this standard, and be known by the workers and their immediate families. Special consideration shall be prioritized for workers with family responsibilities and in particular, those with children living with health and physical challenges.

### 5.10 Working conditions

The tourism facility operator organization shall respect and provide safe and healthy working conditions, including providing tools, equipment and training that address the risk of workplace hazards.

Workers do not work more than eight regular working hours per day and 48 regular working hours per week. In addition, workers have at least a 30-minute break after a maximum of six consecutive hours of work and are granted at least one full day of rest after a maximum of six consecutive days of work. The regular work hours of guards do not exceed 60 hours per week or applicable regulations, whichever is stricter. The tourism facility operator organization shall respect labour rights and provide safe and healthy working conditions, including providing tools, equipment and training that address the risk of workplace hazards.

#### 5.10.1 Equality of gender

Some actions to be implemented to promote gender equality:

- a) Create a dedicated committee;
- b) Building a more inclusive employer brand;
- c) Give women the opportunity to evolve;
- d) Support parenting;
- e) Encourage flexibility; and
- f) Draw inspiration from best workplaces for women initiatives.

#### 5.10.2 Child labour and forced labour

Means to eliminate child labour and forced labour:

- a) Diversifying livelihoods to increase incomes.
- b) Sensitize the population.

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The tourism facility operator organization does not use child labour as stipulated in ILO conventions. The tourism facility operator organization shall not use any type of forced labour, which is prohibited in agreement with ILO conventions and national labour laws.

### 5.10.3 Right to organize

Criterion: The rights of workers to organize and voluntarily negotiate with their employers shall be guaranteed as outlined in the national labour laws.

## 5.11 Good governance

The tourism facility operator organization shall demonstrate compliance with a production process that comply with, economic, environmental and social best practices through:

- a) **Vision and mission** – the tourism facility operator organization shall clearly define its vision and mission as aligned to the SDGs and make them available to the stakeholders.
- b) **Strategic plan** – the tourism facility operator organization shall develop a SMART strategic plan based on the principles of sustainable development that are all inclusive and addresses the interests of stakeholders.
- c) **Fair administrative processes and procedures** – the tourism facility operator organization shall develop administrative processes and procedures such as management plans and SOPs that take into account fairness and interest of employees, contractors and sub-contractors as well as other stakeholders.
- d) **Accountability** – the tourism facility operator organization shall be accountable for its own operations throughout the value-chain including those which may be undertaken by the contractors and sub-contractors.
- e) **Transparency** – the tourism facility operator organization shall operate with a high level of transparency including accountability to the customers'/stakeholders' requests/responses to its products and services throughout the value chain.
- f) **Science, technology and innovation** – the tourism facility operator organization is not limited to the use of modern science and technology in its operations as long as the same does not bring conflict with the community interests in sustainable development.

## 6 Principles, criteria and indicators

### 6.1 Legal compliance

6.1.1 Principle: Conformance to national legal requirements and relevant international agreements.

6.1.2 Criterion: The tourism facility business operator shall comply with relevant international, regional, national or local legislation and regulations (including, among others, health, safety, labour, and environmental aspects).

6.1.3 Indicator: The tourism facility business operator shall provide proof that they are legally registered in accordance with applicable requirements, and shall have records of registration.

6.1.4 Indicator: The tourism facility business operator shall have in place a mechanism for ensuring compliance with legal or regulatory requirements.



## 6.2 Sustainability management system

6.2.1 Principle: A written sustainability management system appropriate to the type, scale and intensity of the operations

6.2.2 Criterion: The organization has implemented a long-term sustainability management system that is suitable to its reality and scope, and which addresses environmental, social, cultural, economic, quality, health and safety issues.

6.2.3 Indicator: The tourism facility business operator shall implement a documented sustainability management system.

6.2.4 Indicator: The sustainability management system shall include the following primary elements as a minimum:

- a) Environmental safeguards based on an evaluation of environmental conditions.
- b) Provisions for the social and economic inclusion of local people in the operation.
- c) Plans for the safeguarding of cultures and heritage.
- d) Provisions for quality assurance and continued improvement.
- e) Provisions for health and safety.

6.2.5 Indicator: The sustainability management system shall provide: vision/values, policy, scope, objectives, verifiable targets, timeframes and allocated responsibility.

6.2.6 Indicator: The sustainability management policy and associated activities is communicated and made known to workers.

6.2.7 Indicator: The tourism facility business operator shall at least annually review the implementation of its sustainability management system, and take appropriate corrective action.

## 6.3 Health and safety

6.3.1 Principle: Health and safety in the operations.

6.3.2 Criterion: The tourism facility business operator shall ensure effective management of health and safety of guests and employees in its operations.

6.3.3 Indicator: The tourism facility business operator shall undertake periodic assessment of health and safety risks related to its operations.

6.3.4 Indicator: The tourism facility business operator shall communicate the health and safety policy and procedures to all staff and guests.

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6.3.5 Indicator: The tourism facility business operator shall implement a health and safety plan, including provision for emergency responses.

### **6.4 Employment**

6.4.1 Principle: The economic, social and cultural well-being of the communities in which Tourism facility takes place.

6.4.2 Criterion: The tourism facility business operator offers equal employment opportunities to local residents, and women and other marginalized groups, including in management positions. All employees are equally offered regular training, experience and opportunities for advancement.

6.4.3 Indicator: The tourism facility business operator shall create opportunities for on-the-job-training and gaining qualifications shall be created by the Tourism facility business operator.

6.4.4 Indicator: The tourism facility business operator shall put measures in place to ensure permanent employment where possible.

6.4.5 Indicator: Local residents are given equal opportunity for employment including in management positions.

6.4.6 Indicator: All employees are equally offered regular training, experience and opportunities for advancement.

6.4.7 Indicator: The tourism facility business operator shall provide proof of non-discrimination in the labour and hiring policies and procedures along the lines of race, colour, gender, age, religion, social class, political opinion, nationality, tribe, union membership, personal relationship, civil status or any other motive.

### **6.5 Community development**

6.5.1 Principle: The participation of locals in the tourism facility operation and thus the chance for them to obtain optimal economic benefit from Tourism facility.

6.5.2 Criterion: The tourism facility business operator shall support projects and initiatives improving the socio-economic, cultural and environmental well-being of the community including among others education, health, sanitation, energy and water.

6.5.3 Indicator: The tourism facility business operator shall provide proof of support to projects and initiatives that improve the economic, social and cultural well-being of the local community.

6.5.4 Indicator: The tourism facility business operator shall provide proof that it consults the local community regarding the selection and implementation of projects.

### **6.6 Local participation and control**

6.6.1 Principle: The participation of locals in the tourism facility operation and thus the chance for them to obtain optimal economic benefit from Tourism facility.

6.6.2 Criterion: The tourism facility business operator shall promote the participation of the locals in the decision-making process regarding spatial planning of tourism facility facilities and infrastructure as well as the business's operations

6.6.3 Indicator: The tourism facility business operator shall make available detailed records showing the level of local participation in processes regarding the planning, development and management of its facilities, infrastructure and operations.

## **6.7 Satisfaction with involvement**

6.7.1 Principle: The participation of locals in the tourism facility operation and thus the chance for them to obtain optimal economic benefit from tourism facility.

6.7.2 Criterion: The tourism facility business operator shall ensure that the satisfaction of the local population with their involvement in processes related to the planning, development and operation of the tourism facility business operator's operations in their community is measured and recorded.

6.7.3 Indicator: The percentage of locals who believe that the tourism facility business operator helped to bring new services and infrastructure into the region shall be measured.

6.7.4 Indicator: The percentage of locals who are satisfied with the tourism facility business operator's operations shall be measured.

6.7.5 Indicator: Attitudes of locals towards the tourism facility operation shall be evaluated.

## **6.8 Information about tourism facility business operator activities**

6.8.1 Principle: The participation of locals in the Tourism facility operation and thus the chance for them to obtain optimal economic benefit from Tourism facility.

6.8.2 Criterion: The tourism facility business operator shall ensure that the local people are well informed about its activities and its effects on their communities.

6.8.3 Indicator: Records showing the number of places where information on the tourism facility business operator's activities shall be made available.

6.8.4 Indicator: Records on dissemination of information regarding the impact of the tourism facility business operator's activities on the community shall be made available.

## **6.9 Historical, cultural and architectural conservation**

6.9.1 Principle: Identification, recognition and protection of cultural heritage, ecological, economic, architectural and religious sites of high significance.

6.9.2 Criterion: The tourism facility business operator shall support the conservation and promotion of local historical, archaeological, culturally, economic and spiritually important properties and sites.

6.9.3 Indicator: The tourism facility business operator shall have a log of identified local sites of historical, archaeological, cultural, economic and religious significance within its area of operation.

6.9.4 Indicator: The tourism facility business operator has established guidelines or a code of behaviour for visits to culturally or historically sensitive sites, in order to minimize negative visitor impact and maximize enjoyment.

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6.9.5 Indicator: The tourism facility business operator shall provide direct support through funding of conservation measures.

6.9.6 Indicator: Total expenditure on conserving and promoting preserving cultural and historical sites shall be recorded and the records made available.

6.9.7 Indicator: The tourism facility business operator shall have in place appropriate mechanisms and fair and equitable compensation for the commercial utilization of traditional knowledge and practices of indigenous peoples in accordance with existing legislation or by mutual agreement.

### **6.10 Architectural conservation and construction**

6.10.1 Principle: Identification, recognition and protection of cultural heritage, ecological, economic, architectural and religious sites of high significance.

6.10.2 Criterion: The architecture, design and construction of buildings and infrastructure shall be sustainable. It shall comply with local zoning requirements; respect land rights, the cultural heritage and the natural environment and provide access for persons with special needs.

6.10.3 Indicator: The tourism facility business operator shall respect community land rights and zoning requirements when deciding on sites.

6.10.4 Indicator: The tourism facility business operator shall in consultation with stakeholders, and prior to establishment, assess the potential environmental impact of the operation and its activities.

6.10.5 Indicator: The tourism facility business operator shall apply sustainable management principles when sourcing building materials used in construction of structures.

6.10.6 Indicator: The tourism facility business operator shall document structural limits of infrastructural capacity on site such as water supply, maximum visitor numbers and other infrastructural facilities.

6.10.7 Indicator: The tourism facility business operator shall provide proof that access for people with special needs has been provided.

### **6.11 Cultural exchange and understanding**

6.11.1 Principle: Identification, recognition and protection of cultural heritage, ecological, economic, architectural and religious sites of high significance.

6.11.2 Criterion: The tourism facility business operator shall promote intercultural exchange between staff, visitors and the community.

6.11.3 Indicator: The tourism facility business operator shall have in place mechanism to promote intercultural exchange and understanding.

6.11.4 Indicator: The tourism facility business operator shall support events for the exchange and conservation of local social and cultural practices and activities to conserve local cultural practices.

## 6.12 Rights recognition and guarantee

6.12.1 Principle: Recognition and respect rights to rights to land, territories and natural resources.

6.12.2 Criterion: The tourism facility business operator shall acquire property legally and comply with local communal and indigenous rights of land ownership, use and access.

6.12.3 Indicator: The tourism facility business operator shall have in place evidence of land use rights (e.g. land title, customary rights, or lease agreements).

## 6.13 Human rights and labour rights

6.13.1 Principle: Respect for human rights and labour rights

6.13.2 Criterion: The tourism facility business operator shall respect and not violate human rights.

6.13.3 Indicator: The tourism facility business operator shall take proactive action against all forms of discrimination in its operation.

6.13.4 Indicator: The tourism facility business operator shall implement a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minorities.

## 6.14 Labour rights

6.14.1 Principle: Respect for human rights and labour rights

6.14.2 Criterion: The tourism facility business operator shall respect the international or national legal protection of employees, and shall pay employees at least the minimum wage.

6.14.3 Indicator: The tourism facility business operator shall grant all workers freedom of association and collective bargaining in accordance with applicable national and international legislation and norms.

6.14.4 Indicator: The tourism facility business operator shall have in place a human resource manual that specifies employment and dismissal procedures, working conditions and employees' rights, in conformance to national and international labour laws and standards.

6.14.5 Indicator: The tourism facility business operator shall pay all employees' wages which shall be equal to or above the applicable national minimum wage.

6.14.6 Indicator: The tourism facility business operator shall not use any type of child labour or forced labour in the work place in accordance with national legislation and the provisions of the international norms and standards.

6.14.7 Indicator: The tourism facility business operator shall provide periodic training to all personnel regarding their role in the management of environmental, socio-cultural, health, and safety practices.

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## 6.15 Economic sustainability

Principle: To produce process and trade tourism facility products in an economically and financially viable way.

### 6.15.1 Fair business practices

Principle: Ensure good business ethics that support long term economic benefits for local communities.

The organisation shall demonstrate compliance with fair business practices free from dishonesty, fraudulency, deceptive or dishonesty in production, consumer, marketing and other business practices guarded by statutes, regulations or standards and in particular by documentation such as; Product delivery receipts, Product sales receipts, wages/Bonus/commercial payslips, Integrated Management Systems, Greenhouse Gas Management (GHGM), Customer feedback, Strategic Plans, SOPs, Policies, Governance Manuals, HR policies, Business code of conduct, Anti-fraud anti-bribery policies, Accountability policy (incl. food safety policies, GMO policies, Management assessment tools, Management commitment, annual budgets, SR Policy, Product safety and traceability

6.15.1.1 Criterion: The operator shall follow fair business practices and thereby not engage in any fraudulent, deceptive, or dishonest consumer or commercial business practice that is prohibited by statute or regulation.

6.15.1.2 Indicators: Number of final, binding and unappealable decisions of an applicable judicial authority against the operator for unfair business practices that remain unresolved.

6.15.1.3 The operator has programs for monitoring and enforcement in regard to fair business practices.

### 6.15.2 Due diligence

The organisation shall demonstrate a comprehensive and proactive process to identify the actual and potential negative social, environmental and economic impacts of an organization's decisions and activities over the entire life-cycle of a project or organizational activity, with the aim of avoiding and mitigating negative impacts

### 6.15.3 Financial risk management

6.15.3.1 Criterion: The operator shall manage financial risk.

6.15.3.2 Indicators: There is evidence that the operator has identified any significant financial risks.

6.15.3.3 There is evidence that the operator has strategies in place to manage significant financial risks.

### 6.15.4 Economic sustainability – Local entrepreneurship

6.15.4.1 Principle: Ensure good business ethics that support long term economic benefits for local communities.

6.15.4.2 Criterion: The tourism facility business operator shall support and promote local entrepreneurship in the development of sustainable products and services that are based on the area's nature, history and culture (including food and beverages, crafts, performance arts, agricultural products, etc.).

6.15.4.3 Indicator: The tourism facility business operator shall incorporate elements of local art, architecture, or cultural heritage in its operations, design, decoration, food or shops; while respecting intellectual property rights.

6.15.4.4 Indicator: The tourism facility business operator shall have in place sensitization programs for small scale entrepreneurship.

6.15.4.5 Indicator: The tourism facility business operator shall develop trade links with local entrepreneurs.

6.15.4.6 Indicator: The tourism facility business operator shall promote local ownership and control of arts and crafts enterprises.

## **6.16 Economic sustainability – Procurement**

6.16.1 Principle: Ensure good business ethics that support long term economic benefits for local communities.

6.16.2 Criterion: The tourism facility business operator shall procure local and fair-trade services and goods, where available.

NOTE “Local products and services” originate from communities which are closest to the tourism facility business operator or are located in the tourism facility business operator’s direct area of influence.

6.16.3 Indicator: The tourism facility business operator shall have a documented purchasing policy that gives preference to local and fair-trade suppliers that meet quality and sustainability criteria.

6.16.4 Indicator: The tourism facility business operator shall maintain reliable purchasing records relating to the sourcing and origin of local and fair-trade services and goods.

6.16.5 Indicator: The tourism facility business operator shall support suppliers to provide fair trade and environmentally friendly products and services.

6.16.6 Indicator: The tourism facility business operator shall engage local professional guides to provide interpretation services.

6.16.7 Indicator: The tourism facility business operator shall put mechanisms in place discouraging the purchase or removal of historical and archaeological artifacts from their site of origin.

## **6.17 Economic sustainability – Customer satisfaction**

6.17.1 Principle: Ensure good business ethics that support long term economic benefits for local communities.

6.17.2 Criterion: The tourism facility business operator shall establish systems to raise consumer awareness regarding sustainability, ensure customer satisfaction regarding its sustainability practices, and put in place feedback mechanisms for constant improvement.

6.17.3 Indicator: The tourism facility business operator shall put in place quality control measures at service points.

6.17.4 Indicator: The tourism facility business operator shall provide adequate and timely information to guests including information on natural attractions, safety and security issues.

6.17.5 Indicator: The tourism facility business operator shall implement tools and measures to raise consumer

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awareness of sustainable travel.

6.17.6 Indicator: The tourism facility business operator shall implement tools and measures to raise consumer awareness of the accommodation's environmental, social and economic issues.

6.17.7 Indicator: The tourism facility business operator shall implement tools and measures to raise consumer awareness of the operation's environmental, social and economic performance.

6.17.8 Indicator: The tourism facility business operator shall have a system to obtain customers' feedback on economic, environmental, and social issues related to the product.

6.17.9 Indicator: The tourism facility business operator will keep records indicating percentage of total feedback received regarding economic, environmental and social issues related to the product.

6.17.10 Indicator: The tourism facility business operator shall keep evidence of guest feedback analysis, review and evaluation of customer satisfaction levels.

6.17.11 Indicator: The tourism facility business operator shall keep records of corrective measures taken to improve customer satisfaction.

### **6.18 Economic sustainability – Marketing and promotion**

6.19.1 Principle: Ensure good business ethics that support long term economic benefits for local communities.

6.18.2 Criterion: The tourism facility business operator shall ensure that all marketing and promotion materials are accurate and complete, and do not lay false claims on sustainability

6.18.3 Indicator: Promotional materials shall be accurate and complete and do not promise more than can be delivered by the business.

6.18.4 Indicator: Any sustainability claims made by the tourism facility business operator in promotional materials shall be an accurate reflection of activities that have taken place.

6.18.5 Indicator: Claims towards sustainability in the future shall be backed up by documented plans.

6.18.6 Indicator: All promotional material shall include a sustainability message pertinent to the tourism facility business operator together with any sustainability certification logo held.

### **6.19 Economic sustainability – Interpretation of natural and cultural surroundings**

6.19.1 Principle: Ensure good business ethics that support long term economic benefits for local communities.

6.19.2 Criterion: The tourism facility business operator shall provide accurate interpretation and explanation of the natural surroundings, local culture, and cultural heritage to customers, and explain appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites.

6.19.3 Indicator: The tourism facility business operator shall provide guests with information about the local natural environment and cultures.



6.19.4 Indicator: The tourism facility business operator shall have a code of conduct promoting appropriate behaviour of clients when visiting natural and cultural sites.

6.19.5 Indicator: The tourism facility business operator shall sensitize guests to conduct themselves in an appropriate manner in appreciation and respect of the cultural norms.

6.19.6 Indicator: Interpretation and information shall be based on credible sources.

## **6.20 Environmental management – Assessment and monitoring of operations**

6.20.1 Principle: Conservation of the environment and its associated values, water resources, soils, and unique and fragile ecosystems and landscapes.

6.20.2 Criterion: The tourism facility business operator shall carry out an initial assessment and regular monitoring of the impact of the operation on the environment appropriate to the scale and intensity of the Tourism facility business operation.

6.20.3 Indicator: The tourism facility business operator shall implement a procedure for environmental assessment, including monitoring of the material aspects of the operation.

6.20.4 Indicator: The tourism facility business operator shall maintain an environmental assessment report on impacts on the environment.

6.20.5 Indicator: The tourism facility business operator shall maintain a list of competent auditors for environmental assessment.

## **6.21 Environmental management – Environmentally friendly operating practices and products**

6.21.1 Principle: Conservation of the environment and its associated values, water resources, soils, and unique and fragile ecosystems and landscapes.

6.21.2 Criterion: The tourism facility business operator shall promote the use of environmentally friendly operating practices and products and strive to avoid the use of harmful substances at all levels of management.

6.21.3 Indicator: The tourism facility business operator shall identify and use environmentally friendly operating practices and products.

6.21.4 Indicator: The tourism facility business operator shall have a policy on the use of chemical products.

6.21.5 Indicator: The tourism facility business operator shall identify, assess and take action to control or eliminate agents that could harm ecosystem health and vitality.

6.21.6 Indicator: The tourism facility business operator shall maintain records on the review of actions taken to control harmful agents and report on the Tourism facility business operation's ecosystem health and vitality.

6.21.7 Indicator: Chemicals, especially those in bulk amounts are stored and handled in accordance with appropriate standards.

## 6.22 Biodiversity conservation

6.22.1 Principle: The tourism facility business operator shall ensure the conservation of biodiversity and ecosystems in accordance with the convention on biological diversity diversity with regard to:

a) Natural and exotic forests

- Conservation, reclamation and protection
- Development of laws to enhance conservation, reclamation and protection of water catchment areas
- Involving the community in all conservation, reclamation and protection

b) Natural water towers

- Conservation, reclamation and protection
- Development of laws to enhance conservation, reclamation and protection of water catchment areas
- Involving the community in all conservation, reclamation and protection

c) Natural species

- Conservation, reclamation and protection
- Development of laws to enhance conservation, reclamation and protection of water catchment areas
- Involving the community in all conservation, reclamation and protection

## 6.23 Wildlife conservation

6.23.1 Criterion: Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local to international laws.

6.23.2 Indicator: The tourism facility business operator shall document and implement policies and procedures on regulating harvesting, utilization and marketing of wildlife species in its area of operation.

6.23.3 Indicator: The tourism facility business operator shall take measures to prevent illegal harvesting, display, sale and other unauthorized activities within in its area of operation.

6.23.4 Indicator: The tourism facility business operator shall put in place a procedure for monitoring of illegal or unauthorized harvesting of wildlife in its area of operation.

6.23.5 Indicator: The tourism facility business operator shall keep a record of the species type, number harvested and purpose in its area of operation.

## 6.24 Biodiversity conservation – Managing captive wildlife

6.24.1 Principle: The tourism facility business operator shall ensure the conservation of biodiversity and ecosystems in accordance with the convention on biological diversity.

6.24.2 Criterion: No captive wildlife is held, except for properly regulated activities, in compliance with local to international law. Living specimens of protected and wildlife species are only kept by those authorized and suitably equipped to house and care for them humanely.

6.24.3 Indicator: No captive wildlife shall be held, except for properly regulated activities, and living specimens of protected wildlife species shall only be kept by those authorized and suitably equipped to house and care for them.

6.24.4 Indicator: The tourism facility business operator shall keep records of all captive wildlife held by the Tourism facility business operator.

6.24.5 Indicator: The tourism facility business operator shall work with the appropriate authorities to control unauthorized activity.

6.24.6 Indicator: The tourism facility business operator shall have disciplinary measures to minimize staff involvement in unauthorized activities.

6.24.7 Indicator: The tourism facility business operator shall provide to employees and guests a code of responsible conduct towards wildlife.

## 6.25 Biodiversity conservation – Sustaining native species

6.25.1 Principle: The tourism facility business operator shall ensure the conservation of biodiversity and ecosystems in accordance with the convention on biological diversity.

6.25.2 Criterion: The tourism facility business operator shall ensure the use of native species for landscaping and restoration, and take measures to avoid the introduction of invasive alien species.

6.25.3 Indicator: The tourism facility business operator shall use native species for landscaping, habitat restoration and décor.

6.25.4 Indicator: The tourism facility business operator shall have a documented plan for preventing, monitoring, controlling and removing invasive species.

6.25.5 Indicator: The tourism facility business operator shall maintain an inventory of all detected invasive species and of any subsequent actions taken to control and remove them.

6.25.6 Indicator: The tourism facility business operator shall collaborate with local communities and/or authorities in identifying and eliminating any introduction of invasive alien species.

## 6.26 Biodiversity conservation – Support of biodiversity conservation

6.26.1 Principle: The tourism facility business operator shall ensure the conservation of biodiversity and ecosystems in accordance with the Convention on Biological Diversity.

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6.26.2 Criterion: The tourism facility business operator shall contribute to biodiversity conservation, including supporting natural protected areas and areas of high biodiversity value.

6.26.3 Indicator: The tourism facility business operator shall identify and integrate the national strategies, plans or programs for the conservation and sustainable use of biological diversity into its operations.

6.26.4 Indicator: The tourism facility business operator shall have in place records of biodiversity hot spots/rich ecosystem areas and their status in the vicinity of its operations.

6.26.5 Indicator: The tourism facility business operator keeps records of financial and in-kind support for natural protected areas and areas of high biodiversity value.

6.26.6 Indicator: The level of support for biodiversity conservation shall be commensurate with the Tourism facility product's focus on presentation of biodiversity/natural values.

### **6.27 Biodiversity conservation – Protection of wildlife habitats**

6.27.1 Principle: The tourism facility business operator shall ensure the conservation of biodiversity and ecosystems in accordance with the convention on biological diversity.

6.26.2 Criterion: The tourism facility business operator's interaction with habitats shall limit adverse effects on the wildlife populations. Any disturbance of natural ecosystems is minimized, rehabilitated, and there is a compensatory contribution to conservation management.

6.26.3 Indicator: The tourism facility business operator shall ensure that activities do not adversely affect wildlife habitats or migratory paths.

6.26.4 Indicator: If there is any disturbance of natural ecosystems there shall be a program in place to minimize impacts and rehabilitate the disturbance.

6.26.5 Indicator: The tourism facility business operator shall have procedures in place ensuring that animal baiting is controlled.

### **6.28 Water management**

6.28.1 Principle: Effective and efficient use and treatment of water.

6.28.2 Criterion: Water consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption. Water sourcing is sustainable, and does not adversely affect environmental flows.

6.28.3 Indicator: The tourism facility business operator shall have in place clear records of water consumption levels and associated costs.

6.28.4 Indicator: The tourism facility business operator shall ensure that water supply is either from a municipal/government approved source or there is evidence that the water supply is from a sustainable source. It is, therefore, compulsory to indicate the water sources.

6.28.5 Indicator: The tourism facility business operator shall implement water conservation practices, such as reducing water usage, installing water efficient devices, and reusing or recycling water.

6.28.6 Indicator: The tourism facility business operator shall encourage its customers and employees to reduce water use.

## **6.29 Water management – Wastewater treatment**

6.29.1 Principle: Effective and efficient use and treatment of water.

6.29.2 Criterion: Wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects to the local population and the environment.

6.29.3 Indicator: The tourism facility business operator shall implement a waste water management plan detailing a description of analysis, control, reuse, recycling, treatment and disposal systems in accordance its activity, size and location.

6.29.4 Indicator: The tourism facility business operator shall, where applicable, continuously monitor the volume and quality of wastewater reused and discharged.

## **6.30 Energy management and conservation**

6.30.1 Principle: Conservation and efficient use of energy.

6.30.2 Criterion: Energy consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption, and encourage the use of renewable energy.

6.30.3 Indicator: The tourism facility business operator shall have in place a documented energy policy and guidelines on energy use and conservation.

6.30.4 Indicator: The tourism facility business operator shall have in place clear records of energy consumption levels and associated costs.

6.30.5 Indicator: The tourism facility business operator shall put in place measures to conserve energy.

6.30.6 Indicator: The tourism facility business operator shall encourage its customers and employees to reduce energy use.

6.30.7 Indicator: The tourism facility business operator shall encourage the use of renewable types of energy in relation to the overall energy consumption.

6.30.8 Indicator: The tourism facility business operator shall quantify the contribution of renewable energy to the overall energy consumption demonstrating a significant shift from dependence on non-renewable sources.

## **6.31 Pollution control**

6.31.1 Principle: Conservation and efficient use of energy.

6.31.2 Criterion: The tourism facility business operator shall implement practices to minimize pollution from noise, light, runoff, erosion, greenhouse gas emissions, ozone-depleting compounds, and air, water and soil contaminants, within its operations.

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6.31.3 Indicator: The tourism facility business operator shall put in place mechanisms to determine, monitor and record sources and types of pollutants from its operations.

6.31.4 Indicator: The tourism facility business operator shall set targets and implement measures for the reduction of pollution.

6.31.5 Indicator: The tourism facility business operator shall encourage its customers, employees and suppliers to reduce pollution.

### **6.32 Environmental sustainability**

6.32.1 Principle: Waste management: Responsible waste management

6.32.2 Criterion: Waste is measured; mechanisms are in place to reduce waste, and where reduction is not feasible, to re-use or recycle it. Residual waste disposal has no adverse effect on the local population and the environment.

6.32.3 Indicator: The tourism facility business operator shall document and implement an integrated waste management plan based on the waste management hierarchy for all categories of waste generated.

6.32.4 Indicator: The tourism facility business operator shall set quantitative goals to minimize waste that is not reused or recycled.

6.32.5 Indicator: The tourism facility business operator shall keep records on annual changes in volume and type of waste generated.

6.32.6 Indicator: The tourism facility business operator implements Standard Operating Procedures (SOPs) for the safe handling and disposal of all waste.

6.32.7 Indicator: The tourism facility business operator shall minimise the use of open waste dumps and open-air burning of waste.

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