



DEAS 1116: 2022

ICS 03.200

DRAFT EAST AFRICAN STANDARD

Tourism and related services — Sites and attractions —General requirements

EAST AFRICAN COMMUNITY

Copyright notice

This EAC document is copyright-protected by EAC. While the reproduction of this document by participants in the EAC standards development process is permitted without prior permission from EAC, neither this document nor any extract from it may be reproduced, stored or transmitted in any form for any other purpose without prior written permission from EAC.

Requests for permission to reproduce this document for the purpose of selling it should be addressed as shown below or to EAC's member body in the country of the requester:

© *East African Community 2022 — All rights reserved*
East African Community
P.O. Box 1096,
Arusha
Tanzania
Tel: + 255 27 2162100
Fax: + 255 27 2162190
E-mail: eac@eachq.org
Web: www.eac-quality.net

Reproduction for sales purposes may be subject to royalty payments or a licensing agreement. Violators may be prosecuted.

Foreword

Development of the East African Standards has been necessitated by the need for harmonizing requirements governing quality of products and services in the East African Community. It is envisaged that through harmonized standardization, trade barriers that are encountered when goods and services are exchanged within the Community will be removed.

The Community has established an East African Standards Committee (EASC) mandated to develop and issue East African Standards (EAS). The Committee is composed of representatives of the National Standards Bodies in Partner States, together with the representatives from the public and private sector organizations in the community.

East African Standards are developed through Technical Committees that are representative of key stakeholders including government, academia, consumer groups, private sector and other interested parties. Draft East African Standards are circulated to stakeholders through the National Standards Bodies in the Partner States. The comments received are discussed and incorporated before finalization of standards, in accordance with the Principles and procedures for development of East African Standards.

East African Standards are subject to review, to keep pace with technological advances. Users of the East African Standards are therefore expected to ensure that they always have the latest versions of the standards they are implementing.

The committee responsible for this document is Technical Committee EASC/TC 076, *Services*.

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

Tourism and related services — Sites and attractions — General requirements

1 Scope

- 1.1** This draft East African standard specifies minimum requirements for the operations of tourist site and attractions that are
- a) Manned and managed: and
 - b) Promoted by the operator for leisure, adventure, recreational, amusement, therapeutic or business purposes
- 1.2** It addresses both the facilities and the services provided. Included are requirements for:
- a) booking and registration:
 - b) reception area and restrooms:
 - c) signage
 - d) staff requirements and
 - e) safety and security
- 1.3** This draft East African standard applies to tourist site and attractions of any size and types whether public or privately operated.
- 1.4** This draft East African standard does not apply to:
- a) tourist site and attractions which are not manned or managed:
 - b) Tourist site and attractions which are not promoted by the operator for leisure, adventure, recreational, amusement or therapeutic purposes: and
 - c) Sites which are used only for hosting temporary events

NOTE: The term “The term tourist” applies to local and foreign visitors

2 Normative references

The following documents are 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 14785, *Tourist information offices — Tourist information and reception services — Requirements*

3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at <http://www.electropedia.org/>

— ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

competent authority

ministry, State entity administering any legal requirement pertaining to any approval which may be required

3.2

defect

characteristic causing the non-fulfilment of specific requirements

3.3

operator

individual, partnership, company or authority that manages a tourist site and attraction

3.4

reception area

location area where visitors are received or welcomed upon entry

3.5

tourist attraction

place of interest where persons visit, typically for its inherent or exhibited natural or cultural value, historical significance, natural or built beauty, and which may offer leisure, adventure, recreational amusement or therapeutic activities

NOTE: The term “tourist sites and attractions” is sometimes used interchangeably with “tourist attractions”

3.6

event

planned gathering with respect to time and a place where an experience is created and/or a message is communicated

3.7

temporary events

single event or celebration that occurs at specified time.

3.8

visitor

person who visit a tourist site and attraction for leisure, adventure, recreational, amusement, therapeutic or business purposes

3.9

visitor centre

facility or location where visitors are provided with detailed information on the facilities associated with that tourist site and attraction

EXAMPLE Information on tourism related activities (e.g., mount climbing, Safari, Chimps and Gorilla tracking) may be accessed at the visitor centre

3.10

potable water

water that is safe to drink or use for food preparation.

4 Legal requirements

4.1 All operators of tourist site and attractions

- a) Shall conduct their businesses, in full compliance with all legal requirements pertinent to their operations;

- b) shall have liability insurance to cover the property, and the tourism -related services offered, and where there is any restriction, modification or exclusion of the operator's liability, this information shall be included in conspicuously placed notices. Such information shall be clearly communicated to the visitor and the boundaries of the site demarcated to illustrate the limitations pertaining to the scope of the liability insurance.

EXAMPLE The site may be located twenty acres of land but only one acre is developed for visitor use and therefore the liability coverage only applies to that acre:

NOTE: The amount of liability insurance coverage may vary according to the type of operations and size of the site:

- c) shall ensure that the tourist site and attraction is approved for operation by the authority responsible for fire services;
- d) Shall ensure that the tourist site and attraction is inspected for operation by authority having jurisdiction
- e) Shall abide with health Standard Operating Procedures (SOPs) of the authority having jurisdiction.

4.2 In addition to meeting the initial regulatory requirements in 4.1, operators shall ensure that they comply with any further requirement of the relevant competent authority including:

- a) Any periodic inspections: and
- b) Any certification.

5 General information

5.1 The operator shall provide the information listed in 5.2 to prospective visitors prior to their arrival at the tourist sites and attractions: this information shall be:

- a) Updated: if changes are expected to the services provided, the operator shall provide advanced notice to guide prospective visitors.

NOTE: Signage may be used at the entrance of the tourist site and attraction, to inform visitors if there are any intended variations in the services provided.

- b) provided in a language that is spoken or understood by the majority of visitors;
- c) In a print or electronic format.

NOTE: This information may be accessed remotely through any suitable means such as via website, printed brochure, telephone, recording etc.

5.2 The following information shall be provided:

- a) The name of the tourist site and attraction:
- b) Opening and closing dates and times and whether these are flexible or dependent on visitor flow.
- c) Indication of whether the site is accessible to people living with disabilities:

NOTE Details should be provided on the physical amenities available to accommodate people living with disabilities e.g. the provision of restrooms, access to pathways etc.:

- d) Description of the tourist site and attraction:

NOTE: This description may include the natural features and topography of the area.

- e) A list of the services whether provided by the operator or another service provider, the opening and closing dates and times of these services, and the costs to be incurred for use of such services;
- f) Entry requirements and guidelines:
- g) Prohibited items:

NOTE: prohibited items may include weapons, explosives and illegal drugs or any other item which causes or may cause annoyance or discomfort to other users of the tourist site and attraction.

- h) Contact information for the tourist site and attraction:
- i) Point of access to the tourist site and attraction and the applicable conditions:
- j) Location of different facilities on the tourist site and attraction:
- k) Maximum or minimum number of visitors admitted for each activity or service on the site:

NOTE: The operator should establish a system for recording relevant information on visitors' profiles which should include the number of visitors:

- l) Any pertinent information on how visitors should manage their waste:
- m) Any special health and safety measures to be adhered to: and
- n) Any behaviours prohibited by the operator:

5.3 Where bookings are facilitated at the tourist site and attraction, the information in 5.2, shall be provided on site.

6 Information on commercial activities

6.1 Where an operator offers commercial activities related to the tourist site and attraction, the following information shall be provided:

- a) terms and conditions of the activity including the exact services and facilities that are included for the price quoted:
- b) service charges, taxes and other surcharges:
- c) any additional facilities offered at an additional cost: and
- d) rate of exchange for the sale of products and services

NOTE: some commonly offered commercial activities include the sales of items (e.g publications, local products, handicrafts, souvenirs, food and drink, etc), the booking of guided tours, the rental of equipment, or other regularly requested services.

6.2 The price for all services offered shall be documented:

6.3 The information required in 6.1 and 6.2 shall also comply with the requirements of 5.1.

7 Bookings and registration

7.1 The operator shall:

- a) have facilities and documented procedures to handle bookings and registration:

- b) have documented terms and conditions for bookings, for payments if applicable, and a cancellation policy which shall be communicated to prospective visitors during the booking process:

NOTE1: Prospective visitors should be able to make booking prior to their arrival at the site and attraction

NOTE 2: Prospective visitors should be given information on currency and payment options prior to their arrival at the site and attraction.

- c) confirm the information outlined in 5.2 and any other information which may be pertinent to the visitor prior to processing the booking:
- d) direct visitors as to where additional information is made available, if applicable: and

NOTE: Additional information may be made available via the company's website or social media

- e) document contact information from the person making the booking including the group leader of the visiting party and the number of members of the visiting party.

NOTE: it is recommended that the intended period of stay should also be documented for each visiting party.

7.2 Upon arrival of the visiting party to the tourist site and attraction, registration shall be conducted to confirm the information provided and the number of visitors in the group.

NOTE The operator may make available to visitors a site map of the tourist site and attraction

7.3 Safety briefing shall be conducted upon arrival at the tourist site and attraction.

8 Reception area

8.1 The operator shall provide a reception area for the meeting and greeting of visitors.

8.2 All information about the tourist site and attraction pertinent to the visitor, including emergence information shall be made available at the reception area.

8.3 The reception area shall have facilities for conducting registration and other transactions.

8.4 The registration area shall have telephones or other devices for internal as well as external communication including the relevant authorities in case of an emergency. The operator shall establish a telephone calls handling procedure.

8.5 If a visitor centre is provided, the centre shall:

- a) have documented information for visitors: and
- b) provide audio, visual, printed or other aids to disseminate information.

9 Utilities and facilities

9.1 The tourist site and attraction shall have the following with respect to basic utilities and facilities.

- a) Potable water available for staff and visitors;

NOTE: it is recommended that a system for storing water is available, secured and maintained

- b) Adequate natural or artificial lighting to facilitate safe use of the facility:

NOTE: it is recommended that an energy efficient lighting system or solar powered lighting be used where possible.

- c) A sewerage system approved by relevant authority;
- d) Garbage disposal mechanism for both staff and visitors:
- e) Restrooms: and

NOTE: See Clause 10 for additional information on restrooms:

- f) A covered area with seating for visitors;

NOTE: Seating made of natural materials is acceptable.

9.2 If a food and beverage service is being provided, appropriate tables and chairs shall be provided for the visitors using this service:

10 Restrooms

10.1 The operator shall:

- a) Provide a minimum of one male and female toilet stall,
- b) Have an accessible restroom to cater for people living with disabilities
- c) Provide a minimum of one disposal bin for male restrooms and one disposal bin for female restrooms:

NOTE: Washbasins may be shared amongst males and females.

- d) Provide sanitary bins in female toilet stalls:
- e) Provide locking devices for each toilets stall:
- f) Provide separate shower facilities for males and females, if applicable:
- g) Ensure that the restroom facilities are clean, regularly maintained and serviced during operating periods; and
- h) Ensure that the restroom facilities are open for the duration of the opening hours.

NOTE: it is recommended that the operator inform visitors that all children should be accompanied by an adult in the toilet and shower facilities (where provided) at all times.

10.2 Restrooms shall be supplied with the following:

- a) Water;
- b) toilet paper on an appropriate holder:
- c) liquid hand soap and/or hand sanitizer:
- d) hand dryer or disposable hand towels; and
- e) Clothing hanger or hook;

10.3 If the tourist site and attraction is advertised as having facilities for persons with disabilities, then at a minimum, at least one restrooms facility, complete with a toilet stall and washbasin, shall be provided for persons with disabilities.

11 Paths and trails

11.1 Directional signage and interpretative shall be located along the paths and trails.

NOTE 1: A map outlining the paths and trails should be made available.

11.2 Paths and trails shall be routinely inspected and maintained to minimize any dangers that may be encountered

NOTE 1: Trails should be of a minimum width of 1.2 m (4 ft) with a minimum of 0.6 m (2 ft) on either side to allow for maintenance of encroaching vegetation.

NOTE 2; In natural environments, paths and trails may be narrower to minimize destruction of plant life

11.3 If the walkways of the path or trail have the potential to become dangerous due to weather conditions or natural occurrences, then adequate and appropriate signage shall be put in place to make visitors aware or to prevent the use of the path or trail by visitors.

EXAMPLE Potential dangers include an inconspicuous dip or hole in the walkway, a fallen tree trunk or a slippery surface due to rain.

11.4 Visitors shall be advised of any potentially dangerous creatures on the tourist site and attraction.

11.5 Where applicable Guard rails shall be provided on paths and trails to ensure the safety of users.

12 Water-based recreational activities

12.1 Safety

12.1.1 The operator shall ensure that a safety briefing is given to visitors before all water-based recreational activities are undertaken.

12.1.2 The operator shall make available safety floatation devices for each visitor engaging in water-based recreational activities.

EXAMPLE 1: Water-based recreational activities include swimming, diving and other activities involving the use of motorised and non-motorised equipment, such as kayaking, jet skiing and boating

EXAMPLE 2: A safety flotation device includes a life jacket, life belt or a life ring.

12.1.2.1.1 The safety flotation device shall be

- a) easily accessible at all times:
- b) suitable for the activity:
- c) maintained in good working order, and
- d) of the appropriate size and buoyancy rating for the user

NOTE: Buoyancy rating is an indication of how much weight a flotation device (e.g. life jacket) can safely keep above water.

12.2 Swimming

12.2.1 The operator shall inform visitors if swimming is permitted.

12.2.2 Where swimming is permitted, the operator shall inform the visitors of the applicable rules and regulations including the following:

- a) no child shall be allowed to engage in swimming activities unless accompanied by an adult:
- b) opening and closing dates and times of swimming facilities:
- c) nude swimming is not allowed:
- d) water conditions, including the depth, and expected turbulence or current
- e) any potentially dangerous wildlife in or near the water : and
- f) Availability of life guard during swimming hours

12.2.3 Signage shall be used to inform visitors of:

- a) Water depth:
- b) The presence of lifeguard(s) and the on-duty periods: and
- c) Any other safety measure.

13 Equipment

13.1 The operator shall have a documented in inventory of all equipment provided based on the nature of the site.

EXAMPLE Equipment include, but are not limited to communication devices, first aid kits, fire extinguishers, flashlights, life jackets, playground equipment, kayak boats, boats, paddle boats, water sides and bikes.

13.2 The operator shall ensure that the installation of all relevant equipment shall be done by trained and competent persons in accordance with the manufacturer's instructions.

NOTE: if there is a system for certifying the equipment provided. the operator should obtain certification for such equipment.

13.3 The operator shall ensure that all pieces of equipment are in good working condition, clean, and well-maintained in accordance with manufacture's requirements.

NOTE: The operator should employ trained and competent persons to maintain the equipment

13.4 The operator shall have a schedule for maintenance for all equipment and records of at maintenance conducted.

13.5 The operator shall ensure that staff is furnished with the necessary equipment to conduct their tasks.

13.6 The operator shall verify that staff members are competent in operating the equipment in use.

13.7 All equipment shall be thoroughly examined by staff prior to use. If defects are found, it shall be reported to the operator and the appropriate action (s) taken to remove the relevant equipment from service.

13.8 The operator and staff shall ensure that all users of equipment have sufficient knowledge to operate the equipment safely. Where applicable, any restriction which prevents users under a certain age from operating the equipment, shall be communicated to visitors.

13.9 The operator shall provide safety equipment in an easily accessible area which shall include a first aid kit and a fire extinguisher.

14 Signage

14.1 Signage shall be provided to highlight the following:

- a) the name of the tourist site and attraction placed at the main entrance to the tourist site and attraction:
- b) opening and closing hours and days of operations:
- c) restroom facilities:
- d) safety rules and cautionary signs, including those related to swimming:

NOTE See 12.2.3 for signage pertaining to swimming:

- e) the parking areas or nearby parking facilities if available: and
- f) Assembling points.

14.2 All signs shall be clearly visible from all angles from which they are intended to be viewed:

14.3 Signage location shall be consistent with regulations from the relevant authority.

15 Fires

15.1 If fires, such as bonfires are permitted on the tourist site and attraction, the operator shall:

- a) Have a designated area for the fire:
- b) Not start or permit a fire to be started of any tree or dry vegetation:
- c) Not start or permit a fire to be started in circumstances which may present a fire hazard: and
- d) Not start or permit a fire to be started without continuous supervision until the fire is completely extinguished.

15.2 If fires, such as cooking fires are allowed on the tourist site and attraction, the operator shall designate an area for such fires and ensure that they are contained.

NOTE Cooking fires may be contained in a fire ring or a barbecue pit.

15.3 Smoking of tobacco products

15.3.1 If smoking is allowed at the tourist site and attraction, the operator shall provide receptacles for the safe disposal of all cigarette butts or any tobacco residue.

EXAMPLE A receptacle may be a sand bucket.

NOTE: It is recommended that operators designate specific outdoor areas for smoking

15.3.2 If smoking is not allowed within the tourist site and attraction, appropriate signage shall be placed throughout the facility.

16 Noise pollution

16.1 If the tourist site and attraction is located in an environmentally sensitive area, the operator shall comply with the noise level requirements as stipulated in applicable laws.

16.2 Visitors shall be informed of these requirements and any restrictions on the use of sound-making devices such as radios, televisions and other electronic devices.

17 Maintenance plan

17.1 The operator shall develop and implement a maintenance plan. This plan shall include but not be limited to, repair and maintenance of:

- a) general aesthetic appearance of the surroundings:
- b) entry or access point and fences:
- c) paths and trails:
- d) steps, rails, and benches or other types of seating:
- e) buildings and other structures:
- f) drainage, plumbing and other collection systems:

EXAMPLE These include washrooms, septic tanks, water catchments, gutters and storm water drainage

- g) electrical installations:
- h) roofs,
- i) floors including wooden floors, vinyl and ceramic tiles, and carpets:
- j) interior and exterior walls: and
- a) interior and exterior signage

NOTE The maintenance plan should be documented.

17.2 The operator shall be responsible for the provision of garbage receptacles lined with bags, and the collection of garbage from the tourist site and attraction. Proper storage, collection and disposal of garbage shall be done at regular intervals to minimize accidents, fire hazards, air pollution and prevent the creation or rodent and pest breeding areas.

NOTE See Annex 1 for waste minimization, reuse and recycling recommendations

18 Safety and security

18.1 The operator shall apply safety and security measures for the tourist site and attraction.

NOTE: These measures may incorporate features such as gates, fences, patrols, alarm surveillance, lighting, signage, Closed Circuit Television (CCTV) and the posting of security guards.

18.2 The operator shall have a plan which includes guidelines, for safety and security.

NOTE: guidelines are usually illustrated on cautionary signs.

19 Emergency plan

19.1 The operator shall develop an emergency plan which includes but is not limited to

- a) Emergency telephone contact numbers:
- b) Emergency response procedures: example the use of panic button, and
- c) Emergency procedures to assigned assembling point.

NOTE 1 The assembling point should be positioned at least 30 m (approximately 100 ft) away from the potentially hazardous location.

NOTE 2 Emergency drills for staff and including visitors where possible, should be held at least one each year, results recorded and appropriate follow up actions taken

19.2 The emergency plan shall address potential adverse situations, accidents and emergency which includes but are not limited to the following:

- a) Lost items:
- b) Disruptive or undesirable behaviour from or more visitors:
- c) Sickness or injury:

NOTE If a sick bay is available, the location should be communication to visitors.

- d) Missing or lost members of the visiting party:
- e) Uncontrolled fire:
- f) Declared national emergencies:

NOTE A declared national emergency can be a 'state of emergency':

- g) Adverse weather conditions or natural disasters: and
- h) Any other situation that can be considered hazardous or life threatening.

19.3 The emergency plan shall be documented and all relevant procedures with the plan communicated to all staff and visitors.

20 Staff requirements

20.1 The staff shall;

- a) Be appropriately dressed and easily identified at all times while on duty..
- b) Maintain good personal hygiene and grooming practices while on duty:
- c) Be competent in the area of the expertise to perform their duties
- d) Be able to undertake regular refresher courses: and
- e) Be trained in basic first aid.

NOTE if the staff is conducting water-bases recreational activities. It is recommended that the advanced first aid certification which includes the Cardiopulmonary Resuscitation (CPR) training, is also acquired.

20.2 The operator shall develop a staff training manual which shall include the following topics:

- a) customer service including requirements and procedures related to:
 - i. Telephone call (including telephone etiquette) and mail handling (including emails):
 - ii. Greeting of visitors:
 - iii. Behaviour and etiquette:
 - iv. Crowd management:
 - v. Enhancing visitor satisfaction: and
 - vi. Handling difficult or unruly visitors.
- b) knowledge of the tourist site and attraction and its products:
- c) history and topography of the area:
- d) standard operational procedures including but not limited to managing of daily activities, marketing, communication and administrative processes.
- e) first aid and safety measures:
- f) safety and security plan:
- g) emergency situations: and
- h) visitor complaint.

20.3 The training manual shall be communicated to all staff

20.4 The operator shall record all training activities.

NOTE: Staff training should be provided in accordance with the training manual.

20.5 The staff shall record any unplanned or unusual incidents which occur on the tourist site and attraction.

21 Responsible marketing

21.1 The tourist site and attraction shall be marketed and promoted honestly and accurately by the operator so that realistic expectations of the product and service offerings can be formed.

21.2 The operator shall provide information on the following:

- a) terms and conditions relating to the product and service offered at the tourist site and attraction:
- b) products and services included for the price quoted including the breakdown of service charges taxes and other surcharges:
- c) cost of any additional products or services offered: and
- d) the means of contact for the tourist site and attraction.

21.3 The operator shall ensure that:

- a) marketing material representing the products and services do not feature images which are not part of the product offering;
- b) marketing images represent responsible interaction with natural resources and community. And
- c) if a website exists, all information pertaining to be the tourist site and attraction is available and updates regularly.

NOTE it is recommended that environmentally friendly marketing be utilized, for example e-mails and websites.

22 Customer service

22.1 Visitor feedback

22.1.1 The operator shall use at least one method for obtaining visitor feedback. These methods may include but are not limited to:

- a) Visitor book:
- b) Feedback form such as comment sheet, evaluation form and questionnaire;
- c) Staff meetings:
- d) Feedback from booking agents: and
- e) Electronic tools.

NOTE 1 it is recommended that the operator use more than one method to obtain visitor feedback.

NOTE 2 Other ways in which visitor feedback may be collected are through verbal interaction with visitor's media coverage and correspondence or phone calls from customers.

22.1.2 Visitor feedback shall be documented and addressed by the operator

22.2 Visitor complaints management system

22.2.1 The operator shall have an effective system for handling visitor complaints. This system shall include a method of documenting complaints, monitoring corrective action, introducing preventive action and facilitating improvement in the services offered. Visitor complaint management systems shall include:

- a) Taking a detailed description of the complaint and any relevant supporting data:
- b) Assessment of complaints:
- c) Recording any suggested solution from the affected visitor:
- d) duration by which a response should be given to the complainant (if necessary):
- e) Further investigation of the complaint (if necessary):
- f) Resolution of the complaints: and
- g) Information to the visitor indicating the action that will be taken to resolve the complaint

NOTE where immediate resolution is possible, action may be taken after b) or c) in such cases, d) to g) may not be necessary:

22.2.2 Information on the method for lodging complaints shall be made known to visitors and other interested parties.

22.2.3 Where applicable, complaints shall be acknowledged in writing, by the operator or staff when received.

22.2.4 All staff members who interact with visitors shall be trained in established procedures for handling visitor complaints:

22.2.5 A thorough investigation of a complaints shall be conducted with all relevant persons.

NOTE According to the nature of the complaint, the relevant authorities should be contacted to assist with the investigation. Relevant authorities include the police service and the authority responsible for tourism.

22.2.6 Each complaint shall be addressed in an unbiased and confidential manner.

22.2.7 Personal information about the effected visitors shall only be disclosed upon investigation or require, by the relevant authorities.

22.2.8 Responsibility and accountability shall be clearly established, documented and communicated to staff.

22.2.9 The improvement of the quality of products and services and the visitor complaints management system shall be a permanent objective of the operator.

Bibliography

ISO 20121 Event sustainability management systems — Requirements with guidance for use.

Annex A
(informative)

Environmental considerations

A 1 Waste minimization, reuse and recycling

The operator should:

- a) Select suppliers who agree to minimize the waste produced by their products:
- b) Make staff and visitor aware of its policies relating to resource conservation, recycling and waste reduction:
- c) Minimize the use of disposable cups, glasses, plates, napkins and utensils:
- d) Collect for recycling, where possible, glass bottle, cardboard, paper and plastics:
- e) Have collection or disposal facilities for staff:
- f) Ensure that biodegradable waste is composted and used for soil conditioning:
- g) Avoid open burning of solid wastes:
- h) Provide adequate waste receptacles for both visitors and staff and maintain a litter free tourist site and attraction: and
- i) Ensure that final disposal of solid waste is located in areas designated for such purposes.

A.2 Energy conservation and management

The operator should;

- a) Ensure that staff is trained and supervised in energy conservation:
- b) Have notices on display for visitors concerning energy conservation:
- c) Attempt to conserve energy and set targets for reducing energy in its operations: and
- d) Undertake a detailed assessment of energy usage, decide on the type and amount of energy required for all activities, and monitor and review use on a regular basis.

A.3 Management of water resources

A.3.1 The operator should manage its water resources by providing adequate information to visitors and staff on water conservation.

A.3.2 The operator should use alternate sources of water (other than the supply mains) in an effort to ensure that potable water is conserved.

NOTE Grey water and rainwater may be used as alternatives to the main supply for use in landscaping and laundering respectively.

A.4 Land use, planning and management

The operator should conduct environmental and social impact assessments for all major developmental and expansion activities. The operator should take measures to reduce any environmental impacts.

A. 5 Noise

The operator should train staff in the reduction of noise at the workplace.