

Sustainability Code of Good Practice

Vulnerable Groups in Communities

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

- ✓ Ensure applicable legal **permits & permission** to access the activity area are in place, including from parents / guardians of facility residents, where applicable
- ✓ Ensure **insurance** is in place for guests and team
- ✓ Identify **health & safety** risks, implement management systems, and provide appropriate safety equipment
- ✓ Ensure enough team members are available in case of **emergency**
- ✓ Monitor activity **area conditions** (including weather) in advance & during the activity
- ✓ Be familiar with activity area and ensure that **navigation and communication** tools are in good working order
- ✓ Maximise local **economic benefits** through employment and supporting local businesses
- ✓ Avoid single use & disposable items, provide adequate **waste** collection facilities for safe disposal, and pick up rubbish found in the area
- ✓ Be **waterwise** and take pro-active measures to use water sparingly
- ✓ Minimise **energy** used in the activity as part of a climate action strategy
- ✓ Provide **information in advance** about your sustainability actions, activity accessibility, what to expect, and what to bring with
- ✓ Manage **group size** to minimise impacts on people & the planet
- ✓ Obtain written confirmation, e.g., via **indemnity**, that participants are aware of activity risks
- ✓ **Brief participants** before the activity starts about do's and don'ts, safety, what to expect, applicable etiquette / conduct to be respectful of especially safeguards in place to protect vulnerable groups, and logistical considerations
- ✓ **Share information** about local nature and culture, as applicable, and social development / conservation projects that participants may want to support
- ✓ Ensure parent / guardian / facility **supervisor** is always present
- ✓ Ensure **routines** of facilities that care for vulnerable groups are not interrupted
- ✓ Exclude visiting **orphanages** from any tourism experience
- ✓ Ensure the **participation of children** in the activity, e.g., cultural performances, is appropriate and does not place them at risk
- ✓ Ensure that **exchange of personal details** between facility residents and participants is not permitted
- ✓ Contribute to conserving activity area **integrity**; let relevant authorities know about any concerns and participate in rehabilitation projects

