



Botswana Ecotourism Certification System

| Accommodation Standards |



3.1 PRINCIPLE 1

Implementation of Sustainable Management Policies

(32 Points)



3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.1 PRINCIPLE 1: Implementation of Sustainable Management Policies (32 Points)						
1	Legal Compliance (1 Point)					
1.1	Compliance with Relevant Laws and Regulations of Botswana					
1.1.1	<p>Where applicable the company declares it meets all relevant laws and regulations, with specific reference to:</p> <ul style="list-style-type: none"> Botswana Tourism Board Act (2003) (Under Review) Public Health Act (1981) (Under review) Environmental Impact Assessment Act (2005) Waste Management Act (1998) Tourism Regulations (1996) Botswana National Ecotourism Strategy (2002) Wildlife Conservation and National Parks Act (1992) Wildlife Conservation (Hunting and Licensing) Regulations, 2001 Herbage Preservation Act (1977) Monuments and Relics Act (2001) Town and Country Planning Act (1977) Control of Smoking Act (1992) Employment Act (1984) Workmen's Compensation Act (1998) Trade Act (2003) 	✓			Declared in the application form	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2	Requirements of Environmental Management Plan (23 Points)					
2.1	On-Site inventory (within developed plot / in boundaries of camp)					
2.1.1	For the site, the company can provide a basic site inventory and site map (site access, infrastructural layout, water provision, natural resources); and a map of any locations used for tourism activities off site / not within confines of tourism facility (roads, routes, significant destinations)	✓			Presentation of documents, such as an EMP	
2.1.2	For the site, the company can provide a detailed site inventory and site plan (technical drawings with specific locations of buried water pipes and electrical lines etc)		1		Presentation of documents, such as an EMP	
2.2	Off-Site inventory (away from developed plot / outside boundaries of camp)					
2.2.1	For the site, the company can provide a site inventory plan with the locations used for the tourism activities marked, plus the following features; Topography, Hydrology, Soils, Wetlands , Vegetation, Wildlife, Land use, Cultural and Archaeology, Infrastructure, Views, i.e. a detailed GIS maps Only applicable for facilities within a company's managed concession.		1	✓	Presentation of documents, such as an EMP	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.3 Impact Assessment						
2.3.1	For the site, the company can present and indicate where it is implementing a basic, or in-house generated impact assessment and mitigation plan	✓			Presentation of documents, such as an EMP	
2.3.2	If the facility was built after 2005 and where stipulated by DEA, the company can provide a site specific and professional EIA or EMP that includes; Policy, Legal and Administrative Framework, Description of the Area and Site Environment, Project Description, Environmental Impacts, Socio-economic Analysis, Mitigation Action or Measures, Environmental Management and Training, Monitoring Program or Plan, Public Involvement		1	✓		
2.4 Energy Conservation Policy						
2.4.1	For the site, the company can present and indicate where it is implementing a basic Energy Conservation Policy and Monitoring Plan, detailing where it is trying to conserve energy i.e. use of; halogen lights / day-night switches for all outside lights / low energy use appliances where possible / signs to indicate to both staff and guests where and how to save energy	✓			Presentation of documents, such as an EMP and field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.5 Preventative maintenance plan for electrical installations and equipment						
2.5.1	For the site, the company can present and indicate where it is implementing a routine preventative maintenance plan for electrical installations and equipment, with continual verbal instructions to maintenance staff	✓				Presentation of a reporting schedule and report books
2.5.2	For the site, the company can present and indicate where it is implementing a routine vehicle preventative maintenance plan	✓				Presentation of a reporting schedule and report books
2.5.3	For the site, the company can present and indicate where it is implementing a formal, written preventative maintenance plan, detailing daily and weekly electrical checks of all equipment with roles and responsibilities for staff		1	✓		Presentation of a reporting schedule and report books
2.6 Fire Prevention Plan						
2.6.1	For the site, the company can present and indicate where it is implementing a fire prevention plan, with well knowledgeable staff in all departments trained how to respond to fires and how to operate equipment such as fire extinguishers, sprinkler systems, fire bowsers, beaters etc	✓				Presentation of documents, such as an EMP and field evaluation





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.7 Water Use and Conservation Policy						
2.7.1	For the site, the company can present and indicate where it is implementing a basic Water Conservation Policy that details how the facility conserves water. For example low flow taps / use of showers instead of baths / responsible gardening plan / towel re-use policy etc	✓				Presentation of documents, such as an EMP and field evaluation
2.7.2	For the site, the company can present and indicate where it is implementing a professional Water Conservation Plan that includes all the above requirements as well as: <ul style="list-style-type: none"> i. water conservation planning goals and targets, ii. a description of a Water System Profile, iii. a reuse and recycling plan iv. an analysis of benefits and costs to the company 		1	✓		Presentation of documents, such as an EMP and field evaluation
2.8 Waste Management Policy						
2.8.1	For the site, the company can present and indicate where it is implementing a basic Waste Management Policy that demonstrates compliance with all government regulation	✓				Presentation of documents, such as an EMP and field evaluation
2.9 Purchasing Plan						
2.9.1	For the site, the company can present and indicate where it is implementing a basic Purchasing Plan that demonstrates a majority of the following: how the facility; <ul style="list-style-type: none"> i. chooses products with longer life span ii. buys in bulk, including concentrates iii. reduces packaging iv. minimise food waste 	✓				Presentation of documents, such as an EMP and field evaluation





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.9.2	For the site, the company can present and indicate where it is implementing a professional Purchasing Plan that demonstrates all of the above and; <ul style="list-style-type: none"> i. how the facility chooses products that can be recycled and/or reused, ii. how the facility ensures that its suppliers reduce packaging 		1	✓	Presentation of documents, such as an EMP and field evaluation	
2.10 Policy on using certified wood products (from a sustainable forest)						
2.10.1	The company has a policy of only using wood products from certified sustainable forests and does not use, for example 'Mukwa' (<i>Pterocarpus angolensis</i>) and 'Teak' (<i>Baikiaea plurijuga</i>) as building materials		1		Field evaluation - ask about materials and origin	
2.11 Wood and surface treatment						
2.11.1	The company has a policy of using paints, veneers, stains and coatings that have a clean life-cycle and are non-toxic under normal uses as described by the manufacturer	✓			Field evaluation - ask about materials and origin	
2.12 Limited toxic or off-gassing materials and furniture						
2.12.1	The company has a policy of using and can demonstrate selecting building materials and furniture that emit no, or very low levels of volatile organic compounds (VOC's), which is common in prefabricated or pressed wood and plastic furniture, polyester materials, plastic/vinyl coatings and laminations		1		Field evaluation - ask about materials and origin	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.13 Environmentally Responsible Supplies and Services						
2.13.1	The company can present and indicate where at least 2 of its service companies (e.g. accountants, transport agents - especially fuel transport agents, shops, auto mechanics) has an environmental policy and can demonstrate environmental responsibility		1		Presentation of documentary evidence	
2.14 Botswana Associated Services						
2.14.1	The company has a practice of selecting Botswana companies over foreign companies to undertake its service contracts, such as building, transportation, waste management		1		Presentation of documentary evidence	
2.15 Departmental Environmental Handbook						
2.15.1	For the site, the company can present job descriptions for staff within each department with details of minimum service standards, practices, procedures and processes ensuring ongoing compliance with regulatory and legislative requirements.	✓			Presentation of documents (for example operation manuals) and field evaluation	
2.15.2	For the site, the company can demonstrate how employees engage in energy and water conservation and waste and effluent management, with roles and responsibilities clearly defined, with resources available for implementing and monitoring the plan	✓			Presentation of documents, such as an EMP and field evaluation	
2.15.3	For the site, the company can present and indicate where it is providing a "take home" message to staff, encouraging them to improve environmental conservation in the community		1	✓	Field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3 Emergency Response (2 Points)						
3.1 Health and Safety						
3.1.1	The facility adheres to all relevant national health and safety regulations such as provision of adequate number of fire extinguishers, ensuring all food handling staff have appropriate certificates etc	✓			Field evaluation and relevant documents (For example food handling certificates)	
3.1.2	For the site, the company can present and indicate where it is implementing a policy addressing medical emergencies and routine incidents within its facility and how and when staff are trained to deal with such incidents	✓			Presentation of an EMP and field evaluation	
4 Business Plan, Market Analysis and Financial Viability (1 Point)						
4.1 Tourism Business Plan						
4.1.1	For the site, the company can present and indicate where it is implementing a 5-year business plan, including market analysis and financial viability	✓			Presentation of a Business Plan	
5 Office Working Policy (1 Point)						
5.1 Office Operation						
5.1.1	The company has a policy of minimising waste through its office operations, i.e. buying recycled paper or from sustainable forests, re-using printed paper, recycling paper waste and printer cartridges	✓			Presentation of documentary evidence	

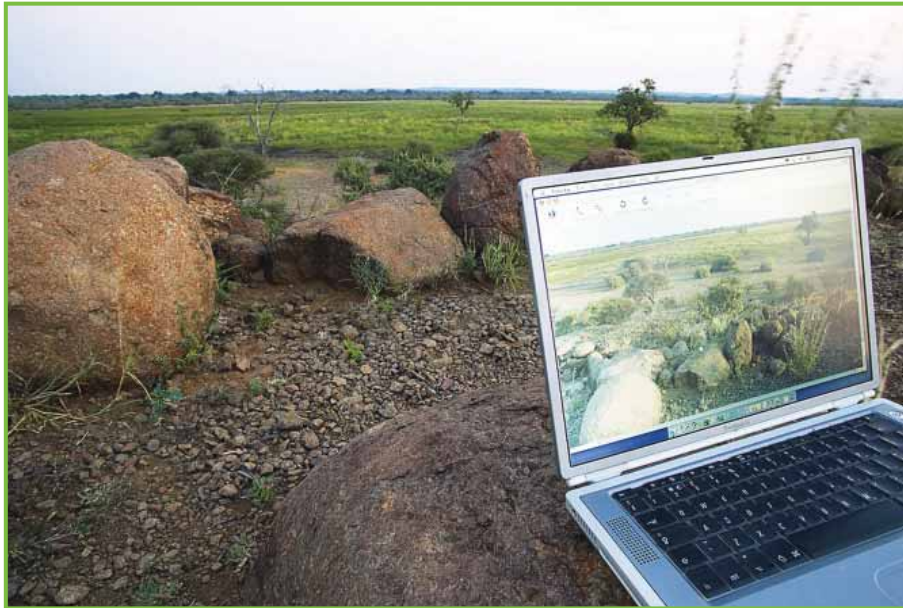




3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
6	Membership of Industry Associations (1 Point)					
6.1	Participation in regional and/or national environmental and/or social organizations and/or tourism organization					
6.1.1	The company is affiliated with an industry association that promotes sustainable business principles		1		Presentation of documentary evidence	
7	Botswana Links (3 Points)					
7.1	Registration and Ownership of the Company					
7.1.1	The company can demonstrate that it is a Botswana registered Company	✓			Presentation of documentary evidence	
7.1.2	The company can demonstrate that it pays the applicable taxes and fees, for example: <ul style="list-style-type: none"> i. Value Added Tax ii. Royalties iii. Lease Rentals iv. Training Levies v. License fees vi. Grading Fees 	✓			Presentation of documentary evidence	
7.1.3	The company can demonstrate that the majority of its profits are not redirected out of the country, but retained within Botswana	✓			Presentation of documentary evidence	





3.2 PRINCIPLE 2:

Green and Responsible Marketing

(7 Points)



3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.2 PRINCIPLE 2: Green and Responsible Marketing (7 Points)						
1 Responsible or Green Marketing (5 Points)						
1.1 Target environmentally responsible markets, green markets and ecotourists						
1.1.1	The company demonstrates through its marketing plan that it specifically targets Botswana's preferred segments, such as any of the following; a) Wildlife enthusiasts, b) Birdwatchers c) Amateur photographers d) Scientific tours e) Culture oriented tours f) Archaeological tours g) The business sector, where applicable		1	✓	Presentation of documentary evidence	
1.1.2	The company's promotional materials are accurate and do not promise more than can be delivered	✓			Presentation of documentary evidence and field evaluation	
1.1.3	The company provides promotional materials about other alternative green rated and/or eco-rated activities/facilities for guests		1		Presentation of documentary evidence and field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
1.2 Use of low impact marketing mechanisms						
1.2.1	Production of the company's principal marketing document uses recycled paper or board or is electronically available	✓				Presentation of documentary evidence and field evaluation
1.2.2	At least 50% of the company's printed marketing material uses recycled or post consumer paper or board, and environmentally-friendly inks and is available in electronic format		1	✓		Presentation of documentary evidence and field evaluation
2 Low Carbon emissions (2 Points)						
2.1 Use of Carbon offsets						
2.1.1	The company provides a carbon emission off-set option to all clients through a certified program		1			Presentation of documentary evidence and field evaluation
2.1.2	The company purchases credits for all company travel, including to all trade shows through a recognized international or local program, and ensures all international travel is carbon neutral		1			Presentation of documentary evidence and field evaluation



3.3 PRINCIPLE 3:

Minimisation of Negative
Impacts on Environment by
Physical Design and Operations

(127 Points)





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.3 PRINCIPLE 3: Minimisation of Negative Impact on Environment by Physical Design and Operations (127 Points)						
1 Environmental Design and Construction (19 Points)						
1.1 Screening + visual integration with landforms						
1.1.1	A basic effort has been made to integrate the tourism facility into the surrounding environment through the use of landscape forms and/or vegetation	✓			Field evaluation	
1.2 Facility location, layout and orientation						
1.2.1	The facility has direct access to the natural environment (the location is in a natural or rural area, or in the immediate vicinity of the natural environment)		1	✓	Field evaluation	
1.2.2	The facility has a capacity for no more than 140 guests, with a maximum of 70 rooms, or a guest to staff ratio of at least 2:1		1	✓	Stated in the application form and field evaluation	
1.2.3	The rooms must be sited individually or grouped in dispersed clusters of no more than 8 rooms with a maximum of 16 beds per cluster. For campground, each site must be adequately separated by natural vegetation and total screening between clusters of 4 sites		1		Field evaluation	
1.2.4	Layout; Views within the site and to the surrounding landscape are maximized,	✓			Field evaluation	
1.2.5	Layout; Adequate shade is provided by the use of vegetation and / or facility orientation,	✓			Field evaluation	
1.2.6	Layout; Individual accommodation units/sites have adequate privacy,	✓			Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
1.2.7	Layout; Movement around the site and links between the various facilities are designed for efficient, safe and energy saving movement,		1		Field evaluation	
1.2.8	Layout; Facilities are kept a reasonable distance from focal points such as wildlife watering holes,		1		Field evaluation	
1.2.9	Layout; The overall footprint of the building(s) is kept to a minimum	✓			Field evaluation	
1.3 Staff Accommodation						
1.3.1	The facility has suitable and appropriate accommodation for staff	✓			Field evaluation	
1.4 Mitigating landscape disturbance						
1.4.1	All the disturbed areas of the site (resulting from construction activities) have been fully restored to their natural state, OR where applicable, within urban areas improved using appropriate indigenous landscaping	✓			Field evaluation	
1.4.2	Where facilities have been developed on disturbed sites areas not directly affected by construction activities have been fully restored to their natural state, OR where applicable, within urban areas improved using appropriate garden landscaping		1		Field evaluation	
1.5 Use of indigenous and drought resistant landscape vegetation						
1.5.1	70% of all planted vegetation on the site is indigenous to the local region and/or drought resistant		1	✓	Field evaluation	
1.5.2	100% of all planted vegetation on the site is indigenous to the local region and/or drought resistant		1		Field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
1.5.3	The outside surface area of the tourism facilities are shaded using local tree varieties		1		Field evaluation	
1.6 Minimise light pollution						
1.6.1	Where used, the intensity/brightness of security and/or pathways lights are set at a minimum functional level.		1		Field evaluation - look at type of lighting / wattage / placement / use-period of lighting	
1.6.2	Where used, lighting at wildlife waterholes should be fitted with a red filter.		1	✓	Field evaluation	
1.7 Environmentally-friendly swimming pool						
1.7.1	The swimming pool is environmental responsible (e.g. chlorine-free, salt pool or ozone pools)		1		Field evaluation	
2 Responsible Architectural Design (5 Points)						
2.1 Architectural Motif						
2.1.1	The facility blends into the local environmental setting through sensitive design (colour, form, texture and composition)		1		Field evaluation	
2.1.2	The facility reflects some motif and form of local or traditional Botswana architecture and / or is an excellent representation of a local architectural vernacular including traditional building techniques and materials, colours (earth tones) and scale of development		1		Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+		Compulsory Ecotourism	Measurable Indicators	Notes
2.1.3	The facility uses an innovative design to enhance the ambience and the views of the surrounding landscape, without detracting from the surrounding environment		1			Field evaluation	
2.1.4	The interior of the facility, including the sleeping units offer an ambient experience including natural lighting and ventilation, attractive views, visual contact with the surrounding site features and the natural resources		1			Field evaluation	
2.2 Design staff and experience							
2.2.1	For the site, the company can provide documentary evidence that the selected architects/designers had extensive experience in sustainable facility development		1			Presentation of documentary evidence	
3 Building Materials (4 Points)							
3.1 Use of Recycled Building Materials							
3.1.1	The company uses reclaimed materials, its own old materials or purchases building materials from recycled sources		1		✓	Presentation of documentary evidence and/or field evaluation	
3.1.2	The company buys local building materials		1		✓	Presentation of documentary evidence and/or field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.2 Material Life-cycle Analysis						
3.2.1	The company uses a Material Life-cycle Analysis approach when buying building materials, i.e. assess the environmental impacts of the materials origin (chemical and energy intensive VS natural growth) and the environmental impacts of disposing of the products (hard to decommission and dispose VS natural decomposition)		1		Presentation of documentary evidence and/or field evaluation	
3.3 Certified wood products (from a sustainable forest)						
3.3.1	For all new buildings (post 2009) no wooden building materials in the facility are from rare hardwood tree species (for example 'Mukwa' (<i>Pterocarpus angolensis</i>) and 'Teak' (<i>Baikiaea plurijuga</i>)) and all woods used are from sustainable forests		1	✓	Presentation of documentary evidence and/or field evaluation	
4 Energy Conservation (29 Points)						
4.1 Generation of environmentally-friendly electricity [for facilities connected to BPC]						
4.1.1	At least 5% of the energy requirement for the facility is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage, i.e. the facility uses one of these power sources in combination with municipal BPC supply.		1		Presentation of documentary evidence and/or field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+		Compulsory Ecotourism		Measurable Indicators	Notes
4.1.2	At least 25% of the energy requirement for the facility is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage, i.e. the facility uses one of these power sources in combination with municipal BPC supply.		1		✓		Presentation of documentary evidence and/or field evaluation	
4.1.3	At least 60% of the energy requirement for the facility is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage, i.e. the facility uses one of these power sources in combination with municipal BPC supply.		1				Presentation of documentary evidence and/or field evaluation	
4.1.4	100% of the energy requirement for the facility can be generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage and BPC is only used as emergency backup supplies		1				Presentation of documentary evidence and/or field evaluation	
4.2 Generation of environmentally-friendly electricity [for facilities not connected to BPC, but generate their own power]								
4.2.1	At least 15% of the energy requirement for all facilities built pre-2009 and 30% for all facilities built post-2009 is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage.	✓					Presentation of documentary evidence and/or field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
4.2.2	At least 40% of the energy requirement for all facilities built pre-2009 and 60% for all facilities built post-2009 is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage.		1	✓	Presentation of documentary evidence and/or field evaluation	
4.2.3	At least 80% of the energy requirement for the facility is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage.		1		Presentation of documentary evidence and/or field evaluation	
4.2.4	100% of the energy requirement for the facility is generated by alternative power sources such as: Solar panels, Wind Turbines, hydro-power, or use of deep-cell DC power storage.		1		Presentation of documentary evidence and/or field evaluation	
4.3 Use of solar water heating systems [for facilities connected to BPC]						
4.3.1	5% of all water heating in the facility is done using solar geysers	✓			Presentation of documentary evidence and field evaluation	
4.3.2	25% of all water heating in the facility is done using solar geysers		1	✓	Presentation of documentary evidence and/or field evaluation	
4.3.3	60% of all water heating in the facility is done using solar geysers		1		Presentation of documentary evidence and/or field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+		Compulsory Ecotourism	Measurable Indicators	Notes
4.3.4	100% of all water heating in the facility is done using solar geysers		1			Presentation of documentary evidence and/or field evaluation	
4.4 Use of solar water heating systems [for facilities not connected to BPC and generate their own power supply]							
4.4.1	At least 15% of the water heating in all facilities built pre-2009 and 30% in all facilities built post-2009 is done using solar geysers	✓				Presentation of documentary evidence and/or field evaluation	
4.4.2	At least 40% of the water heating in all facilities built pre-2009 and 60% in all facilities built post-2009 is done using solar geysers		1		✓	Presentation of documentary evidence and/or field evaluation	
4.4.3	80% of all water heating in the facility is done using solar geysers		1			Presentation of documentary evidence and/or field evaluation	
4.4.4	100% of all water heating in the facility is done using solar geysers		1			Presentation of documentary evidence and/or field evaluation	
4.5 Use of low energy consumption appliances							
4.5.1	The company uses and/or replaces current electrical appliances with 'energy-rated' (e.g. Energy Star) appliance with low energy consumption		1			Presentation of documentary evidence and/or field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+		Compulsory Ecotourism	Measurable Indicators	Notes
4.5.2	At least 25% of all the appliances in the facility are 'energy-rated' for low energy consumption		1			Presentation of documentary evidence and/or field evaluation	
4.5.3	At least 50% of all the appliances in the facility are 'energy-rated' for low energy consumption including high consumption appliances		1			Presentation of documentary evidence and/or field evaluation	
4.6 Light fixtures							
4.6.1	At least 30% of the lights in the facility are of low consumption types (e.g.; CFLs, LEDs)	✓				Presentation of documentary evidence and/or field evaluation	
4.6.2	At least 70% of the lights in the facility are of low consumption types (e.g.; CFLs, LEDs)		1		✓	Presentation of documentary evidence and/or field evaluation	
4.6.3	All of the lights in the facility are of low consumption types (e.g.; CFLs, LEDs)		1			Presentation of documentary evidence and/or field evaluation	
4.7 Occupancy sensors							
4.7.1	Motion / occupancy sensors and day/night sensors are fitted in all departments where applicable		1			Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
4.8 Sub-metering of electricity by department						
4.8.1	Real time sub-metering is installed within the facility		1		Field evaluation	
4.8.2	Sub-metering is established to record load profiles within each department of the facility		1		Presentation of documentary evidence and/or field evaluation	
4.9 Hot water pipe insulation						
4.9.1	The main hot water pipes are insulated		1		Field evaluation	
4.9.2	In all new-builds (post 2009) or refurbished facilities, 100% of the hot water pipes are insulated.	✓			Field evaluation	
4.1 Sub-metering of water by department						
4.10.1	Real time water sub-metering is installed within the facility		1		Field evaluation	
4.10.2	Sub-metering records water use profiles within each department of the facility		1		Field evaluation	
5 Bed night energy / fuel use (6 Points)						
5.1 Fuel use in Generators for site						
5.1.1	The facility uses less than the following Litres of Fuel per bed night (where applicable); Guesthouses: 2.5 Hotels: 1.5 Game lodges and Camps: 8.0	✓			Presentation of documentary evidence and/or field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+		Compulsory Ecotourism		Measurable Indicators	Notes
5.1.2	The facility uses less than the following Litres of Fuel per bed night (where applicable); Guesthouses: 2.0 Hotels: 1.0 Game lodges and Camps: 5.0		1		✓		Presentation of documentary evidence and/or field evaluation	
5.2 Gas use on site								
5.2.1	The facility uses less than the following kgs of gas per bed night (where applicable); Guesthouses: 3.0 Hotels: 5.0 Game lodges and Camps: 2.0	✓					Presentation of documentary evidence and/or field evaluation	
5.2.2	The facility uses less than the following kgs of gas per bed night (where applicable); Guesthouses: 2.0 Hotels: 3.5 Game lodges and Camps: 1.5		1		✓		Presentation of documentary evidence and/or field evaluation	
5.3 Paraffin use on site								
5.3.1	The facility uses less than the following Litres of Paraffin per bed night (where applicable); Guesthouses: 1.5 Hotels: 1.0 Game lodges and Camps: 3.0	✓					Presentation of documentary evidence and/or field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
5.3.2	The facility uses less than the following Litres of Paraffin per bed night (where applicable); Guesthouses: 1.0 Hotels: 0.75 Game lodges and Camps: 2.0		1	✓	Presentation of documentary evidence and/or field evaluation	
6 Water Conservation and Recycling (19 Points)						
6.1 Use of Rain Storage Devices						
6.1.1	The facility has at least 1 rain collection and storage system and uses the stored water within its operations where applicable		1		Field evaluation	
6.1.2	The facility has rain collection and storage systems throughout the facility and uses the stored water within its operations where applicable		1		Field evaluation	
6.2 Garden watering practices						
6.2.1	Where the facility has an irrigated cultivated lawn, the sprinklers are only operated in the early mornings and late evenings.	✓			Field evaluation	
6.2.2	Where bedding plants are irrigated, the facility uses the drip method, which is not conducted during the heat of the day.		1		Field evaluation	
6.3 Use of Water Saving Devices						
6.3.1	50% of taps/showerheads have a flow of less than 10L/min.	✓			Field evaluation - physical test of a selection of taps to measure water flow	



Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
6.3.2	75% of taps/showerheads have a flow of less than 10L/min.		1	✓	Field evaluation - physical test of a selection of taps to measure water flow	
6.3.3	100% of taps/showerheads have a flow of less than 10L/min.		1		Field evaluation - physical test of a selection of taps to measure water flow	
6.4 Towel and linen reuse program						
6.4.1	A guest towel and linen reuse program is operated at the facility and staff receive instruction on the implementation of the program	✓			Presentation of documentary evidence and/or field evaluation	
6.5 Drinking Water						
6.5.1	The facility provides either filtered, treated water for guests, which is monitored for quality, or uses other forms of drinking water that reduces the number of plastic water bottles, such as providing each guest with their own refillable water container which is replenished from a central point.		1	✓	Field evaluation	
6.6 Water treatment and recycling						
6.6.1	The facility reticulates and disposes of its effluent in a responsible manner, with no discharge of any raw effluent into the environment	✓			Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
6.6.2	Where applicable all of the facilities septic tanks have a soak-away more than 50m from any surface water body	✓			Field evaluation	
6.6.3	The facility treats and/or recycles 100% of its grey water.		1		Field evaluation	
6.6.4	All water output from a facility's sewerage treatment system is monitored regularly to ensure it complies with stated benchmarks in the BOBS 32:2000 standards	✓			Field evaluation	
6.6.5	The vegetation around a facilities septic, conservancy or waste treatment system is monitored regularly to help indicate evidence of leakage of untreated waste into the soil	✓			Field evaluation	
6.7 Low impact toilets						
6.7.1	All toilets in the facility are low flush or are a dry compost design where applicable		1	✓	Field evaluation	
6.8 Regular leakage assessment program and reporting						
6.8.1	For the site, the company can demonstrate that it conducts a leakage assessment every month and has a reporting method in place.	✓			Presentation of documentary evidence	
6.8.2	For the site, the company can demonstrate that it conducts a leakage assessment every month and repairs leaks within the day		1	✓	Presentation of documentary evidence	
6.9 Regular recording of total water consumption						
6.9.1	For the site, the overall water consumption is recorded on a monthly basis	✓			Presentation of documentary evidence	



Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
6.9.2	Water consumption meters are fitted in all departments and guestroom clusters in the facility to record the amount of water used per week.		1		Presentation of documentary evidence and/or field evaluation	
7 Waste Management and Recycling (16 Points)						
7.1 Refillable Amenity Dispensers, refillable/recyclable containers and no single packaging						
7.1.1	Refillable (soap and shampoo) dispensers are provided in all guestrooms in the facility	✓			Field evaluation	
7.1.2.	There is no single soap packaging used in guestrooms in the facility, unless wrapping is biodegradable		1		Field evaluation	
7.1.3	Only refillable dispensers and refillable/recyclable containers are used throughout the facility		1		Field evaluation	
7.2 Composting of biodegradable waste						
7.2.1	All biodegradable waste from the facility is composted, or removed where applicable		1		Field evaluation	
7.2.2	Composted material is used to fertilise the garden either in situ or at another site, where applicable.		1		Field evaluation	
7.3 Separation and Recycling program						
7.3.1	For the site, the company can demonstrate that it records the volume of solid waste production and actively reducing waste volume by achieving annual targets		1	✓	Presentation of documentary evidence and field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
7.3.2	Paper, glass, hard plastics, metals and cooking and motor oil are separated, properly stored until being taken (backhauled) to the recycling centre. Where there is no recycling centre, all items that can be recycled locally are recycled.	✓			Field evaluation	
7.3.3	Where no local municipal recycling facilities are available the company has developed its own transport/recycling program to ensure waste (plastics / metals / glass) from the facility is independently recycled		1	✓	Presentation of documentary evidence and field evaluation	
7.3.4	Guestrooms at the facility have in-room separation and recycle boxes		1		Field evaluation	
7.4 Solid Waste Storage						
7.4.1	All solid waste is appropriately stored within a covered area, with domestic animal and wildlife proof cage/storage area on concrete or solid floor to stop leakage and soil contamination	✓			Field evaluation	
7.4.2	There is no litter scattered anywhere around the facilities site	✓			Field evaluation	
7.5 Liquid Waste Separation						
7.5.1	All liquid waste from the kitchen, workshop and laundry departments of the facility passes through a fat/grease trap before entering the grey/black water treatment system. All fat/grease collected within the trap must be regularly removed and stored in a large container for removal to the local municipal land fill.	✓			Field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
7.6 Use of biodegradable cleaners and certified pesticides						
7.6.1	The company buys cleaners used at the facility that are biodegradable and pesticides are certified as environmentally friendly whenever available within the District	✓			Field evaluation	
7.6.2	25% of all cleaners used at the facility are biodegradable and pesticides are certified as environmentally friendly		1		Field evaluation	
7.6.3	50% of all cleaners used at the facility are biodegradable and pesticides are certified as environmentally friendly		1	✓	Field evaluation	
7.6.4	100% of all cleaners used at the facility are biodegradable and pesticides are certified as environmentally friendly		1		Field evaluation	
8 Hazardous Chemical use and storage (4 Points)						
8.1 Mitigate for pollution and enhance recycling						
8.1.1	All fuels used for either vehicles, generators or boats are appropriately stored within a concrete bunded area	✓			Field evaluation	
8.1.2	The facility has an appropriately housed generator and or water pump, with concrete bunded, covered area, with no evidence of soil / water contamination	✓			Field evaluation	
8.1.3	The facility has an appropriate workshop / wash bay area for vehicle / boat mechanics, with concrete floor that reticulates water run-off into a soak-away system with in-line grease trap	✓			Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green		Points for Green+	Compulsory Ecotourism		Measurable Indicators	Notes
8.1.4	All used motor oils are taken to a local collection point for recycling through the Tshole Trust and all other/ initiatives	✓					Field evaluation	
9 Transportation (2 Points)								
9.1 Fuel-efficient boat motors and vehicles								
9.1.1	For the site, the company must demonstrate that a fuel efficiency policy is practiced, with each vehicle or boat being the best in its class for fuel efficiency			1			Presentation of documentary evidence	
9.1.2	For the site, annual targets are set to reduce fuel consumption through use of alternative transport such as improved route planning			1	✓		Presentation of documentary evidence and/or field evaluation	
10 Purchasing Practices (1 Point)								
10.1 Life-Cycle Audit or Assessment (LCA) for regularly purchased materials								
10.1.1	For the site, the company can demonstrate a basic consideration of a life-cycle assessment of at least 5 products that are frequently purchased, such as; food items, building materials, paints and varnishes, cleaning products			1			Field evaluation - ask about origins of products to test knowledge	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
11	Food and Beverages (8 Points)					
11.1	Use of free range and/or fresh organic foods or beverages					
11.1.1	5% of the value of all foods and beverages served at the facility and provided for staff are free range or known to be organic (i.e. grown with no pesticides or chemical fertilizers)		1		Field evaluation	
11.1.2	20% of the value of all foods and beverages served at the facility and provided for staff are free range or known to be organic (i.e. grown with no pesticides or chemical fertilizers)		1		Field evaluation	
11.1.3	30% of the value of all foods and beverages served at the facility and provided for staff are free range or known to be organic (i.e. grown with no pesticides or chemical fertilizers)		1		Field evaluation	
11.2	Support to local producers					
11.2.1	20% of the value of all foods and beverages served at the facility are produced within Botswana, such as; Botswana beef, mabele, locally grown vegetables, drinks from local breweries		1		Field evaluation	
11.2.2	40% of the value of all foods and beverages served at the facility are produced within Botswana		1		Field evaluation	
11.2.3	80% of the value of all foods and beverages served at the facility are produced within Botswana		1		Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
11.3 Support to local suppliers						
11.3.1	The company buys local, with 50% of the value of all foods and beverages served at the facility supplied by Botswana suppliers	✓			Field evaluation and relevant documents such as purchase orders	
11.3.2	The company buys local, with 100% of the value of all foods and beverages served at the facility supplied by Botswana suppliers		1		Field evaluation and relevant documents such as purchase orders	
12 Air Quality and Noise Reduction (3 Points)						
12.1 No-smoking rooms + guest areas						
12.1.1	At least 80% of the rooms and all guest areas in the facility are non-smoking (as defined by the Smoking Act)	✓			Field evaluation	
12.1.2	All of the rooms and all guest areas in the facility are non-smoking		1		Field evaluation	
12.2 Noise Pollution						
12.2.1	The company can demonstrate that noise from the site (i.e. generators) is not audible from beyond 50m	✓			Field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
13 Health and Safety (3 Points)						
13.1 Emergency Response						
13.1.1	The company can present and indicate where it is implementing a Facility / Site Evacuation Plan, providing emergency instructions for guests within each guest room and for staff in all departments	✓			Presentation of relevant documentation & testing schedule	
13.1.2	The facility has an appropriately and well stocked first aid kit, with all medication within the expiry date and is restocked every 6 months	✓			Field evaluation	
13.2 Hygiene						
13.2.1	The facility is hygienic across all departments, with no evidence of solid waste, litter, while kitchens and food storage areas are clean and pest free	✓			Field evaluation	
14 Employee Training (8 Points)						
14.1 Environmental Awareness for staff about dangers of Wildlife						
14.1.1	Where applicable, the company can demonstrate that 100% of staff are provided with information to improve awareness about the dangers of working and living within a dangerous wildlife inhabited environment	✓			Field evaluation - ask staff at the facility	
14.2 Employee Incentives and involvement in the Environmental Program						
14.2.1	For the site, the company provides incentives to different departments to reward staff for achieving environmental targets		1		Presentation of documentary evidence & field evaluation - ask staff at facility	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
14.2.2	A member of each department within the facility is selected to be part of Company 'Green Team' and prepare (with management) a company Ecotourism and Environmental Policy / environmental code of conduct		1		Presentation of documentary evidence & field evaluation - ask staff at facility	
14.3 Site specific guide training programs						
14.3.1	Guides employed / contracted by the company have undergone additional guide training that focuses on specific aspects of the facilities surrounding environment, such as local and regional history, ecology, archaeology, communication skills, and an overview of ecotourism.		1	✓	Presentation of documentary evidence & field evaluation - ask staff at facility	
14.4 Employees training program for chemical use and handling						
14.4.1	For the site, the company can demonstrate that all employees receive 1 in house chemical use and handling training program/year	✓			Presentation of documentary evidence & field evaluation - ask staff at facility	
14.5 Employees training program for first aid awareness						
14.5.1	For the site, the company can present and indicate where it ensures its staff have appropriate first aid training; for all senior management, guides, and selected front of house staff	✓			Presentation of documents such as an EMP and field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
14.6 Staff energy-use awareness						
14.6.1	For the site, the company can present and indicate where it is implementing a basic 'staff energy-use awareness plan' that includes individual methods to conserve energy while at the facility. Signs and/or information pamphlets should be available for staff on how and where to conserve energy use, such as; switch off lights / use washing machines and irons efficiently / use fans in preference of air-conditioning etc	✓			Presentation of guest information package and field evaluation	
14.7 Staff water-use awareness						
14.7.1	For the site, the company can present and indicate where it is implementing a basic 'staff water-use awareness plan' that includes individual methods to conserve water while at the facility. Signs and/or information pamphlets should be available for staff on how and where to conserve water use, such as; don't leave taps running / water conservation signs in all departments / efficient use of washing machines / efficient watering of garden	✓			Presentation of documents such as an EMP and field evaluation	



3.4 PRINCIPLE 4:

Visitor Experience,
Impact and Interpretation

(17 points)





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.4 PRINCIPLE 4: Visitor Experience, Impact and Interpretation (17 points)						
1 Visitor impact (4 Points)						
1.1 Visitor Code of Conduct						
1.1.1	For the site, the company can demonstrate a basic Visitor Code of Conduct (provided in the guest information pack), has been prepared and provides information on the following points; i. How to minimize pollution		1	✓	Presentation of documentary evidence	
1.1.2	ii. How to minimise negative impacts on local population		1	✓		
1.1.3	iii. How to protect natural areas and heritage sites		1	✓		
1.1.4	iv. The potential for volunteer contribution of the visitor		1			
2 Visitor experience (9 Points)						
2.1 Offer clients full day and/or ½ day ecotours						
2.1.1	The company offers full day and/or ½ day ecotours from the facility (either through its own operations or an Ecotourism certified outsourced company) to the surrounding environment and/or local communities using specialised staff, such as; a) mekoro poler b) Full professional or assistant professional guide (BOTA level qualification) c) speciality local guide		1	✓	Field evaluation and assessment of ecotours using the ecotour standards for all potential Ecotourism facilities	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.1.2	For the site, the company provides (in cooperation with the community) direct contact with at least 1 community, if applicable		1		Field evaluation	
2.2 Guest Satisfaction Survey						
2.2.1	The company demonstrates that all visitors are encouraged to participate in a Guest Satisfaction Survey, which is used by the company to help improve the facility's performance	✓			Presentation of documentary evidence	
2.2.2	The company demonstrates that all visitors have the opportunity to participate in a Guest Satisfaction Survey and their Environmental Impact is made available if requested during their stay at the facility, with information used from the water and electrical sub-metering within the facility		1	✓	Presentation of documentary evidence	
2.3 Visitor energy-use awareness						
2.3.1	For the site, the company can present and indicate where it is implementing a basic 'visitor energy-use awareness plan' that includes individual methods to conserve energy while at the facility. Signs and/or information pamphlets are available for guests on how and where to conserve energy, such as; switch off lights when not in the room / use fans in preference of Air-Conditioning etc	✓			Presentation of guest information package and field evaluation	





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.3.2	For the site, the company can demonstrate where it provides information to guests on the company's methods to conserve energy with a description, where possible of their renewable energy sources (taken as a mean weekly value of guests energy use from the facilities sub-metering)		1	✓	Presentation of guest information package and field evaluation	
2.4 Visitor Water-Use Awareness						
2.4.1	For the site, the company can present and indicate where it is implementing a basic 'visitor water-use awareness plan' that includes individual methods to conserve water while at the facility. Signs and/or information pamphlets are available for guests on how and where to conserve water, such as; use low flush toilet button / don't leave taps running / water conservation signs in all guest rooms i.e. re-use towels etc	✓			Presentation of documents such as an EMP and field evaluation	
2.4.2	For the site, the company can demonstrate where it provides information to guests on the company's methods to conserve water with a description of the company's water conservation policy and actions (taken as a mean weekly value of guests water use from the facilities sub-metering)		1	✓	Presentation of documents such as an EMP and field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
2.5 Inform guests of recycling program and in-room waste separation						
2.5.1	At the facility guests are informed about the company's recycling policy and activities		1	✓	Presentation of documentary evidence and field evaluation	
3 Visitor interpretation (3 Points)						
3.1 Interpretation and information about the local environment (ecological and social)						
3.1.1	Basic information is provided to guests, either in a verbal orientation talk, or through a written information pack about the natural surroundings, local culture and cultural heritage of the site		1		Presentation of documentary evidence or listening to verbal orientation talk	
3.1.2	Advanced information is provided to guests, either in a verbal orientation talk, or through a written information pack about all of the above and the geological, ecological setting and general ecological and social threats and concerns related to the surrounding environment		1	✓	Presentation of documentary evidence or listening to verbal orientation talk	





Standard No.	Standard	Compulsory Green	Points for Green+		Compulsory Ecotourism	Measurable Indicators	Notes
3.1.3	<p>All front-of-house staff in contact with the guests at the facility have a basic knowledge of all of the following ecological issues (guests should be informed of staff knowledge and to ask questions):</p> <ul style="list-style-type: none"> i. the natural and conservation values of the area; ii. the core principles of ecotourism <p>Note: This criterion applies to all staff, whether or not they carry out interpretative activities, (i.e. all front of house and bar staff, etc.)</p>		1		✓	Field evaluation - test staff on knowledge base	
4 Visitor Contribution (1 Points)							
4.1 Visitor contribution towards local conservation and community projects							
4.1.1	<p>Basic information is provided to guests through a written information pack about the company's support for local conservation and/or community projects; Guests are given the opportunity to donate funds towards these causes</p>		1			Presentation of documentary evidence	



3.5 PRINCIPLE 5:

Maximisation of Local
(District) Community Benefits

(15) Points





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.5 PRINCIPLE 5: Maximisation of Local (District) Community Benefits (15) Points						
1 Local (district) Community Relations (15 Points)						
1.1 Use of fair employment practices						
1.1.1	The company can demonstrate basic fair employment practices including all of the following;	✓			Presentation of documentary evidence - localisation and training plan	
1.1.2	i. capacity building through training and promotion					
1.1.3	ii. payment of better than or equal to minimum wage	✓				
1.1.5	iii. basic health care provision that includes HIV awareness provision and basic emergency health care planning for remote facilities	✓				
1.1.6	v. ensures gender and generation balance	✓				
1.1.6	The company can demonstrate a fair employment policy, creating employment opportunities for the physically challenged		1		Presentation of documentary evidence - localisation and training plan	
1.1.7	The company can demonstrate effective local capacity building, in areas such as camp management, and specialist skills (chefs, mechanics, etc).		1	✓	Presentation of documentary evidence - localisation and training plan	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
1.2 Proactive local hiring practices						
1.2.1	For the site, the company can demonstrate that it operates a proactive hiring policy, employing members of the local community wherever possible.		1	✓	Presentation of documentary evidence - localisation and training plan	
1.2.2	At least 90% of employees working at the site are from Botswana		1	✓	Presentation of documentary evidence - localisation and training plan	
1.3 Local community involvement and awareness						
1.3.1	The company has appointed a local community liaison officer who has been introduced to the local community where applicable		1		Field evaluation	
1.4 Financial or in-kind support						
1.4.1	The company can demonstrate that there are tangible benefits to the community through an ongoing, multi-year financial and/or in-kind support to at least 1 local community based project (e.g. HIV awareness, literacy). i.e. can produce documentary evidence.		1	✓	Presentation of documentary evidence	
1.4.2	The company can demonstrate that at least 2% of gross profits are provided directly or in-kind for community-based projects		1		Presentation of documentary evidence	
1.4.3	The company can demonstrate that at least 4% of gross profits are identified for community-based projects		1		Presentation of documentary evidence	



Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
1.4.4	The company can demonstrate that at least 6% of gross profits are identified for community-based projects		1		Presentation of documentary evidence	
1.5 Promotion of local cultural craft and performing arts						
1.5.1	The company provides at least 1 location on site for the promotion and sales of local arts and craft (i.e. curio shop), or routinely provides access to such a location		1	✓	Field evaluation	
1.5.2	The company can demonstrate that it promotes locally produced crafts and Botswana manufactured arts and crafts are prominently displayed within the site's designated sales area.		1	✓	Field evaluation	



3.6 PRINCIPLE 6:

Contribution to Conservation

(7 Points)





Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.6 PRINCIPLE 6: Contribution to Conservation (7 Points)						
1 Direct support for nature conservation (7 Points)						
1.1 Portion of profits to conservation projects						
1.1.1	The company can demonstrate financial and /or in-kind support for at least 1 significant local nature conservation project, which can be run by the company		1	✓	Presentation of documentary evidence	
1.1.2	The company sponsors or actively participates with a local school in at least 1 environment related program through financial and / or employee in-kind contribution.		1		Presentation of documentary evidence	
1.1.3	The company can demonstrate that at least 2% of gross profits or the equivalent in-kind support is directed for local and national nature conservation projects		1		Presentation of documentary evidence	
1.1.4	The company can demonstrate that at least 4% of gross profits or the equivalent in-kind support is directed for local and national nature conservation projects		1		Presentation of documentary evidence	
1.1.5	The company can demonstrate that at least 6% of gross profits or the equivalent in-kind support is are directed for local and national nature conservation projects		1		Presentation of documentary evidence	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
1.2 Environmental Monitoring						
1.2.1	For the site, the company can demonstrate that it abides by its stated policy with a commitment to conduct environmental and ecological monitoring where applicable		1	✓	Field evaluation and EMP	
1.2.2	For the site, the company can demonstrate that it abides by its stated commitment to conduct environmental and ecological monitoring, as stated in the local area management plan and abides by the Limits of Acceptable change for that given area, if applicable	✓			Presentation of documentary evidence - records of environmental monitoring are available	





3.7 PRINCIPLE 7:

Nature Interpretation
- (Ecotours)

(36 Points)



3.0 Accommodation Standards

Standard No.	Standard	Compulsory Ecotour Standards	Measurable Indicator	Notes
3.7 PRINCIPLE 7: Nature Interpretation - (Ecotours) (36 Points)				
1 Tour Management and Monitoring (6 Points)				
1.1	The tour is planned with a logical sequence to either reduce fuel use, or minimise congestion with other vehicles	✓	Field evaluation	
1.2	The tour is planned to disseminate information about local and regional ecology / conservation / archaeology / socio-cultural issues	✓	Field evaluation	
1.3	The tour has an initial verbal debrief that explains the potential dangers and safety requirements involved with any of the activities associated with the tour	✓	Field evaluation	
1.4	Tour quality is monitored regularly by the company through guest feedback	✓	Presentation of documentary evidence	
1.5	The tour is lead in its totality by either a full professional or assistant professional guide if taking place within a national park / game reserve or wildlife management area, otherwise by a specialist guide at an archaeological / socio-cultural site	✓	Presentation of documentary evidence, such as guides licence	





Standard No.	Standard	Compulsory Ecotour Standards		Measurable Indicator	Notes
1.6	Groups are limited to 18 people, with a maximum of 9 guests per guide or vehicle. In the case of Mekoro trips there must be one professional guide for every 4 mekoro, with a qualified poler on the other 3 mekoro	✓		Field evaluation	
2 Environmental Protection, Health & Safety and Security Measures (8 Points)					
2.1	The environmental impact of the tour has been assessed, and measures have been taken in order to minimize or remove any negative impacts using either an in-house or professionally developed environmental management plan (EMP)	✓		Presentation of documentary evidence, such as EMP	
2.2	All activities of the tour that take place in protected areas, such as National Parks, Game Reserves and Wildlife Management Areas are undertaken in locations designated by, and according to specific guidelines as dictated by the local area management plan	✓		Presentation of documentary evidence and field evaluation	
2.3	Where the tour is conducted within a WMA, no activities will be undertaken outside of designated/ marked roads/trails unless approved by the manager of the natural area	✓		Presentation of documentary evidence and field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Ecotour Standards		Measurable Indicator	Notes
2.4	The tour should have and implement a road use and driver policy, ensuring that no physical damage occurs to the environment through soil erosion, dust creation, off-road driving, while the speed of driving is controlled, as is the approach of wildlife with vehicles.	✓		Presentation of documentary evidence and field evaluation	
2.5	No solid waste created during the tour will be disposed of in natural areas but will be carried out for appropriate disposal or recycling. No solid waste is burnt during the tour.	✓		Field evaluation	
2.6	A fire prevention and action plan has been developed and is available for reference for all staff, while all tour staff should be trained in fire control management	✓		Presentation of documentary evidence and field evaluation	
2.7	One of the operational staff in addition to the guide must be trained with first aid, while all vehicles must carry a fully comprehensive first aid kit	✓		Presentation of documentary evidence and field evaluation	
2.8	A list of emergency contacts is available to all personnel and the clients, or guests are provided with a verbal debrief about how to use the radio in case of emergency	✓		Presentation of documentary evidence	



Standard No.	Standard	Compulsory Ecotour Standards	Measurable Indicator	Notes
3 Impact on Wildlife (4 Points)				
3.1	The tour does not include deliberate intrusions that may cause significant disturbance to wildlife behaviour and patterns in their natural habitat.	✓	Field evaluation	
3.2	The tour activities do not detrimentally affect the habitats and wildlife activity (such as destruction of vegetation, nesting sites, wetlands, etc)	✓	Field evaluation	
3.3	There is no feeding of wildlife.	✓	Field evaluation	
3.4	All flashlights used in activities involving night watching are fitted with a red filter to minimize disturbance.	✓	Field evaluation	
4 Bush Walks and Camping Trips (7 Points)				
4.1	Public toilets are used when available. Otherwise a hole of minimum 15 cm deep is dug at least 20m away from the path and 50m away from the nearest water body, or at the guide's discretion where applicable.	✓	Field evaluation	
4.2	The tour is encouraged to use gas stoves and reduce the use of wood fires for cooking where applicable	✓	Field evaluation	
4.3	All evidence of fire must be buried after use where applicable. Fires should not be left unattended.	✓	Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Ecotour Standards		Measurable Indicator	Notes
4.4	Camping is only permitted in designated areas, where applicable	✓		Field evaluation	
4.5	All solid waste should be protected from wildlife during the complete tour and then carried out to be disposed of at designated sites.	✓		Field evaluation	
4.6	All efforts should be made to carefully deal with biodegradable waste to ensure exotic species are not introduced.	✓		Field evaluation	
4.7	No soil at the campsite, if applicable, should be disturbed apart from digging pit latrines and burying the fire	✓		Field evaluation	
5 Vehicles and aircraft (9 Points)					
5.1	The majority of the land/water vehicles (4X4, vans, powerboats) used during the tour are considered among the most energy efficient in their class (i.e. 4X4 vehicles that achieve more than 10km/L, and/or use of 4 stroke rather than 2 stroke boat engines)	✓		Field evaluation	
5.2	No tour driver will leave the motor running for more than 3 minutes when stationary	✓		Field evaluation	
5.3	Vehicles will be properly maintained in order to minimize unnecessary emissions	✓		Field evaluation	



Standard No.	Standard	Compulsory Ecotour Standards	Measurable Indicator	Notes
5.4	Where vehicles are refuelled during the tour all efforts are made to ensure there is no spillage and soil contamination while vehicles are parked or during refuelling, e.g. temporary bund using tarpaulins and sand	✓	Field evaluation	
5.5	All water crossings are avoided if possible to reduce water contamination	✓	Field evaluation	
5.6	All efforts are made to maximise the use of non-vehicular movements where possible (canoe, horse-riding, walking)	✓	Field evaluation	
5.7	All private airstrips and helipads are located as far as possible from public areas and the use of aircraft has no negative impact on the visitor experience;	✓	Field evaluation	
5.8	All flights over the protected areas maintain a minimum height / altitude set by protected area managers / Department of Civil Aviation	✓	Field evaluation	
5.9	All appropriate measures are in place to reduce fuel and oil spillage and measures are in place to mitigate soil contamination for helicopter refuelling e.g. temporary bund using tarpaulins and sand	✓	Field evaluation	





3.0 Accommodation Standards

Standard No.	Standard	Compulsory Ecotour Standards	Measurable Indicator	Notes
6 Community relations (2 Points)				
6.1	<p>The ecotourism operation must ensure that tourists are advised, either verbally, or through a written statement on the code of behaviour to be adhered to within the visited communities, where applicable.</p> <p>Note: The code of behaviour refers to the tourists' behaviour in relation to the ethical customs of the area (for example, visitors will wear decent clothing; will obtain the approval of the people in order to have their photograph taken, will not be aggressive in taking the photograph, etc.).</p>	✓	Field evaluation	
6.3	No activities will be undertaken with traditional communities unless approved by the local designated leader.	✓	Field evaluation and presentation of documentary evidence	



4.0 Annexures

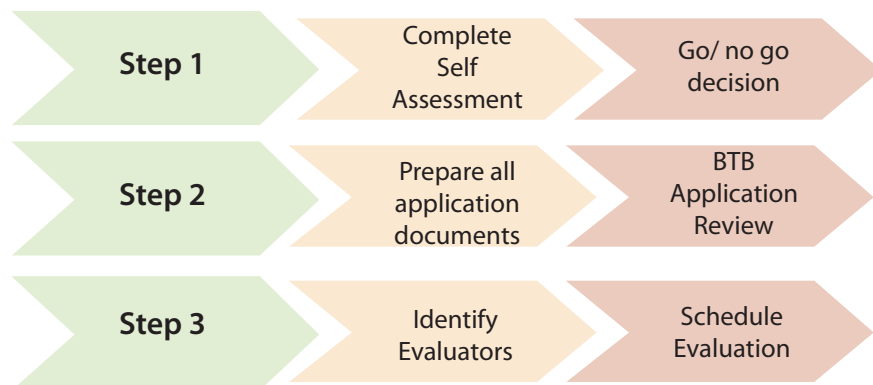


4.0 Annexures

4.1 Annexure 1: The Application Process

Introduction to the Process

The certification process will take place in nine steps, starting with the self-assessment or evaluation and concluding with the award of the certificate and the logo. The steps are as follows:



Step 1: Self-evaluation Procedure

Those tourism suppliers that would like to be certified must first complete a self-evaluation form, available free of charge on the Botswana Tourism Board (BTB) website or it can be mailed following a request to the BTB.

The self-evaluation form allows the applicant to evaluate if their tourism product attains the desired level to be certified. After this self-assessment the tourism supplier can decide to proceed to Step two or to take additional time to improve the business operations before submitting the certification application.

Step 2: Application for Green, Green+ or Ecotourism Certification (Refer to Annexure 2)

After the self-evaluation is completed and the tourism supplier has decided to proceed with certification, an official request must be submitted to the BTB Quality Assurance Department. The request must be posted to the regional BTB office and include the following documents (all of which are available for download from the BTB website, or can be mailed following a request to the BTB Quality Assurance Department):

- application form;
- self-evaluation form, including compliance with all relevant legislation;
- the required documentation to be reviewed by BTB prior to the site evaluation (see list detailing documents in the application form), or detailing what is available for inspection on site

Step 3: Ecotourism Assessors Selection and Scheduling

BTB records all the requests and starts the internal process by appointing an assessor and arranging for the site evaluation.

Site visits will be made when the applicant has clients at the facility in order to adequately assess their tourism product.



Step 4: Onsite evaluation

The onsite evaluation will be performed by BTB's assessors. Depending upon the size of the operation and tourism activities conducted, the evaluation will take place over the course of a full day, or may require more than a full day.

The assessor will fill in the evaluation form (same as this standards form) based on:

- objective observations,
- discussions with clients,





- discussions with staff.

The BTB assessor will collect the following materials:

- facility evaluation form completed;
- additional list with comments and recommendations
- promotion materials of the tourism supplier;
- photos taken during site evaluation.

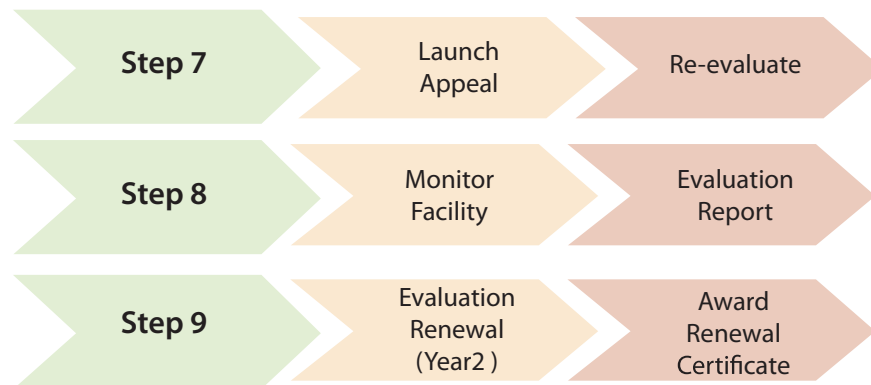
Step 5: Certification decision by the Quality Assurance Committee

The Quality Assurance Committee will be provided with all the necessary forms from the assessors. They will analyse all the information provided by assessors and decide if the certification will be awarded. Their decision will also include the level of certification. Where necessary a list of additional recommendations may also be included.

Meetings are held at least twice annually. There is a two-year award period. The applicant must apply for a renewal of their certification midway through year two with a formal request sent to the BTB

Step 6: Presentation of Certificates

The applicant will be issued with a certificate denoting the level achieved. The certificate will indicate the period for the right to use the Green, Green+ or Ecotourism logo.



Step 7: Appeals Procedure

If the evaluated operator does not agree with the grade awarded, they can request a re-evaluation. This process starts at Step 3.

Step 8: Re-evaluation and Renewal

During the last year of the certification, the awarded facility or operation must re-launch the evaluation process including Steps 1 to 6. No extension of use of the certification logo will be authorized after the expiry date. Therefore the renewal and re-evaluation process must start at least six months in advance of the expiry date.

Step 9: Periodic Monitoring

During the award period, the certified facility / operation will be monitored to ensure that the operation complies with stipulated requirements.

Following successful certification, a certified operation will be permitted to use the appropriate logo. This permission is granted for the duration of the certification.

The logo may be used by facilities which have met the requirements for a specific certification level. It may not be used in anyway other than as specified in the guidelines. Failure to comply with these instructions could result in revocation of the right to use the logo, and or termination of the certification.

4.2 Annexure 2 : Self Assessment Pack

This package contains instructions and documents for Steps 1 and 2 of the Botswana Ecotourism Certification System.

Aim of this pack

This package gives operators the guidance and information they need in order to:

- Understand how to improve their performance on ecotourism principles,
- Accurately assess their readiness for on-site auditing and certification,
- Prepare for an on-site audit.





4.0 Annexures

Documents included within this Pack

1. **Application form** – used to provide feedback to the Quality Assurance Department on self-assessed performance level, to indicate readiness of the facility to apply for certification and if ready, request scheduling of an on-site audit
2. The **Accommodation standards** – these are the same standards used by the auditors to maximise transparency in the system.

Process for Step 1

1. Obtain *Best Practice Manual* (from BTB).
2. Read *Overview of Botswana Ecotourism Certification System* (included or from BTB).
3. Conduct site-based self-assessment using Accommodation Standards and *Best Practice Manual*.
4. Score the self-assessment using the scoring table

Depending on the outcome of the self-assessment you may proceed to Step 2.

Process for Step 2

1. Complete application form (included).
2. Submit application to the nearest BTB offices

Instructions for self-assessment using the standards document

1. Response to the standards

For each of the standards, there are up to 4 areas to record your response.

1. The two columns with tick marks (✓) show whether the standard is compulsory for *Green*, or for *Ecotourism* level. Please mark with a tick if your site reaches this standard in the white spaces (see **A** for Green and **B** for Ecotourism below).
2. If you believe that a standard is not applicable to your facility (where the standard states 'where applicable') then write *N/A* in the space and define your reasons in the notes column. When totalling up your score for the self assessment only count those standards that are applicable to your facility, i.e. if you believe that 5 of the compulsory Green standards are not applicable and you have attained all of the other compulsory Green standards then you will score 70 out of 70 compulsory green standards, rather than 70 out of 75 and therefore

be eligible for the Green award. The same rule applies for the compulsory Ecotourism standards.

3. Each non-compulsory standard that is attained helps your facility to attain the Green+ level. Each of these standards has a maximum score of one point. In the white box (see **C** below), please enter your self-assessed score for each standard.
4. The final Notes column (see **D** below) is for notes to justify the ticks, scores and non-applicable standards. This should include as much detail as possible.
5. All standards defined as non-applicable will be re-appraised by the field assessor before any award is granted.

An example is given below:

Standard No.	Standard	Compulsory Green	Points for Green+	Compulsory Ecotourism	Measurable Indicators	Notes
3.3 PRINCIPLE 3: Minimisation of Negative Impact on Environment by Physical Design and Operations (127 Points)						
1 Environmental Design and Construction (19 Points)						
1.1 Screening + visual integration with landforms						
1.1.1	A basic effort has been made to integrate the tourism facility into the surrounding environment through the use of landscape forms and/or vegetation	✓ A			Field evaluation	yes we use trees and bushes to screen our guest accommodation
1.2 Facility location, layout and orientation						
1.2.1	The facility has direct access to the natural environment (the location is in a natural or rural area, or in the immediate vicinity of the natural environment)		1	✓ B	Field evaluation	There is a river in front of the lodge
1.2.2	The facility has a capacity for no more than 140 guests, with a maximum of 70 rooms, or a guest to staff ratio of at least 2:1		1	✓ B	Stated in the application form and field evaluation	There are only 6 guest units so we have a maximum capacity of 12 D
1.2.3	The rooms must be sited individually or grouped in dispersed clusters of no more than 8 rooms with a maximum of 16 beds per cluster. For campground, each site must be adequately separated by natural vegetation and total screening between clusters of 4 sites		1 C		Field evaluation	Guest units are individually sited
1.2.4	Layout; Views within the site and to the surrounding landscape are maximized,	✓			Field evaluation	
1.2.5	Layout; Adequate shade is provided by the use of vegetation and / or facility orientation,	✓			Field evaluation	
1.2.6	Layout; Individual accommodation units/sites have adequate privacy,	✓			Field evaluation	



4.3 Annexure 3: List of documents required for off-site and on-site audit

Operators should be able to provide the following types of documentation prior to the site visit by the field assessor.

Each of these documents does not need to be a separate entity, but can form part of a well written and comprehensive Environmental Management Plan (EMP). This EMP does not need to be a professionally written document but can be developed 'in-house' and should cover all aspects of the company's and / or facility's operations. A copy of the EMP should be kept at the facility and used as a point of reference by the facility's management and heads of department to aid the effective environmental management of the facility.

In other instances documentary evidence such as records of purchasing practices, maintenance records and examples of information provided to guests at the facility should be gathered for inspection during the field assessment.

Measurable indicators (Not all these are compulsory for all levels and many are only required to generate additional points towards attaining the Green + level)	Refer to section
First Section	
PRINCIPLE 1	
*Signed Declaration in the Application Form	1.1
*Environmental Management Plan	2.1, 2.2, 2.4, 2.6, 2.7, 2.8, 2.9, 2.15, 3.1.2
Environmental Impact Assessment	2.3
Preventative Maintenance Plan or report files and maintenance schedules	2.5
Environmentally Responsible Supplies and Services	2.13
Use of Botswana Associated Services	2.14
Tourism Business Plan	4.1
Proof of Membership Association	6.1
Company Registration Documents	7.1
PRINCIPLE 2	
Marketing Documents	1.1

Carbon Off-set documents	2.1
Second Section	
PRINCIPLE 3	
Profile/resume of selected facility designers or architects	2.2
Proof of purchase/use of recycled and low-maintenance construction materials	3.1
Material Life-Cycle Analysis Guidelines or Policy.	3.2
Fuel and gas bills, stock/order book	4.1
Guest information on recycling, and/or towel and linen reuse policy	6.4
Water usage and leakage assessment records	6.8 & 6.9
Recycling and Separation Policy	7.3
Fuel efficiency policy, and/or fuel reduction policy	8.1
Facility / Site Evacuation Plan	12.1
Training manuals / records of training for chemical use and environmental management	13.1
Incentives policy for environmental target performance	13.2
Company "green team" or equivalent membership list	13.2
Site specific guides training program manual	13.3
Staff Chemical handling training program manuals	13.4
Environmental Policy or Environmental Code of Conduct	14.2
PRINCIPLE 4	
Guest Information Pack, which includes; water & energy conservation / visitor code of conduct / guest satisfaction survey / guest recycling program / visitor interpretation pack / visitor contribution initiatives	1.1, 2.1, 3.1, 4.1
Third Section	
PRINCIPLE 5	
Localisation and training plan	1.1, 1.2
Specific description of benefits to community	1.4
PRINCIPLE 6	
Specific description of benefits to conservation	1.1
Environmental and ecological monitoring plan	1.2

