

Sustainability Code of Good Practice

All-terrain Vehicles (ATVs) / Similar

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access activity area are in place
- ✓ Ensure **insurance** is in place for participants and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure **navigation & communication** tools are in working order
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Avoid single use & disposable items, pack out what you take in, and pick up **rubbish** found along the way
- ✓ Use **eco-friendly products**, e.g., for cleaning purposes
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Fit ATVs / similar with **noise prevention** equipment, where available
- ✓ Locate **meeting / departure points** to minimise noise disturbance to residents / other users
- ✓ **Select tracks** in coordination with relevant authorities and communities to minimise impacts and disturbance, and avoid sensitive areas
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** ahead of time to confirm that activity is suited to their fitness & ability
- ✓ Manage **group size** to minimise impacts on people & planet, and ensure safe guide : participant ratio
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** before the activity starts about do's and don'ts, safety, hazards to be aware of, what to expect, group pace & communication, logistics, conduct (e.g., safe, low impact, and responsible driving, no spinning or drifting), not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, and rules regarding alcohol and fires
- ✓ Share **information** about local nature & culture, as well as social development / conservation projects that participants may want to support
- ✓ Show **respect** for the land, waterways, wildlife, and other activity area users, e.g., giving right to those overtaking or travelling uphill
- ✓ Remain in **approved areas** for use, on designated tracks (avoiding track widening), and rotating between available routes to minimise cumulative impacts
- ✓ If **winching** is required, soft straps are used to anchor to trees / natural features
- ✓ Cross **watercourses** at designated points, slowly, and at 90° to shore / bank
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

Sustainability Code of Good Practice

Boat-based Marine Wildlife Viewing

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access activity area are in place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Avoid single use & disposable items, provide secure on-board **waste** collection for safe disposal, and pick up any rubbish found along the way
- ✓ Use **eco-friendly products**, e.g., cleaning products
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** ahead of time to make sure that activity is well suited to their fitness & level of ability
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, hazards to be aware of, what to expect, logistics, not disturbing / removing flora and fauna, rubbish collection and disposal, and rules regarding alcohol before the activity starts
- ✓ Show **respect** for the land, waterways, wildlife, and other activity area users
- ✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support
- ✓ Manage **group size** to minimise impacts on people & the planet, and daily visitation limits on a single sighting (where silent: 3 vessels, 2x/ day at minimum 3-hour intervals is a guideline)
- ✓ **Reduce boat speed** to approach wildlife, preferably parallel to it, not from in front / behind
- ✓ **Do not chase** marine wildlife, alter / restrict their direction of movement, or position boats so that marine wildlife group is split
- ✓ Adhere to **viewing distances and durations** stipulated in permits (where silent: minimum 50 metres, and ± 30 minutes)
- ✓ Do not allow **swimming** in close proximity of marine wildlife, i.e., within range of contact or safety risk being posed to participants or wildlife
- ✓ **Discontinue interaction** if the animal shows signs of disturbance or its behaviour is disrupted
- ✓ **Depart sighting** slowly, leaving no wake
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

Captive Animals

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits** (including for wildlife breeding and trade)
- ✓ Ensure **insurance** for participants and team is in place
- ✓ Identify **health & safety risks**, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal, and pick up rubbish found along the way
- ✓ Use **eco-friendly products**, e.g., for cleaning purposes
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ Keep detailed records (**stocklist**) of animals, including where and how wildlife were acquired (removal from the wild or from captive breeding prohibited, unless part of a conservation programme), and their destination / death ("canned hunting" / similarly inhumane destinations prohibited)
- ✓ Provide best practice in **animal welfare** – "Five Freedoms" – freedom from hunger & thirst, discomfort, pain / injury / disease, fear / distress, and freedom to express normal behaviour
- ✓ Ensure **caretakers** are suitably equipped, trained, and experienced to provide best practice care
- ✓ **Behavioural needs** are provided for, e.g., intra-species socialisation needs, and species separation as required (e.g., to prevent predator-prey stress, and conflict due to aggression)
- ✓ Animals are not **prematurely separated** from their young
- ✓ Training does not involve **food deprivation**
- ✓ Monitor **physical health** of all captive animals, providing veterinary advice / care as needed
- ✓ Animals are **not drugged or mutilated**, unless for veterinary / similar care, e.g., safe medical treatment, de-horning, etc.
- ✓ **Contraception**, if deemed appropriate/ necessary, is based on veterinary advice
- ✓ **Euthanasia**, if deemed necessary, is administered humanely, ideally by a veterinarian
- ✓ Do not remove wildlife from **enclosures** unless for welfare purposes, e.g., husbandry, veterinary, enrichment / similar
- ✓ **Prohibit practices** not aligned with best practice for captive wildlife, e.g., wildlife 'selfies', encouraging unnatural behaviour, walking with predators or elephants, riding elephants or ostriches, swimming with cetaceans, feeding live vertebrate prey, and tactile interactions with infant predators, great apes, bears, sloths, cetaceans, crocodiles, or alligators

Sustainability Code of Good Practice

Captive Animals (continued...)

- ✓ Wildlife **release** programmes conform with IUCN / equivalent guidelines
- ✓ **Screen participants** ahead of time to make sure that the activity is suitable for their age and level of ability
- ✓ Manage **group size** to minimise impacts and ensure a safe guide : participant ratio
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety (including safe viewing proximity), what to expect, applicable conduct, logistical considerations, hazards to be aware of, not disturbing / removing flora and fauna, and rubbish collection and disposal, before the activity starts
- ✓ **Share information** about local nature, culture, relevant species conservation status (if applicable), and relevant authorities responsible for captive animal welfare
- ✓ Share information about **social development / conservation projects** that participants may want to support
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects



Sustainability Code of Good Practice

Community-Based Tourism (CBT)

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable **legal** permits are in place
- ✓ Respect local leadership / traditional governance structures; their **permission** was obtained for visits to take place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Ensure CBT activity is developed through extensive **consultation and training** process
- ✓ Train and employ community members to **manage CBT** activity
- ✓ Ensure CBT activity only shares those **aspects of local life** that community members are comfortable to have shared
- ✓ Establish **committee** / similar to oversee tourism development
- ✓ Manage, monitor, and report **tourism impacts** to community at least annually
- ✓ Maximise local **economic benefits** through employment and supporting local hosts
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities (or pack out what you take in), and pick up rubbish in the area
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ Obtain written confirmation, e.g., via **indemnity**, from participants that they are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, and logistical considerations before the activity starts
- ✓ Share **information** about local nature and culture along the way
- ✓ Facilitate opportunities for **meaningful exchange** with local people
- ✓ Show **respect** for the land, waterways, wildlife, and others in the area, ensuring that local residents are not disturbed
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Contribute to conserving activity area **integrity**; let relevant authorities / leadership know about any concerns and participate in rehabilitation projects
- ✓ Provide opportunities for participants to **support** conservation / natural resource management, and local development initiatives



Diving & Snorkelling

Sustainability Code of Good Practice



As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits**, appropriate dive master / similar **qualifications**, and **permission** to access the activity area are in place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment, including life jackets for snorkellers (to avoid kicking over shallow corals)
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Avoid single use & disposable items, provide adequate **waste** collection for safe disposal, and pick up any rubbish found along the way
- ✓ Use **eco-friendly products**, e.g., sanitising products for diving / snorkelling equipment
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with, including reef-safe sunscreen (or rash vests for snorkelling)
- ✓ **Screen participants** ahead of time to ensure activity is well suited to fitness level & ability; provide refresher courses or buoyancy orientation for less experienced / out-of-practice divers
- ✓ Verify that divers using bulky **photographic equipment** are sufficiently experienced to control equipment and prevent activity area damage
- ✓ Manage **group size** to minimise impacts on people & planet, and ensure safe guide : diver ratio
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** before the activity starts about do's and don'ts, safety, hazards to be aware of, what to expect, logistics, communication, marine wildlife disturbance & viewing distance, and preventing damage to marine ecosystem
- ✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support
- ✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area
- ✓ Discourage the use of **gloves** (to discourage participants from touching coral)
- ✓ Prohibit the use of sunscreen that is not "**reef-safe**"
- ✓ Ensure that **flash photography** is not excessive as repeated flash can cause undue stress
- ✓ Confirm that all diving **equipment is secured** to prevent damage from dragging
- ✓ Monitor divers for **neutral buoyancy** to avoid contact with coral reef, seagrass, sandy surfaces
- ✓ Find an area free from fragile organisms should a **rest / pause** in the dive be necessary
- ✓ Use low intensity lights for **night dives** to avoid confusing and causing harm to marine wildlife
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in marine conservation and rehabilitation projects



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For more sustainable tourism guidance and to provide feedback, visit www.travelife.info/sustour/codes

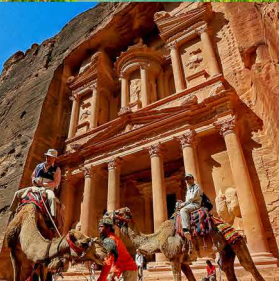
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Sustainability Code of Good Practice

Heritage Sites

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access activity area are in place
- ✓ Arrange visits in **advance**, where appropriate
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor **heritage site conditions** (including weather) in advance & during the visit
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Avoid single use & disposable items, provide appropriate & adequate **waste** collection facilities for safe disposal, and pick up any rubbish found in the surrounding area
- ✓ Use **eco-friendly** products, e.g., for cleaning
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, heritage site accessibility, what to expect, and what to bring with
- ✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people, planet, and integrity of the heritage site
- ✓ Obtain written confirmation, e.g., via **indemnity**, from participants that they are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, and logistical considerations before the activity starts
- ✓ Communicate and enforce **conduct rules** / appropriate behaviour specific to the heritage site
- ✓ **Share information** about local nature, culture, and heritage as well as social development / conservation projects that participants may want to support
- ✓ Show **respect** for the land, waterways, wildlife, and other heritage site / area users
- ✓ Participate in conserving heritage site **integrity**; let relevant authorities know about any concerns and participate in heritage site conservation / rehabilitation projects



Sustainability Code of Good Practice

Tour Guides

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure guide **registrations & qualifications** are appropriate & valid, including applicable safety / emergency response training
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment to participants
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order
- ✓ Maximise local **economic benefits** by including local businesses and opportunities for participants to purchase local goods & services
- ✓ Avoid single use & disposable items, inform participants about appropriate disposal of **waste**, and pick up any waste found along the way
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity, including choosing low carbon transportation options
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ **Brief participants** before the activity starts about do's and don'ts, safety, conduct, applicable rules and regulations, logistical considerations, and what to expect
- ✓ **Manage expectations** responsibly, in consideration of respectful and professional guiding conduct
- ✓ Ensure participants are **introduced** to everyone on the guiding team
- ✓ Provide information about **customary tipping** to service providers and for the activity
- ✓ Ensure that etiquette regarding taking **photos / videos** is clearly communicated, and the need to respect cases where permission is not granted
- ✓ Provide information to participants about **responsible 'gifting'**, e.g., explaining why it is harmful and created a culture of begging to give sweets / candy or money to children
- ✓ Maximise **accessibility** by responding sensitively to participants with special needs, including mobility, hearing, visual, and intellectual as well as the need for translation where possible
- ✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area
- ✓ Share **accurate and impartial information** about local nature and culture along the way, respecting the local narrative
- ✓ Provide information to participants about how they might **support** local social development and / or conservation projects, if they wish
- ✓ **Accompany** participants for the duration of the activity / tour
- ✓ Provide frequent opportunities for participants to ask **questions** and provide feedback at the end

Sustainability Code of Good Practice

Transport Services

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

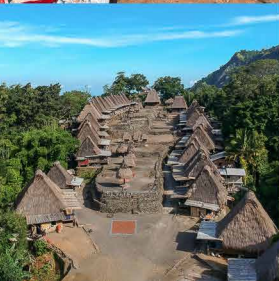
- ✓ Ensure applicable legal **permits** for vehicle / vessel fleet, operator **licenses** & **permission** to access the activity area are in place
- ✓ Ensure **insurance** is in place for guests & team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment & purchasing
- ✓ Avoid single use & disposable items, provide **waste** collection facilities, and pick up any rubbish found along the way
- ✓ Use **eco-friendly** products, e.g., cleaning products
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used as part as a climate action strategy, e.g., operating vehicles / vessels according to best practice sustainability considerations
- ✓ Plan routes to minimise negative **environmental & social impacts**, e.g., avoid over-consumption of fuel, exacerbating traffic congestion, and noise pollution
- ✓ Use the most **appropriate size & efficient type** of vehicle / vessel for the group size & transport needs
- ✓ Consider lower environmental impact **alternatives** in your transport offering
- ✓ Consider **fuel efficiency**, emissions & noise pollution performance when **purchasing new vehicles / vessels**
- ✓ Ensure vehicles / vessels are **maintained** per manufacturer's recommendations to minimise emissions, fuel consumption, leaks & noise
- ✓ Ensure vehicles / vessels are operated according to **best practice sustainability conduct**, e.g., limit idling & revving engines, adhere to speed limits, apply optimal braking & changing gears, and use air-conditioning efficiently
- ✓ Ensure vehicles / vessel operators are **trained** in safety / defensive driving & sustainability operating techniques
- ✓ Verify correct vehicle **tyre pressure** regularly
- ✓ Avoid carrying **excess weight** in / on vehicles / vessels during transfers & on activities
- ✓ **Brief participants** about do's & don'ts, safety, what to expect, conduct considerations, rubbish disposal, and logistical considerations before the activity starts
- ✓ Share **information** about local nature & culture along the way
- ✓ Show **respect** for the land, waterways, wildlife, and other users in the activity area
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in relevant rehabilitation projects

Sustainability Code of Good Practice

Visiting Communities

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access the area are in place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and supporting local businesses
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal (or pack out what you take in), and pick up any rubbish found along the way
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ Obtain written confirmation, e.g., via **indemnity**, from participants that they are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, and logistical considerations before the activity starts
- ✓ In **sensitive socio-economic or cultural contexts**, e.g., under-served areas, someone from the local community must accompany the group
- ✓ **Share information** about local nature and culture, and social development / conservation projects that participants may want to support
- ✓ Facilitate opportunities for **meaningful exchange** with local people
- ✓ Show **respect** for the land, waterways, wildlife, and others in the area, ensuring that local residents are not disturbed
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Contribute to conserving activity area **integrity**; let relevant authorities know about any concerns and participate in rehabilitation projects

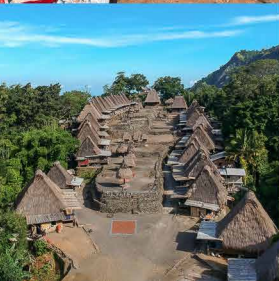


Sustainability Code of Good Practice

Visiting Farms

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access activity area are in place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Ensure farming practices are **safe & compliant**, identify potential risks (including through chemical use), implement management systems, and apply appropriate safety measures
- ✓ Ensure farm is **clean**, orderly and in a good state of repair
- ✓ Provide **toilet facilities** for visitors
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation & communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and supporting local businesses
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal, and pick up any rubbish found in the area
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Implement a **biocontrol** program to prevent harm to the surrounding environment
- ✓ Apply **crop rotation** plan for annuals, and strip / alley cropping for perennials
- ✓ Implement **polyculture** OR small-scale monoculture (where deemed to have attributes of cultural / historical significance)
- ✓ Implement soil **erosion** mitigation
- ✓ Apply least toxic **control measures** for pest, weed and disease
- ✓ Pursue **organic or non-GMO** verification for some / all products
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** about do's & don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, and logistical considerations before the activity starts
- ✓ **Share information** about local nature and culture, and social development / conservation projects that participants may want to support
- ✓ Show **respect** for the land, waterways, wildlife, and others in the area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects



Sustainability Code of Good Practice

Visiting Traditional/ Rural Communities

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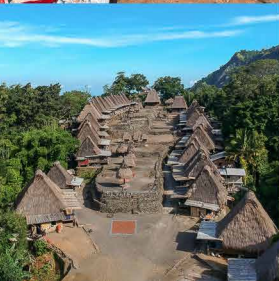
- ✓ Ensure applicable legal **permits** are in place
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Respect local leadership / traditional governance structures; their **permission** being obtained for visits to take place
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and supporting local businesses / hosts
- ✓ Engage **local stakeholders** about how the activity should happen, and to ensure social and environmental impacts are managed responsibly
- ✓ Agree **expectations and responsibilities** of the experience with local businesses / hosts
- ✓ Ensure **regular engagement** with local businesses / hosts to improve quality and ensure that respect for cultural heritage is maintained
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal (or better yet - pack out what you take in), and pick up any rubbish found along the way
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ Ensure that activity **vehicles** do not disturb residents
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, topics of conversation that might be culturally inappropriate, activity areas / buildings that might be off-limits, and logistical considerations before the activity starts
- ✓ In sensitive **socio-economic or cultural contexts**, e.g., communities with little contact with other cultures, someone from the local community must accompany the group
- ✓ Share **information** about local nature and culture along the way and social development / conservation projects that participants may want to support
- ✓ Facilitate opportunities for **meaningful exchange** with local people
- ✓ Show **respect** for the land, waterways, wildlife, and others in the area
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Contribute to conserving activity area **integrity**; let relevant authorities / leadership know about any concerns and participate in rehabilitation projects

Sustainability Code of Good Practice

Volunteer Tourism

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits** are in place, including at host projects
- ✓ Ensure **insurance** is in place for volunteers and team
- ✓ Identify **health & safety risks**, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity area conditions in advance & during the activity
- ✓ Conduct **background checks** for volunteer placements with vulnerable groups, and only consider this when volunteers have relevant expertise
- ✓ Implement necessary **safeguards** for placements with vulnerable groups, including supervision and ensuring separate overnight accommodation for volunteers
- ✓ Prohibit placements where volunteers are **primary caregivers** at vulnerable group facilities
- ✓ **Screen volunteers** to make sure that placement is a match for their skills and interests
- ✓ Ensuring **continuity** of programme objectives after volunteer placements, e.g., through partnerships with existing initiatives
- ✓ Engage host project in **design and management** of volunteer programme, including number and selection of volunteers
- ✓ Maximise local **economic benefits** through employment and supporting local businesses
- ✓ Work with, not instead of, local people, ensuring **skills transfer** to host project
- ✓ Provide **transparency** regarding proportion of total fee paid to host project
- ✓ Provide **information in advance** about the project's longer-term sustainability vision, activity accessibility, what to expect, and what to bring with
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, and logistical considerations before the placement begins
- ✓ **Share information about** local nature and culture, and social development / conservation projects that participants may want to support
- ✓ Provide **meaningful placement** content so that the experience is rewarding for all parties
- ✓ Provide local **supervision** / contact point for volunteers
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal, and pick up rubbish in the local area
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Obtain **feedback** at end of placement debriefing
- ✓ Maintain **communication** with volunteers, sending organisations, and host projects after placements
- ✓ Contribute to conserving activity area **integrity**; let relevant authorities know about any concerns and participate in rehabilitation projects



Sustainability Code of Good Practice

Walking, Hiking & Trekking

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access the activity area are in place
- ✓ Ensure **insurance** is in place for participants and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity, avoiding areas at risk of erosion, e.g., due to recent rainfall or unstable soil
- ✓ Prepare **contingency plan** in case activity must be stopped / altered, e.g., trail conditions deteriorate, or participants be unable to continue
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Apply best practice for **porter working conditions**, including equipment, provisions (food and water), load limitations, age screening, and medical support in case of injury / illness
- ✓ Avoid single use & disposable items, pack out what you take in, pick up any **rubbish** found along the way
- ✓ Use **eco-friendly** products, e.g., cleaning products for hiking equipment
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring, e.g., drinking water purification requirements
- ✓ **Screen participants** ahead of time to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people & the planet, and ensure safe guide : participant ratio
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of, logistical considerations, hazards to be aware of, not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, and rules regarding alcohol and fires
- ✓ In sensitive environments, clean footwear before and after activity to prevent spread of **invasive species**
- ✓ Share **information** about local nature and culture, and social development / conservation projects that participants may want to support
- ✓ Show **respect** for the land, waterways, wildlife, and other activity area users
- ✓ Stay on **designated route** and apply least impact principles where no trail exists
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

Sustainability Code of Good Practice

Wildlife Viewing on Drives / Walks

As part of our commitment to advancing sustainable tourism, we encourage our tourism partners to improve their sustainability performance by providing them with the guidance below.

- ✓ Ensure applicable legal **permits & permission** to access activity area are in place
- ✓ Ensure **insurance** is in place for participants and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available to manage incident prevention and respond in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and purchasing
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal - especially cigarette butts during rest stops - (or pack out what you take in), and pick up rubbish found along the way
- ✓ Use **eco-friendly products**, e.g., for cleaning purposes
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ **Screen participants** ahead of time to make sure that the activity is well suited to their fitness & level of ability
- ✓ Manage **group size** to minimise impacts on people & the planet, including suitable guide : participant ration (especially on walks) and maximum number of vehicles / groups on sightings
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, logistics, conduct (e.g., around dangerous animals, noise, not disturbing / removing flora and fauna), 'bush toilet' etiquette, flash photography (especially at night), and deactivating geotagging to protect endangered species
- ✓ **Share information** about local nature & culture, as well as social development / conservation projects that participants may want to support
- ✓ Show **respect** for the land, waterways, wildlife, and other activity area users
- ✓ Avoid disturbing **sensitive habitats**, especially during nesting, hatching / similar seasons
- ✓ Do **not lure wildlife (including birds)** with food / similar, and minimise playing of recorded calls
- ✓ Turn engines off and radio volume down on sightings to **minimise disturbance** to wildlife and others on the sighting
- ✓ View wildlife from a **distance** that does not disturb nor disrupt their behaviour; encourage use of binoculars when closer approach to wildlife is not possible



Sustainability Code of Good Practice

Wildlife Viewing on Drives / Walks (continued...)

- ✓ Do not **corner or chase wildlife**, nor interrupt their direction of movement
- ✓ Do not provoke wildlife to **display specific behaviours**, e.g., defensive or territorial displays
- ✓ Do not **handle (pick up) wildlife** unless with explicit approval from conservation authorities to do so
- ✓ Do not disturb **nocturnal species** on night viewing activities, e.g., only use lights that cause minimal disturbance and use them appropriately
- ✓ When multiple locations to view a species are possible, **rotate use** to minimise cumulative impacts
- ✓ Repair and compensate for any **damage** caused to the activity area
- ✓ Participate in conserving activity area **integrity**; notify authorities of concerns and participate in rehabilitation projects

