SANS 1162:2016
Edition 1.1

SOUTH AFRICAN NATIONAL STANDARD

Responsible tourism — Requirements

SABS

SANS 1162:2016
Edition 1.1

Table of changes

Change No.	Date	Scope
Amdt 1	2016	Amended to remove the word "living" (in 5.3.6) and the word "any" (in 5.4.8), and to update the bibliography.

Foreword

This South African standard was approved by National Committee SABS/TC 228, *Tourism standards*, in accordance with procedures of the SABS Standards Division, in compliance with annex 3 of the WTO/TBT agreement.

This document was approved for publication in August 2016.

This document supersedes SANS 1162:2011 (edition 1).

A vertical line in the margin shows where the text has been technically modified by amendment No. 1.

Reference is made in 1.3 to the "national accreditation authority" and the "relevant national legislation". In South Africa this means the South African National Accreditation System (SANAS), and the Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, 2006 (Act No. 19 of 2006), respectively.

Reference is made in 3.1.9 to the "relevant national legislation". In South Africa this means the Employment Equity Regulations in terms of the Employment Equity Act, 1998 (Act No. 55 of 1998).

Reference is made in 3.1.15 to the "relevant national legislation". In South Africa this means the Employment Equity Act, 1998 (Act No. 55 of 1998).

Reference is made in 3.1.21 to the "relevant national legislation". In South Africa this means Section 1 and the Schedule of the National Small Enterprise Act, 1996 (Act No. 102 of 1996).

Reference is made in 3.1.26 to the "relevant national legislation". In South Africa this means Section 7 of the Tourism Sector Codes in terms of the Broad-based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

Compliance with this document cannot confer immunity from legal obligations.

Introduction

The 1996 *White Paper on Development and Promotion of Tourism in South Africa* identifies responsible tourism as the key guiding principle for tourism development. Responsible tourism implies the following:

a) a proactive approach by tourism industry partners to develop, market and manage the tourism industry in a responsible manner, so as to create a competitive advantage;

b) the responsibility of the tourism industry to the environment through the promotion of balanced and sustainable tourism as it focuses on the development of environmentally-based tourism activities (such as game viewing and diving);

Introduction *(concluded)*

c) the responsibility of government and business to involve the local communities that are near the tourism plant and attractions through the development of meaningful economic linkages (for example the supply of agricultural produce to the lodges, and outsourcing of laundry);

d) the responsibility to respect, invest in and develop local cultures and protect them from over-commercialization and overexploitation;

e) the responsibility of local communities to become actively involved in the tourism industry, to practice sustainable development and to ensure the safety and security of the visitors;

f) the responsibility to visitors through ensuring their safety, security and health;

g) the responsibility of both employers and employees in the tourism industry to each other as well as to the customer. Responsible trade union practices and responsible employment practices will be the hallmarks of the new tourism in South Africa;

h) the responsibility of government as well as the tourists themselves to observe the norms and practices of South Africa, particularly with respect to the environment and culture of the country.

It is clear from the above that South Africa has selected responsible tourism as a pathway to achieve the goals of sustainable development, i.e. environmental integrity, social justice and economic prosperity.

Subsequently, the former Department of Environmental Affairs and Tourism (DEAT) developed *National Guidelines for Responsible Tourism* and a *Responsible Tourism Manual* in 2002. The draft *National Tourism Sector Strategy (2010)* has as its vision "boldly growing responsible tourism together to deliver memorable experiences for all our tourists and sustainable benefits for all South Africans". However, South Africa currently does not have a single, unified national minimum standard for responsible tourism or an accreditation process for conformity assessment bodies offering conformity assessment schemes related to the sustainability of tourism organizations.

Many existing interpretations of responsible tourism do not embrace the three main elements of responsible and sustainable tourism, i.e. social, environmental and economic responsibility. Furthermore, several different sets of criteria are currently used to certify tourism businesses. In this context, tourism businesses and consumers find it difficult to evaluate the credibility of certification schemes, and to determine whether the certification criteria used are in line with national policy. Inconsistent interpretations of responsible tourism also confuse consumers, potentially damaging the reputation of the destination.

This standard has therefore been developed to

a) establish a common understanding of the minimum criteria for responsible tourism,

b) promote responsible tourism in the tourism sector, including accommodation, hospitality, travel distribution systems, as well as all organs of state and entities, organized labour and communities involved or interested in the tourism sector in South Africa,

c) establish the minimum criteria for certification of the sustainability of organizations in the tourism sector, and

d) be in line with the *National Guidelines for Responsible Tourism* and the global sustainable tourism criteria.

SANS 1162:2016
Edition 1.1

Contents

Responsible tourism — Requirements

1 Scope

1.1 This standard establishes specific minimum requirements for the performance of organizations in the tourism sector in relation to sustainability, and enables an organization to formulate a policy and objectives, which take into account legal requirements and information pertaining to the impact of these requirements.

1.2 The minimum criteria apply to those aspects that can be controlled by the organization or on which it can exercise influence.

1.3 This standard applies to conformity assessment bodies seeking accreditation from the relevant national accreditation authority (see foreword) mandated by the relevant national legislation (see foreword), in that the requirements are used in the certification process.

1.4 It also applies to organizations in the tourism sector that issue general claims regarding their performance in relation to sustainability.

1.5 Other organizations in the tourism sector might apply this standard in any of the following ways:

a) to implement, maintain and enhance sustainable practices for their operations;

b) to ensure compliance with their own defined responsible tourism policy;

c) to prepare for certification under this standard by a conformity assessment body; or

d) to perform a first-party conformity assessment in accordance with the specified requirements of this standard.

2 Normative references

Reserved.