

ENVIRONMENTAL MONITORING REPORT

SHIPWRECK LODGE

SKELETON COAST NATIONAL PARK



JUNE 2023

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AUTHOR	Henriette Potgieter
PROPONENT	Shipwreck Lodge (Pty) Ltd
CONTACT PERSON	Jacky Heath
POSITION	Shareholder and Director, Journeys Namibia
TEL	081 160-9900 or 081 128 6048
EMAIL	jackyh@journeysnamibia.com
ADDRESS	PO Box 6871 Ausspannplatz Windhoek
ENVIRONMENTAL ASSESSMENT PRACTITIONER	
NAME	Henriette Potgieter
TEL	+264 - 81 - 312-1606
EMAIL	hoenspotgieter@gmail.com
EAP QUALIFICATIONS	EAPAN member M.Sc (Environmental Sciences) B.Sc Honours, B.Sc, BA

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ABBREVIATIONS

COC	Concession Operator Contract
EA	Environmental Assessment
EAP	Environmental Assessment Practitioner
ECC	Environmental Clearance Certificate
EIA	Environmental Impact Assessment
EMP	Environmental Management Plan
EMR	Environmental Monitoring Report
JMC	Joint Management Committee
MEFT	Ministry of Environment, Forestry and Tourism
SOP	Standard Operating Procedure

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1 INTRODUCTION

1.1 Background

MEFT, with Puros and Sesfontein conservancies the concessionaires, granted Trip Travel (Pty) Ltd a concession to build and operate a tourism lodge in the Central Concession Area in the Skeleton Coast National Park (Figure 1). A new company, Shipwreck Lodge (Pty) Ltd with Trip Travel the majority shareholder, was formed recently to own and operate the lodge.

The proponent, Shipwreck Lodge (Pty) Ltd, contracted Henriette Potgieter to apply for renewal of the existing Environmental Clearance Certificate (ECC) which expired on 28/05/2023.



Figure 1. Location of the concession area and nearest settlements/infrastructure. (Source: EIA 2016)

1.2 Methodology

The lodge was visited for two days, 5 – 6 June 2023. During the site visit, the general manager and maintenance manager of the lodge provided a guided tour and information.

This document serves as an Environmental Monitoring Report (EMR) and will be submitted in support of an application for renewal of Environmental Clearance. It draws on two sources of information:

- Site visit
- Input from the Journeys Namibia Operations Manager and HR Manager

An environmental audit was conducted during the site visit, assessing compliance with the current EMP (drawn up in 2016) by reviewing the implementation and efficacy of mitigation measures. Section 3 presents the results of the audit.

A new, updated EMP for the operational phase was drawn up to include procedures and technology that were either not applicable or not available in 2016. The new EMP is contained in a separate document.

1.3 Concession Terms and Conditions

The terms and conditions that regulate the development and management of the concession are contained in the Concession Operator Contract (COC) in a section named “Concession Rights” and this section is copied verbatim in APPENDIX III.

1.4 Monitoring

A Joint Management Committee (JMC) is responsible for monitoring the implementation of the terms and conditions of the COC, including environmental compliance. The JMC meets every three months and consists of representatives of MEFT, Sesfontein conservancy, Purros conservancy, Trip Travel and Journeys Namibia. As a member of the JMC, MEFT is informed of events at the lodge on at least a quarterly basis and seeing as the lodge is in a National Park, MEFT is in a position to do regular on-site monitoring.

As part of ongoing monitoring, Shipwreck Lodge was audited by an independent assessor from Eco Awards Namibia, a process that follows international best practice guidelines for certifying sustainability and environmental sensitivity. Eco Awards Namibia is recognised by international eco-certification schemes and most importantly, MEFT is a member of the Eco Awards alliance.

The independence and status of the programme result in audits that provide reliable information on the sustainability practices of a lodge. Shipwreck Lodge was re-assessed in May 2023 and was awarded five flowers, the highest category for sustainable tourism practices. The reviewed assessment may be found in APPENDIX I.

2 INFRASTRUCTURE UPDATE

Changes that were made to the infrastructure after the current ECC was granted in 2020 are detailed in this section of the report.

2.1 Footprint

In May 2018, when the lodge was completed, the total infrastructure footprint comprised 874 m². Subsequent changes added 554 m² to bring the total surface coverage to 1,429 m².

The infrastructure footprint consists of:

- Main area: 245.20 m²
- Guests rooms: 49.10 m² x 10 = 491 m² total
- Bottom staff area: 216 m²
- Top staff area: 180 m²
- Workshop: 297 m²

2.2 New structures

No new buildings were constructed, and the footprint of the project remains unchanged.

Driftwood barriers were erected in an effort to prevent wind erosion and combat dune build-up around infrastructure (Figure 2 and Figure 3).



Figure 2. Driftwood barriers at the management units.



Figure 3. Driftwood barriers at a guest unit.

2.3 Infrastructure inspection 2022

An inspection of the infrastructure was done in January 2022 by a consultant, Richard Redecker from Manfred Redecker Consulting Engineers, and his conclusion and recommendations are given here.

2.3.1 Dune sand deposits and wind erosion

Combating the dune sand problems created by strong winds will be an on-going battle. The volume of sand build up is immense. It is a worldwide phenomenon in desert landscapes and comprises currently the biggest challenge at Shipwreck lodge.

2.3.2 Solar hot water geysers

The existing geysers should be replaced. This will be a costly investment but will save on diesel fuel over the long run. LPG geysers appear to be a good replacement option.

2.3.3 Power plant and solar plant

Proper battery maintenance has to be done to enhance the life span. The setting on the inverters might have to be changed. Structural changes have to be made to the battery room and the generator container. Proper battery maintenance has to be done to enhance the life span.

2.3.4 Metal corrosion

Corrosion is controllable and hasn't gone out of hand. It should be addressed annually. It should be distinguished between surface corrosion and corrosion that weakens important structures.

2.3.5 Weathered wooden structures.

A consensus has to be taken on whether the outer wooden appearance should attain a grey weathered look or not. To reach a weathered look treatment may not be necessary. This includes decks and walkways. Broken cladding has to be repaired and replaced with new cladding if necessary. Interior floors and wood should be maintained and kept in a good and clean shape.

2.3.6 Wooden walkway

The walkway should be extended.

2.3.7 Rubber floor mats

Rubber floor mats should be better maintained and used at right places.

2.3.8 Ice machine

The ice machine should be relocated to a cooler environment.

2.3.9 Tumble dryer

The tumble dryer maintenance should be improved.

2.3.10 Gravel road sledge

The gravel access road between Möwe bay and Shipwreck lodge should be maintained properly. This will save on car maintenance and will give the guest a comfortable first impression and will hopefully prevent new tracks parallel to the existing.

3 ENVIRONMENTAL AUDIT

Table headings

The first two columns of the report, headed “Responsible Person” and “Measures”, are given here verbatim from the 2016 EMP.

1. “Responsible Person” indicates the person or group responsible for implementing the mitigation measures in the second column.
2. “Measures” indicates management actions that should be taken to prevent or mitigate any potential negative impact on the receiving environment.
3. The third column, “Audit 2023”, gives the results of the environmental audit done in June 2023.

The abbreviation SOP stands for Standard Operating Procedure and refers to the combined actions, strategies and procedures that are carried out in the daily business of running this lodge. Most are contained in the Journeys Namibia Policies & Procedures Manual (**Error! Reference source not found.**). Other management actions and processes are contained in training courses and on-the-job training.

3.1 Planning and Construction phase

No construction took place in the past three years, making some potential impacts not applicable for this report. Some impacts also occur during the operational phase, and these were audited in June 2023.

PLANNING PHASE		
Responsible Person	Measures	Audit 2023
Addressing of Aesthetic and Visual Issues		
The proponent, developer or builder	a. Buildings on the site must be visually pleasing namely it must be in concordance with a certain natural style since the site is in natural surroundings.	Shipwreck Lodge received several international awards for its design aesthetic. All the measures in this section are adhered to.
	b. The building shapes must not contrast too much of the area namely high rising concrete buildings in future should rather be avoided.	
	c. The use of certain African or earthy colors (paint) on the buildings/structures, which are in harmony with the environment, are strongly recommended.	
	d. If construction on the site is carried out, it must make use to a large extent of the natural materials namely rocks from the area, wooden poles either from already non-living trees or commercially produced poles and thatch in order not to destroy the environment.	
	e. Should there be any further development regarding communication masts, solar panels, water tanks and other prominent features, it must be placed or constructed at spots that prohibits visual destruction or minimize visual impact.	
	f. Tourists, residents or any persons driving past the site or operations should not be able to notice visually displeasing objects.	
	g. Avoid any neon or non-earthy signs that will reduce the sense of place, rather use rustic metal or wood to construct signs.	
	h. All additional or new pipes and cables must be buried underground and not be visible to the public.	
Ensuring water consumption efficiency		

PLANNING PHASE		
Responsible Person	Measures	Audit 2023
The Developer, Builder and Residents residing on the Site	a. Any addition of lawns or cultivated gardens on the site must be limited since it makes use of clean water that should rather be reserved for human consumption. The cultivation or enhancements of locally adapted natural grasses which can survive the natural conditions are preferred.	No garden or landscaping, only naturally occurring vegetation.
	b. Grey water from any newly created showers and basins must be drained into a soak away area and this could be developed as a reed-bed.	Grey water goes into sewerage system.
	c. It must be communicated to staff members residing on the site to make use of showers rather than baths since showers uses less water than baths do. This should save water to a large extent.	No baths in the staff village, only showers.
	d. The river and drainage systems bordering the site/passing through the site must be maintained and channels must be kept open to conserve the environment and flow of water.	Done.
	e. Water efficient systems/equipment which limit the use of water or make recycling of water possible should be introduced.	Low-flow showerheads and toilet cisterns.
Ensuring energy consumption efficiency		
The Developer or Builder	a. Preference must be given to the implementation of energy conserving and efficient systems. Renewable energy sources like gas produced from household waste or solar should be considered to replace the current commercially supplied electricity where possible.	All solar. Generator is used as back-up, e.g. after multiple sunless days.
	b. Devices or equipment which conserve energy must be introduced and used in the operations of the resort.	Low energy bulbs are used.
Limiting creation of solid waste		
The Manager	a. Consumables and containers which can be recycled or which are biodegradable must be introduced in order to limit the creation of solid waste which has to be taken out of the area to be managed and handled at another site.	Supplies are bought in bulk, incl cleaning materials and bathroom amenities. Reverse osmosis system for drinking water - minimal plastic bottles.

PLANNING PHASE		
Responsible Person	Measures	Audit 2023
	b. Concepts like pollution control, material substitution and maximization	Done

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
Spillages of potentially toxic materials		
The Developer, Builders and Workforce	a. Any spillages of potentially toxic materials, whether by accident or through negligence, must be reported and the corrective action must be undertaken to 'clean' and to remove the evidence of the spillage.	Diesel and petrol are stored off-site at Möwe Bay and vehicles fill up there. 200 litre drums are kept in a shipping container for quad bike and generator fuel. Figure 4.
	b. Make use of design structures and transfer equipment so as to avoid spillage as far as possible.	Done
	c. Train the staff members on how to make use of diesel/fuel transfer and to avoid spillage.	Done
	d. Any spill must be cleaned up immediately by removing the spill together with the polluted soil and disposing of it at a recognized dumping site or facility.	Vehicle maintenance (services and oil changes) is done in Swakopmund. Break-downs are repaired in the workshop: a mechanic is brought in with parts and equipment. Floor is interlocks.
	e. Install oil traps in all appropriate places to collect potentially toxic materials.	Fat traps in all kitchen outlets.
	f. When there is made use of diesel generators on site it must be placed on concrete slabs.	Generator is in a container in the workshop.
	g. When a workshop is introduced, the entire work area must be lined by concrete.	Interlocks. The concession agreement prohibits permanent structures and concrete foundations.
	h. Any runoff from the work areas either arising from wash downs or rainfall must be channelled into a pollution control pond.	Waste water goes into the sewerage system.
	i. There must be a weekly monitoring of all equipment namely a visual check; there must also be a weekly monitoring of work areas.	Done.

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
Site Preparation		
The Developer, Builders and Architect	a. Before any workers, equipment or building materials are brought in; the developer must set out the entire plan. The corners of every building, chalet, walkway, driveway, parking area, water installation, power generator, etc must clearly be marked.	Not applicable: no new buildings were erected in the past 3 years.
	b. The marked out area must be inspected and approved by the architect before any construction is started.	
	c. The building contractor must demarcate the area with metal droppers and hazard tape so that there will be no confusion about which area may be disturbed for additional development and which areas will strictly be off-limits.	
	d. Disturbance and risks related to sitting and construction should be minimized at all time. Construction activities and site location should comply with national environment protection legislations and best practice environmental management guidelines.	
	e. Construction should be carried out in a safe and effective manner and obstruction or danger to visitors or vehicles caused by the location of the facility, construction activity or material used in construction should be minimized.	
Building Materials		
The Developer, Builders and Workforce	a. All the materials needed for construction namely steel, bricks, sand, cement, poles, roofing, etc., must be brought into the site from outside.	Not applicable: no new buildings were erected in the past 3 years.
	b. In the case of items that are not bought from a registered shop for example poles, the contractor must ensure that the harvesting of these materials did not cause any serious impacts at the place which they came from.	

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	<p>c. Sand that will be used for building may only be collected from a registered shop/construction company and not from the rivers or coast nearby.</p> <p>d. However, rocks that will be used for cladding may be collected from the site.</p> <p>e. No materials, including rocks for building purposes may be collected from the environmentally sensitive areas pointed out in the Environmental Impact Assessment.</p> <p>f. The design, location, installation and operation of the underground cables or ducts must be in accordance with the principles as set out.</p> <p>g. Where underground cable or duct require the removal of protected plant species, a permit from the Ministry of Forestry is required for the removal of such plant.</p> <p>h. The land in which cable or duct is laid must be reinstated in accordance with a reinstatement Environmental Management Plan agreed, prior to construction, with the owner or if on municipal land, the Council Environmental Management Manager.</p>	
Facilities for Workers		
The Proponent, Developer and Builders	a. All workers that need to reside on the site while construction is in progress will have to be housed in temporary structures like tents or caravans to limit the impact on the environment. The majority of the workforce will consist of people already living in the area and therefore minimum impact on the environment is expected.	Not applicable: no new buildings were erected in the past 3 years.
	b. The workforce residing on the site must be provided with water, proper toilets and washing facilities.	
	c. The toilets established on the site must preferably be flush type toilets that are mounted over a septic tank or a dry toilet system that is similar to the units used during road construction projects.	

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	d. Cooking on the site must be done on gas or open fires. When the workers make use of open fires, these must be made in a designated spot so that there will be no possibility for a veldt fire occurring.	
	e. Although the surrounding settlers collect wood in the area, construction workers working or residing on site should not be allowed to collect wood for cooking purposes. The manager or developer must provide them with wood/charcoal preferably from intruder bush from outside sources.	
Waste Management		
The Contractor, Developer and Builders	a. Should the developers and sub contractors make use of combustible waste for example empty cement bags, it must be burnt in a drum and the necessary care must be taken to avoid any possibility of starting a veldt fire.	No burning was done on site. All waste was removed: vehicles bringing building materials went out with waste.
	b. All non-combustible waste must be removed from the site at least once a week.	Done
	c. Any waste that is stored temporarily on the site must be secured in refuse bags stored in a fenced-in area to avoid it being blown into the veldt.	Shipping container used for waste storage. No spillage is possible and no animals can enter.
	d. A temporary waste storage site may not be set up close to any dam, river, the coast or any water courses.	Done
	e. Measures must be taken to prevent waste that attracts scavengers for example jackals or vultures.	Done
	f. All waste must be dumped at a properly managed rubbish dump site.	Done
	g. No paint, solvents, thinners, diesel, oil or any other harmful substances may be poured onto the ground. The substances must be collected in containers and be removed from the site for proper disposal.	Done
Water Use		

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
The Developer, Builders and Workforce	a. Water must at all times be used sparingly in the construction period as well as in all the other phases.	Done
	b. All taps, pipes and tanks that will be constructed must be maintained and managed so that they do not leak.	Daily inspections of the water reticulation system are part of the Standard Operating Procedure (SOP).
	c. Water pipelines laid to the site shall be done in such a manner that the surface and natural vegetation are not unduly disturbed.	Surface is sand and no plants were damaged or removed.
	d. Weekly visual checks on possible spillages must be conducted.	SOP
	e. Effluent water from washing facilities must be disposed of in properly constructed drains that must be located as far as possible, but not less than 50 meters from a stream, river, pan, dam, the coast or borehole.	Waste water goes into the sewerage system.
	f. Drains may only collect domestic type wash water, any effluent containing oil, grease or other industrial substances must be collected in a suitable receptacle and must be removed from the site, it could either be for resale or for appropriate disposal at a recognized facility.	No hydrocarbon effluent was generated.
	g. There must be weekly inspections of drains.	Done
	h. These drains must be demolished after construction and the sites must be cleaned and restored to its natural state.	No sign left of construction water system.
	i. If concrete reservoir walls are built, it must be painted in a camouflage colour to aid in concealing it.	Not applicable - sealed plastic tanks are used for water storage.
	j. When reservoirs are built, it must be covered to reduce evaporation.	No applicable
	k. No reservoirs must be visible from the main road.	Done.
	l. There must also be weekly visual checks of the reservoirs and it must be supervised on site by the managers.	SOP
	m. Water must be recovered if used for cutting, cooling or washing.	Laundry water goes into sewerage. No water recovery system is in place due to costs.

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	n. The workforce must be advised to use water sparingly for human consumption.	SOP
	o. Water consumption must be checked on a three monthly basis.	Water meter readings are recorded and reported monthly.
Wildlife		
Workforce, Contractors and Residents	a. No wild animals on the site may be trapped or killed for any reason whatsoever by the workers, builders, contractors or residents.	SOP
Fuel, Transport and Storage		
The Vehicle Drivers, Builders, Contractors	a. Vehicles that transport materials to and from the site must be roadworthy.	Not applicable
	b. All drivers that transport materials must have a valid driver's license and must at all times adhere to traffic rules and regulations.	Done
	c. Vehicles carrying loads must be properly secured in order to completely avoid items falling off the vehicle at any time.	Not applicable
	d. The materials used in the construction process for example cement, bricks, poles, etc., must be stored at a central storage area on the site in order that the site be neat and orderly and to avoid a situation where materials are lying all over the place.	No signs of spillage or incorrect historical storage.
	e. Fuels, paints, solvents and chemicals must be stored in watertight containers that will ensure it cannot react with each other or be spilled onto the ground.	Done.
Vehicles, Trucks, Roads and Tracks		
The Vehicle Drivers, Builders and Contractors	a. Any haphazard driving of any vehicles across the veldt where there are no existing routes must be avoided.	These measures are implemented.
	b. Vehicles, trucks and earthmoving equipment with headlights must switch their headlights on at all times.	

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	c. No vehicles or trucks that move in the area may exceed 40km/h with warning, and speed signs must be positioned at relevant locations.	
	d. All the personnel responsible for the driving of transport vehicles must be in possession of a valid driver's license.	
	e. Any access points off the gravel road must be well signposted in advance.	
	f. No littering is allowed along the road, dumping of waste and scrap, etc. and all drivers must be made aware of this.	
	g. Daily or weekly visual checks are required and all drivers must be supervised.	
	h. The safety of surrounding residents and land users, other motorists and animals should not be compromised by the vehicle associated with the constructional operation.	
	i. Traffic control measures should be taken during construction in accordance with the traffic control regulations	
Vegetation		
The Builders, Contractors and Workforce	a. There must be an overall preservation of vegetation communities to ensure minimal disruption of important vegetation communities and valuable plant specimens.	Plants are not disturbed, damaged or removed.
	b. At all times, clearance of vegetation for firewood must be avoided.	Firewood is bought in Walvis Bay and no firewood is collected on or near site.
	c. Alternative fuel and/or power sources must be made available namely paraffin stoves and diesel-driven generators if workers are accommodated on the site.	Solar.
	d. No trees or shrubs must be damaged for the purpose of obtaining firewood.	Done.
	e. Daily inspections must be carried out and weekly checks whether the stock of alternative sources is sufficient.	Done.

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	f. The developers or constructors must ensure the maximum use of local plant material for rehabilitation processes.	Minimal disturbance was caused. Minimal vegetation available on site. Driftwood is used to stabilise structures and dunes as much as possible.
	g. Before new site construction begins, the upper level of the soil must be stripped and stockpiled separately so that this layer can be utilized in the rehabilitation process.	Not applicable - no soil was disturbed or removed.
	h. There must also be a visual check on the wind erosion on a monthly basis.	SOP. It is done
	i. Disturbance of flora and fauna should be minimized during construction and vegetation replaced to the satisfaction of the responsible authority at the conclusion of work.	No plants were disturbed, damaged or removed.
Fauna		
The Developers, Constructors, Residents and Workforce	a. No hunting and trapping of resident animals will be allowed on the site.	All these measures are implemented during the operational phase as a matter of SOP.
	b. The developers or constructors must fence off waste pit storage areas to prevent animals from falling in or getting entangled in waste.	
	c. The fences must be sufficient to control the access of large and small animals.	
	d. There must be weekly visual checks of the fences and staff must report to the managers.	
	e. Avoid possible areas of high sensitivity in the area namely: <ul style="list-style-type: none"> - Areas below the flood line (average high water mark) - Breeding areas - Animal and bird migration routes - Animal dens/lairs 	
Noise		

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
The Workforce, Contractor and Builders	a. If a generator is used, it must be positioned away from neighbouring land and must have boarding to help suppress noise.	Custom-built container inside the workshop.
	b. There must be limited impacts on the surroundings and on the workforce.	
	c. There must be a weekly noise check of the generator and other equipment namely of trucks and construction machinery.	
Dust		
The Developers, Constructors and Builders	a. The impact of dust on the air quality in general and on the fauna and flora must be limited.	Minimal dust generation because no landmoving equipment was used.
	b. The general speed limit on the haul road and construction site must be kept below 40km/h to limit dust generated by construction traffic.	Done
	c. There must be daily visual monitoring of transport activities and dust generation in the area.	
Visual Impacts		
The Proponent, Developer, Constructor and Builders	a. The height of the buildings must ensure that the development is aesthetically pleasing. Waste and stockpile dumps must not be visible from the road or neighbouring developments.	Not applicable: no new buildings were erected in the past 3 years.
	b. The developer must ensure that all structures on the sites are blending with the surrounding landscape.	
	c. The design and architectural concepts proposed in the planning phase must be adhered to and implemented to ensure that the development is in harmony with the surrounding natural environment.	
Historical, archaeological and cultural heritage		
The Contractor, Developer and Builders	a. No archaeological or cultural heritage sites had been identified or observed during the environmental assessment. However the developer and his sub contractors must carefully examine on the area before any construction is undertaken.	None was found.

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	b. If any archaeological or cultural heritage sites are found on the site, the manager must immediately advise the National Monuments Council to ensure that steps are taken for the preservation of the site or artefacts.	
Accommodation and Sanitation		
The Constructors, Developers and Builders	a. There must be no camp or office site located closer than 100 meters from any spring, river, dam, pan or the coast.	The site location and the positioning of infrastructure were approved by MEFT during the planning phase.
	b. If space is required for a camp or office site, it must be kept to a minimum.	
	c. Chemical toilet facilities are preferred by the Ministry of Environment and Tourism. Other approved toilet facilities such as a septic drain must be used and located on the camp site in a way that it does not cause harm to any water bodies or the environment. If tanks should be emptied, it should be conducted by an approved truck system that will prevent spillages of harmful substances.	
Rehabilitation of site after completion of construction phase		
The Builders, Workforce, Constructors, Developers and Residents	a. Before any final rehabilitation is started on the site, the Ministry of Environment and Tourism must be advised to set certain terms and conditions.	MEFT was advised via the JMC.
	b. Qualified or accredited personnel from the constructing or developing companies must refill pits alternately with waste and not saleable stockpiled blocks and smaller fragments of larger blocks.	No pits were dug.
	c. Refilled rock waste must be covered with saved topsoil and complemented if necessary by scraping the area adjoining the pit on the condition that no vegetation is cleared for this operation.	No pits. No rock waste.
	d. All rehabilitated areas must be monitored over a 4 year time period from the onset of the rehabilitation procedures. (The frequency of monitoring suggested is dependent on satisfactory	Minimal disturbance of the topography or vegetation took place during construction. No structured monitoring of ecological systems takes place.

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	performance. If however the requirements are not being met, the frequency of the monitoring must be increased).	
	e. Unwanted materials and all waste namely domestic or industrial must be collected. Remaining domestic waste on site must be collected and transported to a recognised disposal facility.	Done
	f. Waste material must be collected in drums and transported to a recognised disposal facility as well.	Done
	g. All weedy species present on the site must manually be removed.	Tomato plants at staff village to be removed.
	h. Monitoring must be conducted when grasses are flowering.	It will be done if possible.
	i. Upon the completion of all construction activities, remove workshops, surrounding fencing, generators and any scrap materials in the vicinity of the work area.	All contractors brought their own accommodation and support structures, and they removed it upon completion.
	j. Seal all petrol, diesel, oil and grease containers and remove it from the site to a recognised storage facility.	Done
	k. Break up all unnecessary concrete slabs and structures on the site and transport the fragments to a suitable site for disposal or dump it in one of the pits.	No concrete.
	l. There must be photographic evidence at different rehabilitated places with a camera providing dates on the prints. These photographs must be taken every year around the same period at the same places.	Not provided.
Health		
The Builders, Workforce, Constructors, Developers and Residents	a. The workforce should receive an induction course on awareness and spreading of HIV/AIDS. And the figures of infected people should be made available.	HIV/AIDS education is part of the Journeys Namibia HR policy.
	b. The workers should be informed that prevention is better than cure however condoms should be made available to the workers.	
	c. The Ministry of Health and Social Services can be consulted to inform the workers of the dangers regarding the disease.	

CONSTRUCTION PHASE		
Responsible Person	Measures	Audit 2023
	d. HIV/AIDS's negative impacts/aspects should be discussed and the workers should know the dangers regarding the disease for instance sickness, loss of energy and eventually death.	
Energy Saving		
The Builders, Workforce, Constructors, Developers and Residents	a. Energy saving standards that should be introduced by the Operator will include: Bulbs that are of the energy saving type, which saves large amounts of energy. Wherever possible, use of Light Emitting Diode technology (LED) will be used as these are the most energy efficient bulbs on the market. This breakthrough in light production uses even less energy per unit and it is a far more environmentally friendly bulb, using zero mercury and less energy in the manufacturing process	Done.
	b. The battery bank of the inverter systems should be positioned on an impermeable surface to prevent any acid from spilling into the soil. Gas usage should be regularly monitored to prevent leakages. Gas will only be used in kitchens for cooking purposes. Correct gauge copper gas piping should be installed up to the stove for enhanced safety wherever possible.	Done
	c. Through an awareness programme, the Operator should increase energy and resource conservation by encouraging guests and staff to switch off lights and lower the use of water and other resources. However, efficiency involves the use of different and better technologies as well as less waste by introducing improved management systems. The concept of efficiency cannot be overstressed as it may be the single biggest saver of energy and reducer of emissions.	Operational phase: SOP. During guest meet and greet these measures are stressed and there are booklets and signs in all rooms. Staff training includes resource conservation.

3.2 Operational phase

OPERATIONAL PHASE		
Responsible Person	Measures	Audit 2023
Human Waste Management		
The Proponent, Manager and residents	a. All the toilets must be flush-type toilets and must drain into septic tanks/French drains.	A "Bubbler Water Efficiency" system. Sealed unit that treats effluent and does not release any water into the environment.
	b. The overflow from the septic tank must be into a reed-bed soak-away or stone bed.	Done. No odour was present at the evaporation pond.
	c. They must make use of biodegradable toilet cleaners that do not kill the bacteria in the septic tanks.	Done.
Solid Waste Management (namely kitchen scraps, tins, bottles, paper, etc.)		
The Proponent, Manager and Residents	a. At the end of each day waste must be taken to a dedicated waste management area. The site must be properly managed and the waste must be burned at the site to reduce the mass, to reduce the flies, to reduce the scavengers, to reduce the smell and to reduce wind-blown litter.	Shipping container. Waste is taken to Walvis Bay on the weekly supply truck. Figure 5.
	b. The bins or drums must be washed after having been emptied. The bins must return to the site clean and dry.	SOP
	c. Cans, bottles or beverage containers must either be recycled or reused, or taken to the waste management area. The cans, bottles and containers must not accumulate on the site either near the buildings or anywhere on the site.	SOP
Water Management		
The Proponent, Manager and Residents	a. The workforce, residents and visitors must keep their water consumption below 100 liters of water per day per person.	No records before April 2023. During April consumption was 165 per bednight.
	b. The manager must place notices that inform guests and staff about the importance of saving water on a daily basis.	SOP
	c. Vehicles must be washed with a bucket and not with a hosepipe.	No water is used to clean vehicles.

OPERATIONAL PHASE		
Responsible Person	Measures	Audit 2023
	d. Driveways on the site must be cleaned with brooms and not with water.	Substrate of the site consists of deep sand. Driveways are demarcated but sweeping is impossible due to strong daily winds.
	e. All pipes must be well maintained and leaks must be repaired immediately.	SOP
	f. All taps must be turned off after it had been used.	SOP
	g. Floors must be cleaned with mops and not with a hosepipe.	SOP
	h. A water meter must be installed and it must be checked regularly to keep a register of water consumption and to monitor trends.	
Energy Management		
The Proponent, Constructor, Builders, Manager and Residents	a. Electricity must be obtained from approved electrical suppliers to ensure efficiency of generation and use as well as sustainability of supply. However solar panels are advised to be installed and used.	Done.
	b. Gas must be used as alternative to electricity in kitchens due to its efficiency and low pollution factor.	All cooking on gas.
	c. They may only use a generator as emergency source of electricity as continues operation thereof normally creates additional noise, require the bulk storage of fuel and oil which can have a negative impact on the environment if not managed properly.	Generator used as back-up only, for days when solar radiation is low.
	d. When fires are used on the site, the workforce must make use of alien-invasive wood that is readily available for example wood that comes from bush encroaching species for example Acacia melifera. The workers must avoid using species that might be harvested unsustainably.	Firewood is bought in Walvis Bay. Used only for heating in the main area and guest rooms.
	e. The workers may not buy wood from the local people since that might lead to increased deforestation by cutting down protected species or the natural forests.	Done.
Visitor Management		

OPERATIONAL PHASE		
Responsible Person	Measures	Audit 2023
The Proponent, Manager, Residents and Visitors	a. Information/notices must be placed in rooms in which residents/visitors must be informed about the importance of conserving water.	SOP. During meet-and-greet, also booklets and signs in rooms.
	b. Residents/visitors must receive information on how to use energy efficiently.	
	c. Certain rules must be communicated and enforced regarding the feeding of animals.	
	d. Visitors must be informed not to throw foreign objects down the toilets.	
	e. Visitors must refrain from making a noise and playing radios or musical instruments, etc.	
Nature Conservation		
The Proponent, Manager and Residents	To sustain the natural attributes on the site, it needs to be preserved and protected to the best of their abilities. The manager of the activities has a key responsibility in protecting the wildlife on the site and the following measures should be taken:	
	a. Management must adopt pest control measures.	
	b. They must have adequate waste management control.	Done.
	c. They must have adequate water management control.	Done.
	d. They must adopt and encourage responsible behaviour during driving on the site.	SOP
	e. The workforce must refrain from planting alien plants. All alien plants must be removed.	Tomato vines grow around the staff village evaporation pond. The lodge manager and HR manager agreed to remove the plants and provide training to staff.
f. General environmental awareness must be established amongst staff members and visitors.	SOP	
Maintaining Sense of Place		

OPERATIONAL PHASE		
Responsible Person	Measures	Audit 2023
The Proponent, Manager and Residents	Sense of place is seen as the style of the area, the atmosphere present when entering the site and the general “vibe” of the place. The “sense of place” normally differentiates one area from the other and therefore management must avoid the following:	Done. SOP
	a. They may not make use of any inappropriate décor for example bright or clashing colors, unattractive murals or art, unnecessary statues, etc.	
	b. No shabbiness may be experienced on the site; management must make sure that they abstain from untidiness, un-emptied ashtrays, rubbish bins etc.	
	c. The manager must repair and maintain all infrastructure since un-repaired infrastructure creates a poor impression.	
	d. Noise pollution must be avoided as far as possible namely no radio’s, televisions, hi-fi’s, noisy staff members, revving vehicles, lawnmowers, air conditioners, low-flying aircrafts, motorcycles, quad bikes, etc.	
	e. Waste must be properly managed on the site; visitors and residents may not smell rubbish bins. The manager must keep drains clean in order to avoid unpleasant smells.	
	f. The site may not have many signs or objects that distract tourists driving past it from the natural beauty of the area.	
	g. No scrap metal for example old vehicles or equipment may lie around in various states of disrepair, the site must be clean and neat.	
	h. The manager may not allow overcrowding at the sites since this will destroy the sense of place in a way that it will takes away the feeling of exclusivity.	
	i. There may be no people loitering around at the site, whether visiting or looking for work.	
Community Relations		

OPERATIONAL PHASE		
Responsible Person	Measures	Audit 2023
The Proponent, Manager and Residents	a. The manager must have sound relations with communities in the vicinity.	Puros and Sesfontein conservancies are the concessionaires. JMC meetings are held quarterly with MEFT and the conservancies present.
	b. They may not damage any cultural or archaeological sites.	Done.
	c. They must employ as many local people as possible for all levels of operation.	JMC
	d. They must make use of dispute resolution methods and labour practices that are within the law and cultural norms.	JMC
	e. All staff must be trained in order that they have the knowledge to do their work properly.	Staff training as part of HR policy
	f. The manager must provide opportunities for career advancement and skills development.	HR policy



Figure 4. Fuel storage inside a container.



Figure 5. Solid waste is stored temporarily in a container.

3.3 Decommissioning phase

The lodge is operational, and no decommissioning activities are planned for the next three years.

This aspect was not audited because no decommissioning activities took place.

4 CONCLUSION AND RECOMMENDATIONS

There is a high level of compliance with the EMP, monitored by the operator as part of their standard operating procedures. No significant impacts resulting from the operations of the lodge were observed during the two-day audit. MEFT is directly involved in the overall management of the concession via their place on the JMC.

It is recommended that environmental clearance be renewed, provided that Shipwreck Lodge continues to:

1. comply with environmental legislation,
2. implement the EMP management measures, and
3. receive an Eco Awards Green certification.

APPENDIX I. ECO AWARDS 2023

Eco Awards Namibia

Tel: +264 (0)61 306450
 Fax: +264 (0)61 306290
 Email: admin@ecoawards-namibia.org
 Web site: www.ecoawards-namibia.org



Assessment Form:

Establishment details:

Name:	<u>Shipwreck Lodge</u>	No of beds:	<u>24 (12 rooms)</u>
NTB Registration category:		Telephone:	<u>083 783 7055</u>
And number:			
Physical address:	<u>LOD01069.</u>	Fax:	<u></u>
Postal address:	<u>Skeleton Coat Park</u>	email:	<u>manager@shipwrecklodge.com.na</u>
	<u>91045</u>		

Contact person:

Name:	<u>Ilse De Wet & Mathew Kambonde</u>	Telephone:	<u>061 228104</u>
Position:	<u>HR & Lodge Manager</u>	Fax:	<u></u>
Cell-phone:	<u>081 253 7190</u>	email:	<u>hr@journeysnamibia.com</u>

	CRITERIA SUBSECTION	TOTAL SCORE POSSIBLE	TOTAL SCORE APPLICABLE	OWN SCORE	ASSESSORS SCORE	AWARDED SCORE
1.	Management	23	23	23	22	22
2.	Conservation	17	17	16	16	16
3.	Energy	16	16	16	16	16
4.	Water	20	20	12	12	12
5.	Waste, pollution, sewer	24	24 -3=21	21	20	20
6.	Building & landscaping	18	18	17	18	18
7.	Staff & Health	36	36 -1=35	31	33	33
8.	Guiding	6	6	5	6	6
9.	Social responsibility	13	13 -3 =10	10	9	9
10.	Legal/NTB Compliance	16	16	16	16	16
	SUBTOTAL	189	182	167	168	168
	PERCENTAGE	100%	100%	88.35	92%	92%
<i>To calculate the percentage: divide total own score by total APPLICABLE score (i.e. exclude items not applicable to your establishment specifically and exclude bonus points), multiply the answer by 100.</i>						
11.	Bonus points	10%	10%		2%	2%
	TOTAL FINAL SCORE	110%	110%		94%	94%
TOTAL FINAL SCORE						


Number of Flowers applied for: (Circle applicable category):

40% or more = One Flower	55% or more = Two Flowers	70% or more = Three Flowers	80% or more = Four Flowers	90% or more = Five Flowers
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Date: 20 May 2023
 Name of Assessor: Hazel Milne
 Signature: _____
 Date of MC approval: 08 June 2023
 Signature of MC Chair: _____

Hazel Milne

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
1. Management:	23	23	22		22
<i>Goal: To promote management processes for long-term improvements in sustainability performance.</i>					
1.1 Do you have a documented environmental & sustainability management policy or philosophy specific to your operation, that addresses the pertinent management and development issues that require implementation, in a format containing the following:					
<ul style="list-style-type: none"> • Your vision/mission (aim) for the overall operation, including the land, its natural resources and enterprises? 	1	1	1	Comprehensive EMP compiled by Murray McCallum, being implemented	1
<ul style="list-style-type: none"> • Your goals (objectives) and strategies to achieve your mission / vision? 	1	1	1	Checked in document	1
<ul style="list-style-type: none"> • Records of the information you need to implement these strategies? 	1	1	1	On file	1
<ul style="list-style-type: none"> • How do you monitor the information to assess the progress you are making in achieving your goals? 	1	1	0	Maintenance Manager is monitoring, but should be done onsite in regular meetings/system	0
<ul style="list-style-type: none"> • Your staff are trained on all management policies and philosophies and are aware of their roles and responsibilities in the implementation thereof including their appropriate service levels of the business? 	1	1	1	Interviewed and found well informed and - trained	1
<i>In other words, do you have an adaptive management approach? Provide examples to show that information collected is being used in decision-making.</i>					
1.2 Does your policy/philosophy include sections on dealing with:					
<ul style="list-style-type: none"> • Environmental conservation? • Energy conservation? • Water conservation? 	1	1	1	Evidence in EMP inspected,	1
<ul style="list-style-type: none"> • Waste, sewerage & pollution control? 	1	1	1		1
<ul style="list-style-type: none"> • Infrastructure impact? 	1	1	1		1
<ul style="list-style-type: none"> • A guiding code of conduct that at a minimum includes respect for wildlife, the environment and local communities? 	1	1	1		1
<ul style="list-style-type: none"> • Staff? 	1	1	1		1
<ul style="list-style-type: none"> • Social responsibility and community support? 	1	1	1		1
<ul style="list-style-type: none"> • Health and Safety? 	1	1	1		1
<ul style="list-style-type: none"> • Procurement? 	1	1	1	1	
1.3 Are all financial records kept up to date with an appropriate accounting system and kept by the required number of years by law?	1	1	1	All financial accounts, Management Accounts & Ledger up to date – using innkeeper system, records kept in Windhoek	1
1.4 Do you demonstrate efforts to maintain long term trading relationships with your suppliers	1	1	1	Evidence of long term trading with e.g. Seapride,	1


	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	and is procurement transparently reflected in the accounting system of the business?				transparent accounting system.	
1.5	Have you developed a system for capturing guest feedback and do you actively invite guests to use it?	1	1	1	Yes – Internal Guest Review System on lodge Ipad, to be done before leaving, also Tripadvisor.	1
1.6	Is there a dedicated management employee responsible for the management of this system and to ensure that information from the guest feedback system is adequately recorded?	1	1	1	Tripadvisor- Annika Britz. Evidence seen in email trail following guest comments/Complaints.	1
1.7	Are Eco Awards Namibia claims including use of the label only communicated when the business is in possession of a valid Eco Awards Namibia certificate?	1	1	1	Checked.	1
1.8	Are all promotional materials (both hard copy and electronic) up to date and accurately depict the tourism business in terms of size and scope?	1	1	1	Website check	1
1.9	Are sustainability claims only communicated when the business is in possession of adequate proof thereof?	1	1	1	As Above	1
1.10	Are you in possession of a valid Environmental Clearance Certificate, in terms of MET legislation? (For establishments situated inside Municipal borders, this point will be N/A)	1	1	1	Evidence provided – still valid, but expiring end of May 2023 – noted by management. 	1

2 Conservation

17	17	16	16
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Goal: *To promote sustainable management and development of the area and the wise and ethical use of its natural resources, including landscapes, ecosystems and indigenous biodiversity, so that these may be passed on to future generations in a productive, diverse, aesthetically attractive and healthy condition.*

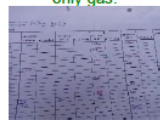
2.1	Do you participate in and contribute to active monitoring and management activities with the neighbouring communities and/or conservancies on key environmental issues such as: <i>The onus is on you to demonstrate meaningful and active participation in a locally relevant monitoring and/or management project. The following are examples and you can add your own to achieve the points.</i>					
	<ul style="list-style-type: none"> Developing a documented environmental & sustainability management policy, inclusive of waste management? 	1	1	1	Documented evidence	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	<ul style="list-style-type: none"> Biodiversity - to enhance species and habitat conservation and to remove invasive alien plants and animals? 	1	1	1	Regular meetings with Stakeholders, no alien invasive species observed	1
	<ul style="list-style-type: none"> Wildlife monitoring and management? 	1	1	1	Evidence available	1
	<ul style="list-style-type: none"> Sustainable land management for areas such as rangelands, forests, etc. to prevent overgrazing and/or other over-exploitation of natural resources, bush encroachment, soil erosion and degradation and combating desertification, etc.? 	1	1	1	As above	1
	<ul style="list-style-type: none"> Water - for its appropriate extraction, use and conservation, access for all species to drinking water, prevention of fauna drowning in tanks, etc.? 	1	1	1	Extraction monitored at all boreholes, waterholes provided for wildlife.	1
	<i>You can attach more examples of your own monitoring and management activities and score them here:</i>					
	<ul style="list-style-type: none"> Reports sent to MET wardens of people using roads without permits, or driving offroad. Report to Flip Stander regarding lion sightings and changes in behaviour 	1	1	1	Regular interaction and information-sharing with MET/ SC Park staff.	1
1						
2.2	<ul style="list-style-type: none"> Do you have enough clearly visible and interesting information and signs on display for both tourists and staff that aim to effectively increase awareness about conservation and the wise use of natural resources in Namibia generally, and also focus on the environmental and sustainability issues specific to your area and activities? 	1	1	1	Evidence in rooms 	1
2.3	Do you make a significant contribution, in cash and/or kind, to a conservation project (e.g. on rare and endangered or little-known species)?	1	0	1	Contribute financially to TOSCO , contribution of meals to Lion Rangers.	1
	<i>If in your operational area, the contributions must go beyond normal management requirements or initiatives for direct financial returns (e.g. they should be truly conservation driven).</i>					
2.4	Can you confirm that there are NO wild animals at all (e.g. birds, reptiles, scorpions, fish, etc.) in cages, tanks or other enclosures?	1	1	1	Checked	1
2.5	Are domestic animals on the property cared for properly?	NA	1	1	N/A	NA
2.6	In the instance where the operation can keep roaming wildlife:					
	<ul style="list-style-type: none"> Do you ensure that adverse effects on natural ecosystems and environments as a result of interaction with wildlife are minimised? 	1	1	1	Measures in place to prevent interaction.	1
2.7	Do you have an agreement with a registered conservancy or are you in an effective and formal partnership with neighbouring landowners such that larger landscape management is being effectively implemented?					
	<ul style="list-style-type: none"> Do you actively contribute to joint activities under this agreement? 	1	1	1	Documented Evidence	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	• Do you actively and regularly participate in these activities?	1	1	1	"	1
	• Can you demonstrate knowledge of the location of all protected areas and areas of high biodiversity value in the vicinity of your operations?	1	1	1	"	1
2.8	Have you contributed towards co-management of large open systems with fences removed?	1	1	1	"	1
2.9	Do you only keep indigenous game species on the land (that occurred naturally in that area in historic times) and is there a healthy diversity of game?	1	1	1	"	1
<i>Not applicable to the domestic animals on Communal Land.</i>						
2.10	Do you get specifically involved in resolving human-wildlife conflict, such as:					
	<ul style="list-style-type: none"> tolerance of predators/elephants, in particular not using poison (for at least the last 12 months), not killing birds, snakes, scorpions, etc., educating staff, guests and neighbours about such conflict? 	1	1	1	Involvement with Flip Stander & evidence checked.	1
2.11	Do you keep records of all national and international laws relevant to the trade in endangered and/or threatened species OR products made from endangered and/or threatened species?	1	1	0	No evidence	0

3. **Energy** 16 16 16

Goal: To reduce the local & global environmental impact of the tourism industry in Namibia by promoting the reduction of energy use as well as changes to more environmentally friendly & renewable energy sources.


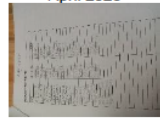
A	Option A:	(16)	16			16
<i>If you get full points for option A, there is no need to fill in option B. (The points for option A replace the points obtained in option B).</i>						
<i>Examples of renewable energy are: wind pumps, solar pumps, solar water heaters, solar power (PV) panels, wind generators, etc. It excludes wood and gas.</i>						
<i>Calculate your per capita consumption by dividing average total daily consumption (including staff villages) through average number of guest nights. This should include consumption by all (guests, staff, etc.)</i>						
<i>Eco Award Namibia is working on a special calculator to help you to work out your consumption. We will include a link here as soon as it is complete.</i>						
	Do you actively implement your policy on energy conservation as per point 1.2? And Do you use renewable energy for more than 80% of all your energy requirements (excluding transport, but including water pumping); Or do you use less than 140 MJ per capita per day if you are a full catering establishment hotel, or less than 100 MJ if you are a B&B or self-catering only?		16		Only renewable energy used (solar). Generator only being used for maximum 2000 liters of diesel per month = 66 liters of diesel per day = 2574 MG per month divided by = 85MG per day – for the whole lodge= way under the cut off point of 140 MJ per person per day. Kitchen only gas.	16
						

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
B	Option B:	(15)				
	<i>If you cannot score full points in Option A, you must complete option B.</i>					
3.1	Do you actively implement your policy on energy conservation as per point 1.2?	1				
3.2	Can you demonstrate the use of <u>some</u> renewable energy sources?	1				
3.3	Do you consistently measure and record, on at least a monthly basis, your renewable and non-renewable energy consumption in kW/h per capita?	1				
3.4	Do you have enough, clearly visible and interesting information & signs on display for both tourists & staff that effectively increase awareness about energy conservation, the reasons for it, & how they can contribute?	1				
3.5	Can you show a significant decrease in your non-renewable electricity consumption per capita over at least the previous year or more? This includes grid electricity.	1				
	<i>"Significant" indicates at least a 10% reduction over the past one to five years. Should you be ultra-efficient in conserving energy, you would probably get full points for Option A.</i>					
	<i>Examples of how this can be achieved are by: installing electric geysers on time switches, switching to renewable energy supplies and others as in points below. Link to GPH on website</i>					
3.6	Can you show a significant decrease in your fossil fuel (diesel, petrol, coal) consumption per capita over at least the previous year or more? This includes transport and diesel generators.	1				
	<i>"Significant" indicates at least a 10% reduction over the past one to five years.</i>					
3.7	Is more than 90% of your cooking for guests and staff with <u>renewable</u> energy (such as solar cookers) or gas stoves?	1				
	<i>Although wood fires in Namibia contribute to deforestation, the remaining 10% allows for the occasional braai.</i>					
3.8	Does more than 90% of your hot water for laundry, kitchens and bathrooms come from renewable energy?	1				
	<i>For example: Solar water heaters (SWH) with the backup elements switched off, biogas or LPG gas. The remaining 10% allows for boiling water for beverages.</i>					
3.9	For food and beverages, do you mainly use passive cooling (like a farm cooler), solar or gas powered or energy efficient electrical fridges; <u>and</u> is everything well insulated with the door seals intact <u>and</u> do staff keep doors closed as much as possible?	1				
3.10	Do more than 90% of your lights (in all areas, staff quarters as well) have energy efficient bulbs <u>and</u> have you taken all possible steps to install daylight switches, movement sensors or information stickers to reduce the time that lights are on?	1				
3.11	Can you show that more than 80% of your appliances, including air-conditioning and laundry, are energy efficient? If you outsource your laundry, does that apply to your subcontractors as well?	1				
3.12	Do you use mainly natural ventilation (first prize!), evaporative cooling or electric fans to cool spaces (including staff accommodation) rather than conventional air-conditioning?	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
3.13	Do you supply environmentally friendly alternatives to electrical heaters to guests and staff in winter, such as added bedding, hot water bottles, etc.?	1				
3.14	Are you sure that the wood (for your fires) is from de-bushing or the result of invasive/alien species eradication projects, or do you use bush blocks or charcoal made from invasive plant species only?	1				
3.15	If you score at least 10 points for Section 4 (Water), you can score an extra point here (saving water also saves energy).	1				

4	Water	20	12	12		12
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Goal: To promote the wise use of water resources & the acceptable recycling or re-use of water.




A	Option A: <i>If you get full points for option A, there is no need to fill in option B. (The points for option A replace the points obtained in option B).</i>					
	Do you actively implement your policy on water conservation as per point 1.2? And Have you used less than 100 litres of water per person per day over the last year?	(20)			Possibly, but data had been lost. 	
	<i>This should include consumption by all (guests, staff, etc.)</i>					
B.	Option B: <i>(If you cannot get full points in Option A, you must complete option B.)</i>	(19)	11	12		12
4.1	Do you actively implement your policy on water conservation as per point 1.2?	1	1	1	Yes – evident in reports.	1
4.2	Can you demonstrate that some of the water, used in your operation, is being re-used or recycled?	1	0	1	Shower water collected in buckets, used for cleaning bathrooms	1
4.3	Do you consistently measure and record, on at least a monthly basis, your water consumption in litre per capita?	1	1	1	Yes started in December 2019 with comprehensive spreadsheet, computer crashed, Sheet resumed in April 2023 	1
	<i>This should include consumption by all (guests, staff, etc.)</i>					
4.4	Do you have enough interesting and clear information and signs or stickers on display for both tourists and staff that aim to effectively increase awareness about water conservation, the reasons for it, and how they can contribute?	1	1	1	Yes – observed in rooms and in staff areas.	1
	<i>This includes: not doing daily laundry for longer staying guests, signs on taps, showers and toilets.</i>					
4.5	Can you indicate where your water comes from, whether it gets replenished or not, what the yield is and what the limitations are on long term usage?	1	0	1	Two wells are being monitored once a week. Main well is 1km downriver from Hoarusib River.	1


	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
4.6	Can you show a significant decrease in your water consumption per capita over at least the previous year or more? <i>This should include all (guests, staff, etc.)</i> <i>“Significant” indicates at least a 10% reduction over the past one to five years. Should you be ultra-efficient in conserving water, you would probably get full points for Option A.</i> <i>Examples of how this can be achieved are in the points in this section.</i>	1	0	0	Not measured consistently for long enough.	0
4.7	Have you used less than 200 litres of water per person per day over the last year?	1	0	0	No evidence before April 2023 – data had been lost – average 163 liters per person per day for April 2023	0
4.8	No Swimming pool on the premises.	1	1	1	No Pool	1
4.9	If you have a pool, do you recycle the backwash water from your pool? <i>Note: irrigation is not recycling.</i>	1	1	1	No Pool	1
4.10	Have you installed water saving devices in most of the toilets, such as a dual-flush mechanism, or even a brick in the cisterns? <i>This applies to staff facilities as well.</i>	1	1	1	Dual Flush checked.	1
4.11	Do you use low-flow or other devices to reduce the use of waters in showers?	1	1	0	Only in Staff Village	0
4.12	Have you installed low flow aerators, demand taps or infrared sensors on hand taps to reduce the amount of water used?	1	0	0	Not in Staff Village	0
4.13	Are your laundry appliances water-efficient and/or do you recycle you laundry water?	1	0	0	Not	0
4.14	Do you have a dry or entirely natural garden that does not need watering?	1	1	1	Entirely natural	1
4.15	If you do not have a dry or entirely natural garden, do you only water the garden at night?	1	1	1	As above	1
4.16	If you do not have a dry or entirely natural garden, do you use grey water (from laundry, showers, and hand basins) for irrigation?	1	1	1	As Above	1
4.17	Are your toilets dry, composting, or water recycling types?	1	0	0	No	0
4.18	Do you re-use grey water to flush most of the toilets?	1	0	0		0
4.19	If your water is potable, do you promote the local tap water instead of bottled water?	1	1	1	Actively promoting – reverse osmosis system	1

5	Waste, pollution & sewerage	21	21	20		20
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Goal: To reduce pollution, energy wastage & waste of resources by encouraging better waste control.

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
5.1	General waste issues: Do you actively implement your policy on waste, pollution & sewerage as per point 1.2?	1	1	1	Evident	1
5.2	Do you consistently measure and record, at least monthly, the amounts of different types of waste you generate? <i>This should include waste generation by all (guests, staff etc.)</i>	1	0	1	Estimate 168 bags non- recyclable per month 8 Bags of recyclables per month	1
5.3	Do you have enough, clearly visible, interesting information & signage for both tourists and staff that aim to effectively increase awareness about waste problems and how they can assist to reduce it?	1	1	1	Evident at bins in staff village.	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
5.4	Do you ensure that the disposal of waste has minimal adverse effects on the local community as far as the disposal of waste is under your direct control?	1	1	1	Enclosed securely, transported	1
Solid waste handling:						
5.5	Do you actively document and reduce the amount of waste generated by disposable goods and single serve items?	1	1	1	Many examples of evidence for instance glass straws.	1
5.6	Are all staff trained and made aware of these measures?	1	1	1	Yes - interviewed	1
<i>For example: buying supplies in bulk, avoiding added packaging, avoiding non-recyclable packaging etc.)</i>						
5.7	Is your entire temporary storage for waste (non-recyclable or recyclable) in a properly secured waste site to prevent scavenger access, wind dispersion, etc.?	1	1	1	Secured site 	1
5.8	Is all your waste separated into recyclable & non-recyclable?	1	1	1	Visited site 	1
5.9	Is all your organic waste composted or properly recycled (such as by feeding it to hens or pigs)?	NA	0	NA	Not currently practical – no gardens or animals allowed in park	NA
5.10	Do you send all your recyclable waste to a recycling centre?	1	1	1	Walvis Bay-rent-a-drum	1
5.11	Is the remainder of your waste (non-recyclable) removed to an official dump-site, and a clear distinction made between toxic and non-toxic waste so that toxic waste cannot be released into the environment (soil, water or air)?	1	1	1	Walvis Bay site1	1
5.12	Do you compost or recycle your garden refuse or do you not generate garden refuse?	1	1	1	No Garden	1
Sewerage disposal:						
<i>Please note that all sewer systems must have adequate capacity otherwise they cannot be regarded as functioning systems and thus cannot be scored.</i>						
5.13	Do your septic tanks or trickling filter discharge into a properly built soak away or a fenced oxidation pond?	1	1	1	Inspected – Bubbler System 	1
5.14	Can you confirm that none of the soakaways, septic tanks, oxidation ponds, etc. is upstream from and closer than 100 m to boreholes, wells, springs and/or riverbeds?	1	1	1	As above	1
Pollution control:						

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
5.15	Are most of your parking and loading areas paved to prevent oil or fuel leaks entering the soil, or is adequate other provision made to manage contaminants?	1	0	1	Workshop floor inspected = paved	1
5.16	Can you confirm that you do NOT use any poisons or pesticides on or around your premises and surrounding land?	1	1	0	Doom in rooms	0
5.17	Do you use only environmentally friendly soaps and cleaning chemicals?	1	1	1	 Elso and Blu-clear both environmentally friendly ranges.	1
5.18	Are all hazardous materials (if any) identified? And are the procedures for the storage, use, handling and disposal of all chemicals and cleaning products implemented according to the health and safety policy as per point 1.2?	1	1	1	All chemicals locked	1
5.19	Have staff using harmful chemicals and cleaning products received training in their responsible use and are there records of their usage of these chemicals?	NA	NA	NA	NOT IN USE	NA
5.20	Are the storage, use, handling and disposal of all chemicals and cleaning products recorded and done according to the applicable laws, in an environmentally friendly manner and following the proper health and safety procedures?	NA	1	NA	As Above	NA
5.21	Do you ensure that your premises do not create light pollution at night by switching off non-essential lights and ensuring that all lights shine down (not up)?	1	1	1	All shining down – manual switch with 1 minute timer on walkway lights at night	1
5.22	Do you ensure that your premises do not create noise pollution by keeping noise to a minimum?	1	1	1	minimal	1
5.23	Are your solar battery room, fuel storage and/or diesel generator housing on site (if any) built so that there is no risk of environmental contamination?	1	1	1	Inspected immaculate	1
5.24	Is an effort made to limit the release of greenhouse gases and are these greenhouse gases monitored?	1	1	1	Monitoring fuel usage, limited greenhouse gases released, due to Solar Plant	1

6 Building, Landscaping & Roads	18	17	18		18
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Goal: To safeguard the natural and cultural environment in tourism areas from negative impacts of construction and landscaping developments and to protect the valuable asset of the "sense of place".

6.1	Do you actively implement your policy on infrastructure as per point 1.2?	1	1	1	Evident	1
6.2	Did you ensure that the historical, cultural and/or natural environment was not damaged by your development, alterations or activities?	1	1	1	Only enhanced – no damage	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
6.3	Was an environmental impact assessment (EIA) carried out prior to the construction, planning, design and demolition of buildings and infrastructure during the last three years? <i>This is applicable to new and old buildings. Describe how you avoided any damage.</i>	1	1	1	Documented, no construction in last 3 years	1
6.4	Do your buildings blend in well with the surrounding environment in terms of shapes, scale and colours - in other words, are they appropriate?	1	1	1	Absolutely	1
6.5	Were recycled materials, renewable materials and materials available in the vicinity largely used in the building construction?	1	1	1	Presswood wall treatment from recycled wood... (shutterboard)	1
6.6	Was the use of environmentally unsustainable materials extensively reduced (such as tropical hardwoods, aluminium, cement, etc.)?	1	1	1	Evident	1
6.7	Was the use of toxic or unhealthy materials largely avoided (such as synthetic fibres and paints, polyurethane, plastics, chipboard and other composites, etc.)? <i>Refer to the Good Practice Handbook for more information on environmentally sustainable and nontoxic materials.</i>	1	1	1	Evident	1
6.8	Have you applied passive design principles in the designs or alterations of your buildings to ensure that they remain cool in summer and warm in winter, to avoid artificial heating, cooling or lighting, such as the following:					
	<ul style="list-style-type: none"> • In General • Orientation of the buildings with the longer sides to face north, or with existing buildings adding modifications to let in winter sun and keep summer sun off walls and openings? • Windows that can open on opposite sides of spaces to allow cross-ventilation? • Thick walls made from solid materials like brick, stone, earth (clay), or adding thick screens or insulation to existing walls? • Insulating roof spaces or ceilings to reduce heat from the top in summer and keep warmth inside in winter? • Shading windows and glass doors with roof overhangs, canopies, sunscreens or pergolas? • Shading large paved areas? 	1	1	1	Yes	1
		1	0	1	Checked	1
		1	1	1	Evident	1
		1	1	1	Yes	1
		1	1	1	Foam padding	1
		1	1	1	Yes	1
		1	1	1	Yes shading roof	1
6.9	Does your garden contain only indigenous plants and create a habitat for indigenous birds and other animals, including insects and reptiles?	1	1	1	Inspected	1
6.10	Can you confirm that your garden contains no invasive exotic plants? <i>For example prosopis trees, cacti, agave, datura, Mexican poppy, nicotiana.</i>	1	1	1	None	1
6.11	Were your roads built mainly along contours rather than across them and do you control erosion caused by the construction and use of the roads?	1	1	1	Only use existing road, do own maintenance	1
6.12	Do you actively rehabilitate previous damage in the area such as old borrow pits, road working sites, etc. to reduce the impact of construction on the environment?	1	1	1	Rehabilitated/ removed old mine waste.	1

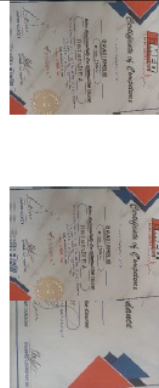
CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE

7 Staff, Health & Safety	36-1=35	31	33		33
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Goal: To encourage establishments to commit their own resources to formally train, improve, and recognise the skills of staff, rural partners and new entrants to the industry.

7.1	Do you actively implement your staff policy as per point 1.2 and include a training needs assessment?	1	1	1	Yes	1
7.2	Do you regularly and clearly share information on this policy with your staff?	1	1	1	Monthly & weekly, included in Weekly report with head office.	1
7.3	Do you have a written policy on tipping? And if tips are pooled and shared amongst staff, is all staff happy with this system?	1	1	1	System managed by staff – all happy. Electronic payments gets taken off Innkeeper system and paid out in cash or EFT.	1
7.4	Do all staff have legally binding contracts and do all staff understand these contracts and have access to them?	1	1	1	Evidence Provided	1
7.5	Are all staff paid the legal minimum wage and do all staff receive and understand the content of their payslips and do their payslips combine all the legal inclusions and clearly show how wages were calculated?	1	1	1	Lowest wage = Above minimum	1
<i>Currently, the tourism minimum wage is based on agriculture's. This gross minimum wage is N\$1800 per month.</i>						
7.6	Do all employees receive equal pay for equal work? And can you confirm that none of your policies or procedures has any content or regulation that may be considered to be unfair to any staff and have all staff been trained on the policies and procedures of the business?	1	1	1	Recorded, checked	1
7.7	Are deductions only made from a staff's wage according to the legal maximum amount and are these deductions taken only if required by law or only when written permission has been given?	1	0	1	Only upon request – building, medical, school.	1
7.8	Do working hours and rest periods comply with the applicable national law or industry standards and are any deviations agreed by the staff in writing and do all meal intervals and overtime hours comply with law or industry standards?	1	1	1	Shifts recorded and per industry standards	1
7.9	Is overtime voluntary and does it not exceed 10 or 15 hours per week depending on business size? And is overtime compensated according to National law or agreed legal rates?	1	1	1	System observed as per Binary City protocols	1
7.10	Is all leave given as stipulated by national law or industry standards (but not less than 2 weeks of paid annual leave), including annual leave and religious/cultural?	1	1	1	Yes on system as per industry standard = 2	1

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
				weeks off, 6 weeks on.	
7.11 Do you not make use of time-limited contracts to avoid employing permanent staff?	1	1	1	Only for specific maintenance tasks as per contract.	1
7.12 Is all staff free to join a union or any other form of worker representation such as a workers' committee. If there are more than 10 staff is there a workers' committee?	1	1	1	Free to join, but currently no one has joined after Covid. Worker's committee active, liaison with Seena	1
7.13 Do you maintain an up to date file of all relevant internal human resource policies including records of all staff (appointment, wages, contracts, retrenchment, discrimination, disciplinary actions, grievances, workplace accidents and confidential medical conditions)?	1	1	1	Inspected as per file	1
7.14 Do you maintain an up to date file of all relevant national regulation and legislation with regards to Human Resource Practice?	1	1	1	Inspected	1
7.15 Do you have a written policy on discrimination and how this is managed within the business (including confidential reporting) and keep records of actions taken to address reported instances of discrimination? Can you provide evidence that there is no discrimination?	1	1	1	Inspected	1
7.16 Are you in compliance with all national legislation and regulation with regards to workplace equity and diversity?	1	1	1	Inspected	1
7.17 Do you have a written disciplinary code and procedure and a written grievance procedure and policy? And do you keep records of all disciplinary and grievance actions and the outcomes thereof?	1	1	1	Inspected	1
7.18 Do you have a written policy on forced and child labour and how this is managed within the business? Can you provide evidence that there is no forced or child labour?	1	1	1	Inspected	1
7.19 Do you have a written policy on sexual harassment and exploitation and are you aware of any reported instances that you are actively seeking to address through these policies and in practice?	1	1	1	Inspected	1
7.20 Do you have a regular, documented appraisal system that identifies staff ambitions and training needs?	1	1	1	Inspected	1
7.21 Do you conduct a training needs assessment appropriate to the size and scope of the business and do you have a written plan based on this assessment?	1	1	1	Inspected	1
7.22 Do your staff receive formal training & assessment that is:					
<ul style="list-style-type: none"> • Appropriate to the type of business operation and skills levels of employees • Documented 	1	1	1	Yes – Silver Spoon & E-Med & 4X4 driving etc	1

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
<ul style="list-style-type: none"> Assessed & certified by trainers 					
<ul style="list-style-type: none"> By recognised training providers 					
7.23 Is training spend at least 2% of payroll per annum or the legal minimum as defined by national legislation, whichever is higher?	1	0	1	Inspected	1
7.24 Do you encourage existing staff to apply for in-house vacancies before externally advertising the post?	1	1	1	Veri used to be housekeeper, now waitress..	1
7.25 Do you offer regular internships/ apprenticeships to students?	1	0	0		0
<i>Over the last two years, at least one intern if you have fewer than 20 beds and two if you have more.</i>					
7.26 Do you ensure that staff are exposed to environmental and sustainability issues in their daily routine?	1	1	1	Interviewed	1
Health and Safety:					
7.27 Do you provide a healthy and safe working environment <ul style="list-style-type: none"> Are you in compliance with all national legislation and regulation on H&S? Do you have a written health and safety policy that is implemented? Do you have a current certificate of fitness, as provided by the municipality in your area? Are all staff trained on and aware of this policy? 	1	1	1	All evidence provided in 3 x documents.	1
7.28 Have you appointed and trained H&S representatives according to the size and scope of the business and also set up an H&S committee? And are all employees trained on and aware of the H&S requirements of the business as stipulated above?	NA	NA	NA	Only 36 staff members	NA
<i>This is only applicable to a business with more than 100 staff.</i>					
7.29 Do you provide protective clothing to all staff as is appropriate to the operations of the business?	1	1	1	Uniform	1
7.30 Is fire equipment available and regularly maintained? Are fire routes indicated? And are all staff trained on fire safety annually?	1	1	1	AD Advance training, fire extinguishers expire end May 2023, service had been booked	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
7.31	Do you have trained first aiders and adequate first aid kits available?	1	0	1	3 x Staff Members with certificates and adequate kits.	1
7.32	Is there a system for recording all work place accidents?	1	1	0	No evidence	0
7.33	Is knowledge of employees' medical conditions kept confidential and dealt with appropriately?	1	1	1	Inspected	1
7.34	Do you have a written policy on HIV/AIDS and other contagious and infectious diseases (or is this included in the H&S policy of the business)?	1	1	1	Inspected	1
7.35	Do you supply decent on-site staff housing that is large enough, clean, and secure and allows for some privacy?	1	1	1	Inspected	1
7.36	Are your staff supplied with decent services such as power, water and sanitation?	1	1	1	Inspected	1

8	Guiding	6	5			6
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Goal: To ascertain whether the establishment has made an effort to adequately train its field guides in order to ensure a quality guided experience for its guests that would include information on natural resources, environmental issues and the local environmental setting.

8.1	Do your guided activities fulfil your Guiding Code of Conduct as per point 1.2?	1*	1	1	Evident in general Code of conduct as signed	1
8.2	Do you offer or promote a variety of low environmental impact activities to your guests?	1*	1	1	Well stocked library, self guided walks, sand boarding, beach lunches. <i>Such as: walking trails, horse-riding, non-motorised boat trips, mountain biking, a reference library, slide shows or talks etc.</i>	1
8.3	Do you provide active in-house training to your guides?	1*	1	1	Trainers used – Flip Stander & MC ;	1
8.4	Do you provide documented formal external field guide training to your guides?	1*	0	1	NATH – standard – Nature College (in the past) Now providing text books and encourage online training.	1
<i>Please note: it must be NATH or other SADC recognised.</i>						
8.5	Does the training include a comprehensive environmental awareness component and make reference to programmes such as Eco Awards Namibia?	1*	1	1	As per Nature College guidelines in the past – in interviews with guides it is clear that they had been trained on these components.	1
8.6	Are all guides trained on protected/cultural sites within the area, including guidelines on	1*	1	1	Required by MET – Skeleton Coast Park	1

CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
visiting these areas? These should be in compliance with the National Heritage Act.					


9 Social Responsibility	10	10	9		9
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Goal: To encourage efforts by establishments to adequately address their social responsibility towards local communities.

9.1	Do you actively implement your social responsibility and community support policy as per point 1.2?	1	1	1	Yes evident projects in Purros	1
9.2	Do you consistently monitor and record the progress made by the implementation of your policy?	1	0	0	Not clear	0
9.3	Do you have records of in kind and/or financial contributions to community development based on the written policy?	1	1	1	Contributions for Transport for Conservancy members.	1
9.4	Are you aware of any negative impacts that your activities cause to the provision of basic services and local access to livelihoods for neighbouring communities and have you developed a written strategy to mitigate such impacts?	NA	1	na	Na No neighbouring communities.	na
9.5	Do you display interesting information for guests that aim to effectively increase awareness about the local community context and culture?	1	1	1	Books in rooms	1
9.6	Do you actively promote cultural exchanges or activities such as township tours, visits to craft markets, African restaurants and have a code of conduct for guests when visiting living cultures, religious sites and heritage sites?	NA	1	NA		NA
9.7	Do you have documented proof of regular consultation with affected communities on development of the code of conduct? And are all employees trained on this code of conduct and made aware of their roles and responsibilities in the implementation thereof? And have you developed a mechanism for reporting any breaches of the code of conduct by employees or guests and how to deal with this effectively?	NA	0	NA		NA
9.8	Is the procurement of local art, architecture or cultural heritage to be used in your operations, design, decoration food or shops only done with the necessary legal permissions?	1	1	1	Lifestyle Graphics	1
9.9	Do you communicate the availability of local products and services in the area to guests?	1	1	1	Via Guides	1
9.10	Do you stock mostly Namibian made crafts and souvenirs in your curio shop (if any)?	1	1	1	Books and T-Shirts	1
9.11	Do you actively promote and help provide training for the local community in environmental awareness and conservation?	1	0	1	Yes in collaboration MET programs	1
9.12	Are you aware of any sites on your properties that have historical, archaeological, cultural or spiritual importance and do you have documented proof of consultation with local residents and communities regarding identification of and permission to have access to these sites? And do you have records	1	1	1	Yes all shipwrecks – consultation with MEFT, research ongoing and no trading.	1

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
	identifying all historical and archaeological artefacts in your possession with documentation to the ownership and confirm that you do not trade these artefacts without the necessary permissions?					
9.13	Is there evidence of communication to guests regarding the relevance of these sites?	1	1	1	Daily	1

10 Legal and NTB Compliance

16	16	16	NTB Registration is evidence.	16
				

If the establishment has an up to date NTB Registration Certificate, then all points are awarded.


10.1	Is the business legally registered?	1				
10.2	Does the business have a valid licence to trade?	1				
10.3	Do you have valid licences for the sale of alcohol?	1				
10.4	Do you have valid licences for visual and audio broadcasting?	1				
10.5	Do you have a valid certificate for acceptability of food service or food safety equivalent?	1				
10.6	Are you in compliance with all legal requirements for access to information and transparency?	1				
10.7	Are you in compliance with all legal requirements for tax, employers and social security?	1				
10.8	Are all vehicles owned by the business and used for guests registered, licensed and roadworthy?	1				
10.9	Do staff responsible for guest transport have valid licenses and public driving permits?	1				
10.10	Are you in compliance with the national regulations on smoking?	1				
10.11	Do you have sufficient public, passenger and product liability insurance?	1				
10.12	Is there no evidence of discrimination against guests by the business or any of its employees?	1				
10.13	Are you in possession of all relevant legal permits for the keeping of wildlife?	1				

	CRITERIA DESCRIPTION	TOTAL SCORE	OWN SCORE	ASSESSOR SCORE	ASSESSORS NOTES	FINAL SCORE
10.14	Are you in compliance with all regulations from relevant conservation management authorities in your areas of operation?	1				
10.15	Are you legally entitled to occupy these premises? Provide proof of your legal entitlement to occupy the land, premises and water.	1				
10.16	Do you have valid permits or follow applicable regulation for operations on all national historical, archaeological or cultural sites?	1				

11 Bonus points

10		2		2
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Any particular activities, projects or ventures that are not reflected in above criteria, yet make a serious contribution to sustainability issues, can be listed here. 1 point per item only, total maximum score of 10.

11.1	If there is no recycling at your local dump site where you take your solid waste, are you actively pursuing the establishment of a recycling system there, or are you in a recycling network with adjacent establishments?	1				
11.2						
11.3						
11.4	Do you make provision for people/guests with disabilities and special needs?	1				
	Prevent use of single-use plastic e.g. by providing re-usable aluminium water bottles in rooms					
	Reverse-osmoses facility for filling up more than 90% of all drinking water required.			1		1
	Lunch-packs are made of 100% bio gradable materials.			1		1

Recommendations & Comments:

Well done on an excellent score in most sections!

Water: if you could consistently monitor, record, and calculate your water usage, you will most likely achieve full marks for the Water section as well, and achieve 5 Green Flowers.

Waste: Try to record the types of waste (recyclables and others) on a regular basis.

APPENDIX II. STANDARD OPERATING PROCEDURE

The “[Journeys Namibia Policies & Procedures Manual](#)” governs day-to-day operations at Shipwreck Lodge.

Due to space limitations, only the contents pages (“[Index](#)”) of the Manual is given in this appendix. The full document can be made available to MEFT on request.

February 2020 – This Manual is subject to continuous updates and additions

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- 1.2 STAFF INFORMATION DOCUMENTS
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- 1.8 STAFF LOANS
- 1.9 STAFF RATIONS
- 1.10 DISCIPLINARY PROCEDURES AND COUNSELLING
- 1.11 PERFORMANCE REVIEWS
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- 1.13 GRIEVANCES POLICY
- 1.14 CHILD POLICY
- 1.15 VISITORS AND BEDNIGHTS
- 1.16 AFFIRMATIVE ACTION POLICY
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- ☐ Opening and Closing Procedures

4.2 WEEKLY ORDERING

4.3 PROCUREMENT AND PAY-RUNS

- ☐ Procurement Procedures
- ☐ Waybills
- ☐ Group Suppliers

5. Reception and Reservation

5.1 CHECK-IN PROCEDURES

5.2 CHECK-OUT PROCEDURES

5.3 RECEPTION DAILY ROUTINE

5.4 HOPE ADMIN

5.5 REPORTING GUEST INCIDENTS

6. Front of House

6.1 BREAKFAST

6.2 LUNCH

6.3 TEA-TIME

6.4 DINNER

6.5 HOSTING

6.6 UNIFORMS

7. Guiding

7.1 GUIDING CODE OF CONDUCT - NATH

7.2 VEHICLE CARE

7.3 EQUIPMENT CARE

8. Back of House

8.1 MAINTENANCE

- ☐ Weekly Reporting
- ☐ Preventative Maintenance
- ☐ Staff Village

8.2 HOUSEKEEPING

- ☐ Daily Reporting
- ☐ Cleaning Hacks
- ☐ Turndown Standards
- ☐ Photo Standards

9. Marketing and Media

9.1 DEALING WITH COMPLAINTS

9.2 MARKETING MATERIAL - NEWSLETTER

10. Curio Shops

10.1 MONTHLY SELLING TARGET

10.2 POLICY AND PROCEDURES

10.3 CENTRALIZED PROCUREMENT

10.4 SELLING STRATEGIES

11. Lodge Documentation

11.1 LICENSES AND RENEWAL DATES

11.2 CERTIFICATES

APPENDIX III. CONCESSION RIGHTS

The section of the Concession Operator Contract that regulates the management of the concession, "Concession rights" is copied verbatim here.

"Tourism Development and Operating rights

- The Concessionaire shall have the right to Build, Operate, Manage and Maintain a new lodge and campsite in the Concession Area, including their associated support infrastructure such as staff housing and other back-of-house facilities;
- Thirty (30) luxury wooden chalet accommodation facilities at Huarusib River Mouth;
- One (1) camping area consisting of Ten (10) individual campsites;
- Satellite Camp at Westies Camp.

Activity rights:

- The Concessionaire shall have the non-exclusive right to conduct day excursion by vehicle to Oasis followed by a drive through the sand dunes to Ausis spring and the flood plains.
- Day excursion by vehicle to Möwe Bay seal colony, the remnants of the Suiderkus shipwreck, along the beach past the leftovers of the Karimona shipwreck, abandoned Westies diamond mine, remains of the Ventura Bomber to the wind shelter of the reeds at Flamingo pools.
- Half day excursion by vehicle to Oasis, culminating with the smoothly sculptured roaring dunes in the Concession Area;
- Environmentally friendly quad bi pedal excursion through the Hoanib River Delta past remnants of the campsites of previous occupants of the area, the San People referred to the 'Strandlopers' of 'Beach Comers' provided such activities conform to the Environmental and Development Guideline, Concession Area Rules and the Management Plan, and provided such activities do not compromise the obligations to allow use of the agreed areas and routes by members of the public and tourism operators.
- The Concessionaire shall have the non-exclusive right to conduct guided, vehicle-based tourism activities with guests inside the Skeleton Coast Park along existing tracks in and adjacent to the Hoanib River between Huarusib River and Möwe Bay, provided such activities conform with the Environmental and Development Guidelines and the Traversing Conditions and Protocols outlined in this agreement. Notwithstanding the right granted in this paragraph, the Concessor reserves the right to award similar rights over the same tracks to the Orupembe, Sanitatas, Etanga and Okondjombo Conservancies via a separate concession agreement. The Concessor will award such rights after due consultation with the Concessionaire, and will ensure that the general public is not permitted access to this area for tourism purposes;
- The Concessionaire may request permission from the Concessor to conduct other activities in the Concession Area. Such permission shall not be unreasonably withheld by the Concessor.

Tourism access rights

The Concessionaire and its guests and staff shall have the right to enter and leave the Concession Area and Park via points other than the official Park entry gates.

Activity Guidelines

- All activities shall be guided by staff of the Concessionaire and/or Operator;
- The Concessionaire's activity guides shall be qualified and trained in line with Best Industry Practice in their respective fields (e.g. walking guides, etc.); and

- All tourism activities must conform to the Environmental and Development Guidelines and will be subjected to the EIA and EMP procedures outlined in this agreement.

Capacity Limits

The operating capacity limits shall be as follows. Any change to these limits shall require the prior written approval of the Concessionaire:

- Thirty (30) luxury wooden chalets accommodation facilities at Huarusib River mouth;
- One (1) camping area consisting of Ten (10) individual campsites between Terrace Bay and Möwe Bay;
- Satellite camp at Westies Camp.
- The Concessionaire may operate a maximum of three (3) vehicles at any one time within the Concession Area.”