



**GREENTU PROJECT: PROMOTION AND  
IMPLEMENTATION OF ISO14001 AND TRAVELIFE IN  
COMPANIES OF THE TOURISM SECTOR IN UGANDA**



Funded by  
European  
Union

1. **Welcome:** *EUD Green TU programme manager Jean Baptiste Fauvel*
2. **The GreenTU Project:** *Gaiker*
3. **Results attained:** *Gaiker*
4. **How the GreenTU Project will support companies of the tourism sector in Uganda willing to implement ISO14001 and/or Travelife:** *Gaiker*
5. **How the Tourism Intervention Fund can support the implementation of ISO14001 or Travelife in companies of the tourism sector:** *EUD/UDB*
6. **Q&A**
7. **Closing**

# 1. WELCOME

## 2. THE GREENTU PROJECT

## DURATION

From February 2018 to ~~January 2021~~ July 2021

## PARTNERS

- GAIKER FOUNDATION
- UGANDA TOURISM ASSOCIATION (UTA)
- UGANDA COMMUNITY TOURISM ASSOCIATION (UCOTA)



*Beyond wildlife... a community experience!!*

### OVERALL OBJECTIVE

To boost the transformation of Uganda towards an inclusive green economy by enhancing the sustainability and competitiveness of a key sector for the country, as it is the Tourism Sector.

The action aims:

- to implement Best SCP Practices
- to implement Environmental Management Systems (EMS ISO14001)
- to foster sustainable consumption by consumer awareness raising campaigns
- to support MSMEs of the Tourism Sector on sustainability certification implementation
- to enable policy environments for SCP
- to link MSMEs to financial institutions

### ESTIMATED OUTPUTS AND MAIN ACTIVITIES

1. Improved sustainability and resource efficiency of the Tourist Accommodation Sector in Uganda and compliance with internationally recognized EMS ISO14001
2. Promoted green commercialization and consumption by implementing sustainability certification in the MSMEs of the Tourism Sector in Uganda
3. Created a panel of experts on SCP practices, EMS ISO14001 certification and tourism sustainability certification to foster the continuation of these practices once the action is finished
4. Increased awareness and commitment of governmental institutions and financing bodies in SCP practices and Sustainable Tourism's benefits
5. Disseminated and replicated action's outputs

# 3. RESULTS ATTAINED

**Definition of Sustainable Consumption and Production (SCP):** The use of services and products, which respond to basic needs and bring a better quality of life while minimising the use of natural resources and toxic materials as well as the emissions of waste and pollutants over the life cycle of the service or product so as not to jeopardise the needs of future generations.

Sustainable consumption and production is about promoting resource and energy efficiency, sustainable infrastructure, and providing access to basic services, green and decent jobs and a better quality of life for all.



***DOING MORE AND BETTER WITH LESS!!***

## WHAT ARE BEST SCP PRACTICES?

- Improve the quality of life without increasing environmental degradation and without compromising the resource of need of future generation.
- Decouple economic growth from environmental degradation by:
  - reducing material/energy intensity of current economic activities and reducing waste and emissions.
  - promoting a shift of consumption patterns towards groups of goods and services with lower energy and material intensity without compromising quality of life.
- Apply life-cycle thinking which considers the impacts from all life-cycle stages of the production and consumption process.



ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system.

It helps organisations to improve their environmental performance through more efficient use of resources and reduction of waste, gaining a competitive advantage and the trust of stakeholders.

It helps organisations identify, manage, monitor and control their environmental issues.



### ISO 14001 is...

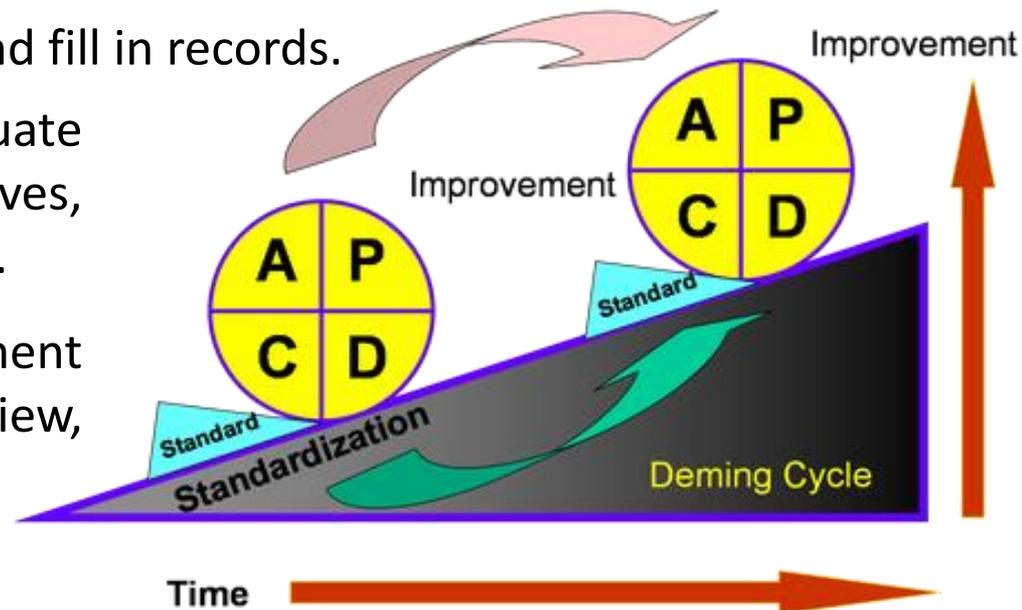
- Management of environmental aspects
- Applicable to any organisation
- Tool to help you think **GREEN** and be proactive
- Management standard

### ISO 14001 is not...

- Regulation or law that must be followed
- Requiring you to reach zero emissions
- Product standard

ISO 14001 is based on Deming cycle or PDCA cycle, it is a **continuous improvement cycle**:

- **Plan:** identify significant environmental aspects, define environmental policy, allocate responsibilities, set objectives and goals , prepare action plans, etc.
- **Do:** implement the procedures and fill in records.
- **Check:** monitor results, evaluate performance against objectives, assess non-conformities, audit, etc.
- **Act:** corrective actions, improvement opportunities, management review, etc.



Travelife is the leading training, management and certification initiative for tourism companies committed to reaching sustainability.

Travelife is a fair and affordable system which helps **tour operators and travel agencies** to manage and improve social and environmental impacts by complying with sustainability criteria. Ultimately, when a company meets the requirements, it will receive a Travelife award.

This system helps **hotels and accommodations** manage their social and environmental impacts and communicate their sustainability achievements to customers. Using a simple online checklist, hotel managers can check their sustainability performance, get feedback and monitor their progress.

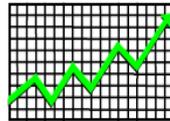


## BENEFITS

Optimizes resources and processes



Improves public image



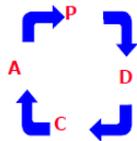
Regulatory compliance



Improves community regulations



Continual improvement



Prevents environmental risks



Reduces costs



### 3. RESULTS ATTAINED

- 30 hotels are implementing ISO 14001, SCP Practices and Travelife
- 20 TO are implementing Travelife
- Panel of experts on SPC Practices, EMS ISO14001 and sustainable certification have been created
- Procedures and records have been developed for each certification
  - Procedures: are instructions which explain what and how something should be done or implemented.
  - Records: are templates in which collected information should be included
- Each hotel may adapt the procedures to its facility



## PROCEDURE FOR THE IDENTIFICATION AN EVALUATION OF ENVIRONMENTAL ASPECTS ISO14001



**HOTEL NAME**

### P3.2 Identification of environmental aspects and impacts. Significant environmental aspects and impacts.

Revision No:

Date:

Revision History

Revision Date	Description	Sections Affected	Revised by	Approved by

Hotel ~~0000~~ Identification of environmental aspects and impacts. P3.2 Rev.0  
Significant environmental aspects and impacts.

**I. PURPOSE**

Establish the systematic for the identification, evaluation and registration of environmental aspects

**II. RESPONSIBILITY**

The Environmental Management Representative (EMR) will be responsible for carrying out the identification and evaluation of environmental aspects, and its communication to the Top Management.

**III. DEFINITIONS**

Environmental aspect: element of the organisation's activities or services that interacts or can interact with the environment

Environmental impact: change to the environment, whether adverse or beneficial, wholly or partially resulting from the organisation's environmental aspects.

**IV. DESCRIPTION**

**1. Identification of environmental aspects**

**HOTEL NAME** will identify all the environmental aspects related to its activities, products and services, on a yearly basis. During the identification, both direct and indirect, aspects will be identified:

- Direct Environmental Aspect: Activities over which a hotel can be expected to have an influence and control. For example, emissions from processes.
- Indirect Environmental Aspect: Actual or Potential activities over which the hotel can be expected to have an influence, but no control. For example, supply chain controlled aspects, customer controlled aspects, etc.

While identifying environmental aspects and associated impacts, the following conditions should be considered:

- Abnormal (A) Start up, shut down or break down conditions.
- Emergency (E) Foreseeable/emergency condition.
- Normal (N) Conditions that are normal other than specified above

During identification of environmental aspects, the following shall be considered:

- Air emissions
- Energy consumption
- Fuel consumption
- Hazardous materials release
- Natural resources consumption
- Noise emissions
- Non hazardous waste generation
- Hazardous waste generation
- Oil spills/releases
- Toxic substances releases
- Cultural disturbances
- Wastewater discharge



Hotel ~~0000~~ Identification of environmental aspects and impacts. P3.2 Rev.0  
Significant environmental aspects and impacts.

- Water consumption

**2. Identification of environmental impacts**

**HOTEL NAME** will identify the environmental impacts associated to the environmental aspects previously identified. Potential environmental impacts shall include but are not limited to the following:

- Air pollution
- Ozone depletion
- Greenhouse gas contribution
- Human health impact
- Soil contamination
- Hazardous material dispersal
- Resource depletion
- Noise damage
- Vibration damage
- Solid material dispersal
- Ecological damage
- Contamination to air, land and water
- Damage to native resources
- Loss of public access to recreational resources
- Groundwater contamination
- Sedimentation of water courses

**3. Evaluation of environmental aspects → Significant environmental aspects**

Evaluation criteria:

The significance of the environmental aspects will be evaluated every year according to 5 criteria:

1. **Scale** – Scale is the extent/area of environmental impact. Evaluation scale of "scale" criteria:

SCALE	
Impact is contained within the work area (Isolated)	2
Impact is restricted to /contained within the hotel premises (Confined)	4
Impact migrates outside the site of hotel into local community (Regional)	7
Impact migrates outside the region in which the hotel is located (Global)	10

2. **Severity** – Severity is related to the level of the exposition of the environment to the impact, including air, water, soil, natural resources, flora, fauna, humans, etc. Evaluation scale of "severity" criteria:

SEVERITY	
<del>Deceivable</del> negligible impact	2
Minor effects that are easily remedied	4
<del>Deceivable</del> moderate impact	6
<del>Deceivable</del> high impact	8
Catastrophic, very dangerous, must be repaired or regenerated	10



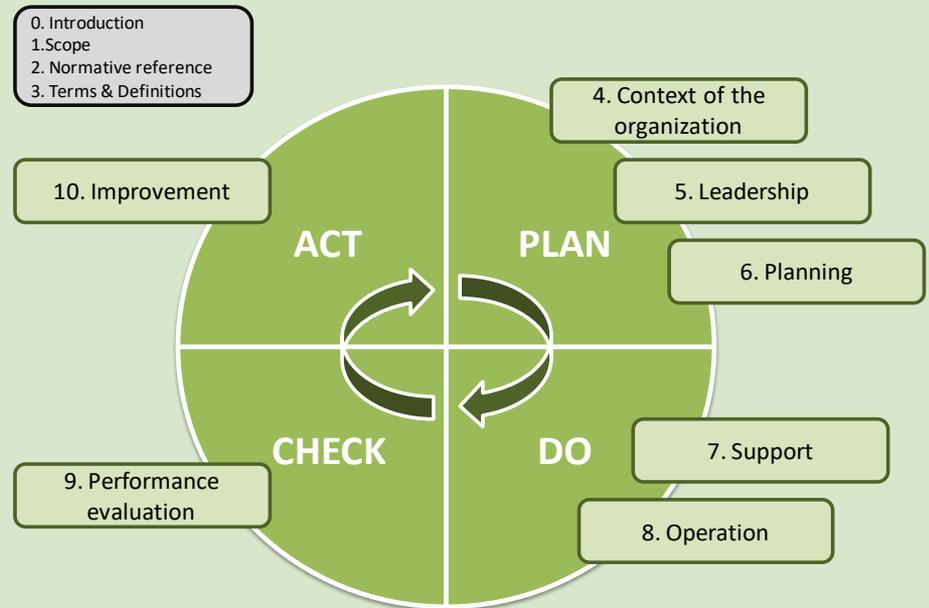


### 3. RESULTS ATTAINED

Practical guide on best SCP practices implementation to foster the sustainability and competitiveness of the tourist accommodation sector in Uganda

- Implementation requirements and procedure for the implementation
- Examples of:
  - i. Cross-cutting issues
  - ii. Minimising energy consumption
  - iii. Minimising water consumption
  - iv. Waste and waste water management
  - v. Hotel kitchens & restaurants
  - vi. Air emission
  - vii. Other sustainable practices

Practical guide for the implementation of environmental management system (iso14001) in the Ugandan tourist accommodation sector



# 4. HOW THE GREENTU PROJECT WILL SUPPORT COMPANIES OF THE TOURISM SECTOR IN UGANDA WILLING TO IMPLEMENT ISO14001 AND/OR TRAVELIFE

## 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

- At least 4 one-day workshops about the main outputs of the action.
  - Training for those companies of the tourism sector, accommodation companies and tour operators, that are willing to implement ISO 14001 and/or Travelife (in situ trainings whenever possible, if not webinars).



## 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

- The documents (guidelines, training material, procedures and records) that GreenTU project has developed, will be shared.



# 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

## FOR HOTELS IMPLEMENTING TRAVELIFE

Member Pricing & Benefits		
Property Size	Standard Membership Fee (including the audit)	Standard Membership Fee (including the audit)2
Small Property (40 rooms or less)	500,00 €	2.213.000 UGX
Medium Property (41 to 80 rooms)	820,00 €	3.630.000 UGX
Large Property (81 or more rooms)	1.440,00 €	6.375.000 UGX

<https://www.travelife.org/Hotels/Home.asp>



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HOTELS & ACCOMMODATIONS



**Benefits of Travelife membership**

Taking care of people and nature are essential to protect travel destinations for the future. Customers also increasingly want to know the companies they buy from are responsible businesses. Travelife helps travel businesses meet these complex demands in a systematic and cost-effective way.

**JOIN TRAVELIFE NOW**

Become a member of Travelife today

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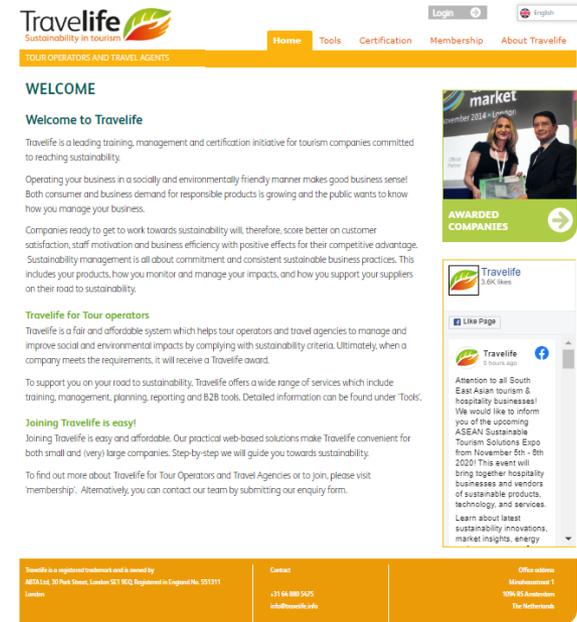
# 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

## FOR TOUR OPERATORS IMPLEMENTING TRAVELIFE

<https://www.travelife.info/indexnew.php?menu=home&lang=en>

Travelife offers travel companies a 3-stage approach towards sustainability linked to different membership packages:

- 1) Travelife Engaged;
- 2) Travelife Partner;
- 3) Travelife Certified



Contribution for the Engaged and Partner level			
Company size	Standard price	Special price for GreenTU participants	Special price for GreenTU participants <sup>2</sup>
▪ Small companies (< 25 full-time employees)	200,00 €	150,00 €	665.000 UGX
▪ Medium companies (> 25 full-time employees)	300,00 €	225,00 €	996.000 UGX
▪ Large companies (> 100 full-time employees)	400,00 €	300,00 €	1.330.000 UGX

Travelife Certified		
Company size (Full-Time Employees)	Standard price	Standard price <sup>2</sup>
< 5 FTE's*	400,00 €	1.770.000 UGX
5 - 25 FTE's	750,00 €	3.320.000 UGX
25 - 100 FTE's	1.250,00 €	5.530.000 UGX
100 - 250 FTE's	1.600,00 €	7.080.000 UGX
> 250 FTE's	2.000,00 €	8.850.000 UGX

### WHAT IS NEEDED FOR THE IMPLEMENTATION?

#### Human resources

- An Environmental Management Representative (EMR) should be defined
- Commitment of the Director/General Manager
- Collaboration from all the areas
- Commitment of the staff



#### Economic resources

- Investment in order to implement some practices (low-moderate-high)



## 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

### INVESTMENT: Minimising energy consumption



- Involve your guests: provide tips



Hotel Paradise on the Nile



- Efficient lighting: LED lights



- Renewable energy sources



Hotel Top Five

## 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

### HOW LONG DOES THE IMPLEMENTATION TAKE? (APROX)

SCP Practices	ISO 14001	Travelife
From hours to...	6 months – 1 year	1 year

**Continuous updates are required**



## 4. HOW THE GreenTU PROJECT WILL SUPPORT COMPANIES IMPLEMENTING ISO14001 AND/OR TRAVELIFE

### HOW MUCH DOES IT COST TO GET CERTIFIED UNDER ISO14001?

SCP Practices	ISO 14001	
Depends on the practice	Small enterprise	Large enterprise
	6,5 million UGX \$ 2,000	15 million UGX \$ 5,000



**UGANDA NATIONAL BUREAU OF STANDARDS**

**QUALITY IS LIFE, LIFE IS QUALITY**

<https://www.unbs.go.ug//content.php?src=systems-certification&pg=content>

# 5. HOW THE TOURISM INTERVENTION FUND CAN SUPPORT THE IMPLEMENTATION OF ISO14001 OR TRAVELIFE IN COMPANIES OF THE TOURISM SECTOR

# 6. Q & A

# 7. CLOSING



**THANKS!**

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