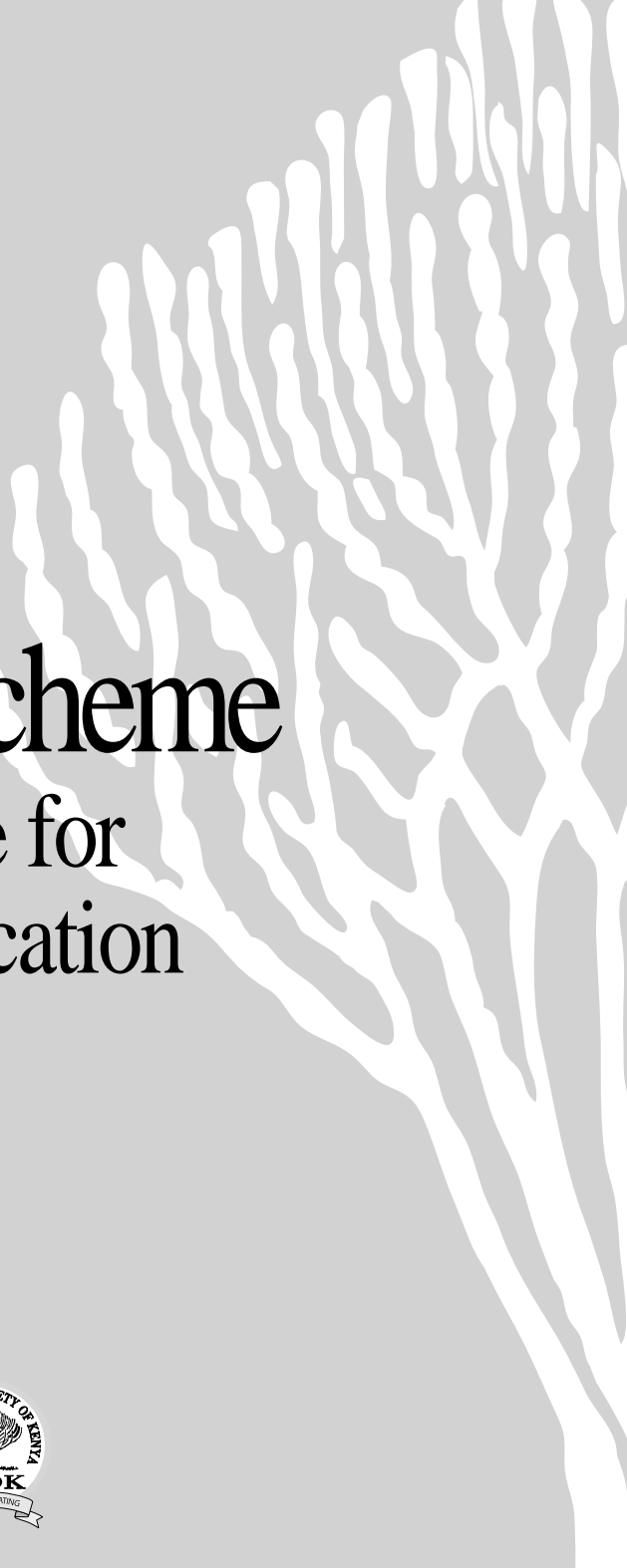




# ESOK

## Eco-rating Scheme

### Questionnaire for Bronze Certification



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# Property Background

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a) Name of facility: \_\_\_\_\_

b) Type/class of facility. (**Please tick one**)

- Hotel
- Lodge
- Private home
- Permanent tented camp
- Semi-permanent camp
- Self-catering banda
- Seasonal camp

c) Year property opened \_\_\_\_\_

d) Number of months open in a year \_\_\_\_\_

e) Number of rooms/tents \_\_\_\_\_

f) Physical location (**please tick one and give name**)

- |  |                      |
|--|----------------------|
| <input type="checkbox"/> Game Reserve          | <input type="text"/> |
| <input type="checkbox"/> Reserve               | <input type="text"/> |
| <input type="checkbox"/> National Park         | <input type="text"/> |
| <input type="checkbox"/> Conservancy           | <input type="text"/> |
| <input type="checkbox"/> Community Group Ranch | <input type="text"/> |
| <input type="checkbox"/> Private ranch         | <input type="text"/> |
| <input type="checkbox"/> Forest                | <input type="text"/> |
| <input type="checkbox"/> Forest Reserve        | <input type="text"/> |

g) On which circuit are you located **(Please tick one)**

- Southern
- Northern
- Coast
- Western
- Mt Kenya
- South western

(h) Post Box Number

(i) Post code

(j) Town

(k) Telephone

(l) Fax number

(m) E-mail address

(n) Website

(o) Number of Kenya employees

(p) Average annual occupancy

(q) Have you had a NEMA Audit? Yes  No

(r) If yes give year of Audit? \_\_\_\_\_

(s) Are you star-rated by Ministry of Tourism? Yes  No

(t) If yes, tick your current star-rating level- tick  
\*One-star  \*two-star  \*three-star  \*four-star  \*five-star



# Part 1 - Environmental Criteria

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## 1. Environmental Policies and Missions

Policies and missions are an organizations signpost. A mission describes the organization’s basic function in society, in terms of the products and services it offers”. In other words it expresses an organization’s purpose or reason for existence. A mission needs to be translated into actions for it to be effective. For example, if the organization mission includes delivering “outstanding services to its members”, then **policies** and **standards** should be created and monitored to evaluate delivery of outstanding service.

Policies are tools that aid in actualization of mission statements. A hotels/lodges environmental policy should clearly communicate the hotels commitment to maintaining the social, cultural and physical environment in which it operates. Policy formulation is a participatory process that begins with identification of environmental, economic and social aspects that require attention and setting goals. Every policy must have a clear action plan for implementation.

(i) Do you have a mission statement **(Please attach)** Yes  No

(ii) Do you have an environmental policy? If yes which areas are addressed by your policy?  
**(Please tick as necessary and attach supporting documents)** Yes  No

- Land
- Water
- Energy
- Sewage
- Solid waste

(ii) How are your policies formulated and communicated to your employees and visitors? Explain

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## 2. Environmental Conservation

Conservation refers to a set of activities aimed at maintaining the natural status of the biodiversity. Conservation activities include awareness creation on nature and sensitivity of biodiversity, tree planting, minimal introduction of exotic plants, controlling dispersion of exotic plants, undertaking or supporting research on threats and opportunities, species carrying capacity, careful selection of activities to reduce/minimize impacts, promoting alternative income generating activities to reduce pressure on natural areas, encouraging fair distribution of resources, sustainable use of resources, environmental education etc. A lodge/camp may not have the time to get directly involved in all these activities, but they can provide support in cash and kind.

- (i) **Question:** Describe your conservation initiatives – locally in your area of operation, nationally and globally (e.g. have planted X trees in 6 months, donated X amount of Ksh in past year for research, identified all trees within the lodge areas, removed all exotic plants, organized an environment day for local communities, undertaken clean up etc)

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- (ii) **Question:** What are your strategies for keeping the area from which you operate as natural as possible

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- (iii) **Question:** Describe your policy on the following where applicable

- (a) Gardens 

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(b) Plants on property \_\_\_\_\_

\_\_\_\_\_

(c) Exotic plants \_\_\_\_\_

\_\_\_\_\_

(d) Curio shops \_\_\_\_\_

\_\_\_\_\_

(e) Animal Baiting \_\_\_\_\_

\_\_\_\_\_

(f) Beach Cleaning \_\_\_\_\_

\_\_\_\_\_

(g) Campfires \_\_\_\_\_

\_\_\_\_\_

(h) Use of wood fuel \_\_\_\_\_

\_\_\_\_\_

(i) Lodge/ Camp design \_\_\_\_\_

\_\_\_\_\_

(j) Property Renovations \_\_\_\_\_

\_\_\_\_\_

(k) Cleaning detergents \_\_\_\_\_

\_\_\_\_\_

(l) Treating of swimming pool water \_\_\_\_\_

\_\_\_\_\_

(m) Type and size of packaging for supplies \_\_\_\_\_

\_\_\_\_\_

(n) Health and Safety standards for employees and visitors

\_\_\_\_\_

\_\_\_\_\_



### 3. Emissions and Wastes

Emissions and waste are commonly used to refer to surface, underground and air pollutants. In lodges/camps, surface pollutants mainly include grey (residual) water, sewage and organic and inorganic waste produced in the course of operations. Owing to nature of operations some lodges/camps may have sources of chemical pollutants mainly oil from car engines, boats, generators and batteries. Air pollutants include gaseous emissions mainly from boilers, and fumes from generators and vehicles. Noise from equipment and entertainment places may cause noise pollution.

#### 3a. Grey water

Grey (residual) water refers to waste water from kitchen, guest rooms, staff quarters, laundry swimming pool and storm water run-off. Several ways exist for disposal of grey water. These include disposal in septic tanks/soak away pits, sand rock filtering, drainage, constructed wetlands, grey water tanks, storm water catchment tanks, diversion to open grass areas etc. when drainage systems are used, there should be a regular maintenance program in order to prevent backing up of water and settlement of debris

(i) **Question:** Do you have a policy /strategy for grey water management? State its highlights

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(ii) **Question:** Describe how you dispose your grey water from the following areas:

- Kitchen \_\_\_\_\_
- Guest rooms \_\_\_\_\_
- Staff quarters \_\_\_\_\_
- Laundry \_\_\_\_\_
- Swimming pool water \_\_\_\_\_
- Overflow from rain \_\_\_\_\_



(iii) **Question:** What was the basis of selecting your current systems for grey water management?

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**3b. Sewage**

Sewage waste is one of the major pollutants of land and water and if not properly handled can be a threat to human life, plant life, and wildlife. There are several means of sewage management including evaporation systems, activated sludge treatment plants, waste stabilization ponds, chemical toilets, dry toilets, municipal council sewage system, long drops, use septic tanks/soak away pits, cess pits etc. Proper management of sewage is critical to avoid contamination of soils and ground waters through percolation. When designing a sewage management system consideration should be given to volume of sewage, the type of soil, the proximity to water body, the temperatures etc. The design should be specific to location and operation of each hotel.

(i) **Question:** Do you have a policy/strategy for sewage management? If yes, describe your policy

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(ii) **Question:** Describe how you manage sewage waste from the following areas

- Guest rooms \_\_\_\_\_
- Public areas \_\_\_\_\_
- Staff quarters \_\_\_\_\_



(iii) **Question:** what was the basis of selecting your current systems for sewage management?

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**3c. Pollution**

Air and noise pollution are always ignored as insignificant. Continuous exposure to noise can affect hearing in the long run and emissions can be harmful to human health. A main source of noise pollution in hotels/lodges is generators and discos. Fridges, motor vehicles exhaust systems and generators are some sources of air pollution. Light pollution is a problem in natural areas because the type of lighting used for illumination at night may impact on nocturnal animals. Floodlights are particularly not friendly to animals.

(i) **Question:** Are there any sources of pollution in your property? Please name them

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(ii) **Question:** What is your policy/strategy for management of each of the identified sources of pollutants?

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**3d. Management of Solid Waste**

In hotel/lodges the largest source of solid waste is the kitchen and the stores. The kitchen generates organic waste from fresh foods and inorganic waste from food packages, broken crockery and equipment as well as old stocks. Other places that generate waste include the guest rooms, the bars, the office, the garage/workshop and the staff quarters. All these waste can be classified into biodegradable and non-biodegradable waste. The non-biodegradable can be divided into recyclable and non-recyclable material. The impact of each of the wastes generated varies in magnitude. It is important to manage your waste to ensure minimum impacts. As much as possible, recyclable waste should be recycled and organic waste decomposed. Good waste management starts with a waste management strategy that identifies, classifies and measures waste.

(i) **Question:** Do you have a policy/strategy for solid waste management? If yes, describe your policy

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(ii) **Question:** What type of solid waste do you generate from you operations. Please list them and their source:

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(iii) **Question:** What was the basis of selecting your current systems for solid management?

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## 4. Resource Use

### 4a. Water

Water is an ignored resource especially when it can be accessed with minimum effort. Hotels/lodges are major consumers of water. Conservation of water must receive attention as the country is experiencing a growing shortage of water for a variety of reasons. In arid and semi-arid areas, water is constantly a source of conflict between pastoral communities. It is also a source of human/wildlife conflicts. Key issues related to water are pollution and excess harvesting. Proper management of water requires planning- this may include assigning a member of staff to be responsible for water issues, recording consumption through meters, giving incentives to staff for water management, recycling, constant monitoring of water quality, use of appropriate extraction methods, use devices that reduce pressure and manage flow in showers and bathrooms and education of staff and guests

**(i) Question:** How would you describe the water situation in your area of operation? Where do you get your water

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**(ii) Question:** Do you have a water usage/saving plan, with specific goals? If yes please describe the plan and how it is executed?

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**(iii) Question:** How do you promote this water-saving program among your employees and guests?

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(iv) **Question:** Please list and elaborate on any water saving programs/initiatives that you put in place singly as a lodge/hotel or jointly with community

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**4b. Energy**

There is an assumption that because energy is a commodity that can be accessed as long as one has money, there is no need to worry about its consumption. Energy costs contribute a large percentage of hotel/lodge recurrent costs. This means energy has implications on the bottom-line of many tourism businesses. Proper energy management can save on costs and improve the bottom-line (profit). The savings made from efficient energy uses can be ploughed back to business to support other clean/green practices.

(i) **Question:** Do you have an energy usage/saving plan with specific goals? If yes, please describe the plan and how it is executed

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(ii) **Question:** How do you promote this energy-saving program among your employees and guests?

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(iii) **Question:** What is your major source of energy? Please explain why you rely more/prefer this energy source

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(iv) **Question:** What other types/sources of energy do you use? Please list and state in which area the energy is mainly used? E.g. solar for room lighting, wood fuel for boiling water

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# Part 2 - Social Criteria

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## 5. Benefits to Community

Tourism businesses have the greatest opportunity to give back to the community because the product is packaged and sold at source. But many businesses find it difficult to engage with the community because they do not plan for it. Where a benefit-sharing structure exists as in partnership agreements, businesses restrict themselves to the written word. This is because benefits are often misconstrued to mean direct financial support given to communities as donations through harambees or charity and contractual obligation. While economic benefits are important, emphasis on economic can affect and constrain relationships between businesses and the local community, effectively threatening natural areas.

Below is a list of potential benefits that the local community can derive from a tourism business.

(i) **Question:** How is the local community benefiting from your operations? Please tick the relevant ones and give brief description on space below.

- |   |                          |                                  |                          |
|---|--------------------------|----------------------------------|--------------------------|
| • Direct income from partnership agreements | <input type="checkbox"/> | • Share of profits               | <input type="checkbox"/> |
| • Share bed night fees                      | <input type="checkbox"/> | • Rental fees                    | <input type="checkbox"/> |
| • Conservation/entry fees                   | <input type="checkbox"/> | • Funds for community facilities | <input type="checkbox"/> |
| • Employment                                | <input type="checkbox"/> | • Mentorship in various fields   | <input type="checkbox"/> |
| • Health services support                   | <input type="checkbox"/> | • Health education               | <input type="checkbox"/> |
| • Water                                     | <input type="checkbox"/> | • Schools                        | <input type="checkbox"/> |
| • Trade                                     | <input type="checkbox"/> | • Skill development/training     | <input type="checkbox"/> |
| • Roads                                     | <input type="checkbox"/> | • Security                       | <input type="checkbox"/> |
| • Conflict resolution                       | <input type="checkbox"/> | • Promotion of local enterprise  | <input type="checkbox"/> |
| • Other                                     | <input type="checkbox"/> |                                  |                          |

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(ii) **Question:** Describe other ways in which the local community has benefited/ benefits from your presence in the area

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(iii) **Question:** If you have a negotiated agreement, please give details of the following

(a) Size of land leased \_\_\_\_\_

(b) Length of lease period \_\_\_\_\_

(c) Benefit sharing arrangements e.g x USD per acre, x Ksh per bed night, x Ksh/USD for conservation fee

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(d) Non financial benefits e.g employ 5 people, etc

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# Part 3 - Economic Considerations

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## 6. Economic Policies

Many businesses, including hotels/lodges have very clear economic policies, especially those that relate to financial management, marketing, recruitment and wages, procurement, training etc. This is because these aspects of the business are easy to measure and monitor, and the results have direct impact on profits. These measurable aspects are in many instances assumed to have no impact on environmental performance of the businesses. Economic policies of a business can have implication on environmental record of a business. Employing the right people with environmental awareness will reduce your burden of monitoring, paying your staff appropriately encourages participation, printing your brochures on recycled paper adds to business profile, purchasing from "green" companies and selectively choosing packaging material reduces your solid waste.

**Describe your policies/practices on the following:**

(i) Employment (what are key considerations?)

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(ii) Staff remuneration (above, below or in-line with union rates)

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(iii) Staff training (scheduled, costed or as need arises) Give reasons

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(iv) Purchasing from local areas e.g fresh vegetables etc

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(v) Promoting developing community owned tourism enterprises e.g cultural centres, curio shops etc

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vi) Community empowerment (exposure, consultation, involvement in planning, sensitization on tourism etc)

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(vii) Payment of park, reserve, conservancy entry fee

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(viii) Payment of bed night fee

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(ix) Payment of lease fees (e.g paid to committee annually, paid to specific land owners)



**OPERATOR STATEMENT:** I confirm that all information provided in this survey is true.

Name \_\_\_\_\_

Designation \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_ Company Stamp \_\_\_\_\_

Witness Name \_\_\_\_\_

Designation \_\_\_\_\_

Witness Signature \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

**Total points available**

**Total points received**

**Approved** Yes  No

Signature- Head Evaluation Team: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

# Notes

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# Notes

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