

## Vulnerable Groups in Communities

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

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

