

TANZANIA ASSOCIATION OF TOUR OPERATORS



TATO

TANZANIA ASSOCIATION
OF TOUR OPERATORS

SAFARI GUIDE CODE OF CONDUCT AND ETHICS

ENGLISH

“The survival of our wildlife is a matter of grave concern to all of us in Africa. These wild creatures amid the wild places they inhabit are not only important as a source of wonder and inspiration but are an integral part of our natural resources and our future livelihood and wellbeing.

In accepting the trusteeship of our wildlife, we solemnly declare that we will do everything in our power to make sure that our children’s grandchildren will be able to enjoy this rich and precious inheritance.

The conservation of wildlife and wild places calls for specialist knowledge, trained manpower, and money and we look to other nations to cooperate with us in this important task - the success or failure of which not only affects the continent of Africa but the rest of the world as well.”

Mwalimu Julius K. Nyerere, Father of the Nation

The Arusha Manifesto, 1961

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1. Guide's Presentation

At all times, safari guides represent not only the company they are working for or contracted to, but also act as ambassadors for Tanzania's wild places and the Republic of Tanzania. All behaviour, both on and off duty while on safari, needs to be mindful of this responsibility.

This should be reflected in an appropriate dress code, attitude, use of language, personal hygiene, and consideration for others when guiding. This also applies when relaxing in public areas accessible to all while on safari. Make sure you are up to date with your Company Code, as an employee or a contractor.

Encourage all your safari guide colleagues to also meet the standards in this Code of Conduct. If they breach this Code in a serious manner, you should report them to the authorities or to the Company.

Tour operators have a responsibility to support their guides by educating guests and agents, prior to the start of safari, on the need to be respectful of our precious natural, cultural, and heritage environments.

They should act responsibly to minimize their footprint and impact at all times, prioritize the welfare of animals, insects, and birds over personal interests, and abide by local laws.

The Safari Guide is there to lead by example and to educate guests further in appropriate behavior, where necessary.

2. Code of Conduct and Ethics

Presentation:

Perform all guiding activities with professionalism: treating other tourists, your own clients, community members, the general public, government officials, camp staff, and management in a responsible, safe, respectful, and efficient manner.

Do not consume illicit drugs while on safari. Do not consume alcohol when driving or within a few hours prior to driving. Any alcoholic beverage consumed in the evening should be kept within acceptable levels.

Do not solicit tips from clients. Tips are an expression of satisfaction and appreciation of the experience the clients have enjoyed, and they are not mandatory. Guides and porters should not demonstrate any behavior that implies a tip is required or expected, as it puts clients in an embarrassing and unwelcome position.

Legislation:

Be aware of all national, state, and territory legislation governing tourism, including Ministry of Natural Resources and Tourism (MNRT), Tanzania National Parks (TANAPA), Ngorongoro Conservation Area Authority (NCAA), Tanzania Wildlife Authority (TAWA), and Wildlife Management Authority (WMA) regulations.

Guides must follow all regulations concerning the particular park or protected area that they are guiding in at any one time, or face penalties for not doing so. In particular, guides should not indulge in off-road driving in any park or protected areas where it is forbidden, even if encouraged to do so by clients. It is damaging to the environment and contributes to the harassment of wildlife.

Do not accept or give bribes to government employees. Be ready to inform your clients of regulations. If an incident occurs when laws have been broken, there is a risk that insurance will not cover the claim.

Privacy, Respect, and Inclusiveness:

Respect your clients' needs, rights, individual views, and beliefs, and refrain from conduct that may offend them, including harassment and exclusionary behavior in any form such as threats of violence, discriminatory jokes and language, personal insults, or unwelcome sexual attention.

Avoid any romantic relationship with clients, even if initiated by the clients themselves.

Any public social media posts and use should take into consideration the fact that clients will follow you on your platforms.

Any comments, opinions, or forwarded messages need to take this into account. For example, avoid sharing sexually explicit, discriminatory comments or pictures/videos of violent material via electronic or other means.

Avoid all unnecessary use of the telephone during game drives or when in public areas of camps with your clients unless it is an emergency or research for a particular topic under discussion. Do not use your phone while driving; always pull over to the side and stop the vehicle.

Please keep radio chatter to the essentials only and at low volume.

Personal Data:

Respect the confidentiality of company and client information. Be aware of the legal responsibilities enshrined in the Data Protection Act and Regulations. For example, do not post pictures and names of your clients without their express written permission, as this will be contrary to the Data Protection Laws and Company Policy and can lead to prosecution.

3. Training and Experience

The Safari Driver Guide must be the holder of a genuine and valid Class C driving license with an approved Class C Training Certificate from VETA or similar, must be registered with LATRA as an approved C class driver, and have a valid Safari Guide MNRT TALA license, which is renewable annually.

Always work within the limits of your expertise and refrain from speaking authoritatively in areas where you are not qualified or experienced, without advising first that you are not an expert in that particular field. Feel free to say you do not know the answer if this is the case.

Make every effort to present true and accurate facts and ensure that a clear distinction is made between facts, stories, legends, traditions, and opinions.

"I dream of our vast deserts, of our forests, of all our great wilderness. We must never forget that it is our duty to protect this environment."

Nelson Mandela





Emergency Protocols:

In case of an emergency or serious situation developing, contact your employer immediately and work with any individual or organization that is able to assist.

Respect the need for experienced assistance.

Refrain from administering any medication to a client without proper prior medical consultation, even when you have a First Aid Certificate. The First Aid Training and First Aid kit in the vehicle are for emergencies.

4. Vehicle and Driving Protocols

The vehicle you drive, whether it belongs to a company or to yourself, must be roadworthy and maintained to the standard expected by the company employing you for the safari. This includes pre- and post-safari checks, as well as daily checks on the vehicle.

Make sure that you are aware of the Company Vehicle Protocols and Policy.

Drive in a manner that is both safe and respectful of the vehicle, equipment, and environment. Do not exceed what is a sensible speed determined by the state of the road, which may be significantly less than the speed limit allows.

Do not break the speed limit, both inside and outside protected areas.

The use of 4WD is strongly recommended when driving off main roads as it minimizes the damage to the road surface, protects the environment, and ensures better control of the vehicle, especially in challenging conditions. Make sure you are aware of Company Policy with respect to 4WD usage.

Please avoid unnecessary damage to the road and environment when driving in very muddy and wet conditions.

Do not drive on a road that has been closed.

It can be extremely dangerous to cross bridges and causeways that are underwater due to flooding, unless you have solid experience, as the motion of the water distorts the impression of where the solid structure is. Never cross a bridge where the water is above the running board and always check the situation extensively. When in doubt or unsure, do not cross.

Do not allow anyone to stand up on the roof, or any external surface of the vehicle, at any time, nor to sit on roof hatches while the vehicle is in motion. Please request that the company provide a sticker advising this inside the car where clients can see it.

Respect for Other Game Drive Vehicles:

Be careful not to position your vehicle in such a way that you impact another group's sightline.

Switch off the engine at sightings to reduce noise and vibration so as not to impact your clients' enjoyment, as well as those in other vehicles nearby.

Always overtake stationary vehicles slowly so as not to cover them in dust or mud, and remember to pull over to the side of the road at sightings.

5. Environmental Impact

Garbage/Rubbish:

Make sure you collect all waste and dispose of it responsibly at picnic sites, sundowner spots, drink stops, as well as waste in the vehicle. Please avoid single-use plastics (bags/bottles) wherever possible. Do not allow anyone to throw rubbish out the window of your vehicle. If they do, you must stop to collect it.

If your guests need to go to the bathroom, make sure they do so in a way that doesn't leave unsightly and unhygienic waste products behind. Make sure you have a Waste Bag in your vehicle.

Do not discard any burning object nor create any fire hazard.

Do not allow your clients to graffiti on anything: trees, rocks, buildings, signposts.

6. Interaction with Animals, Birds, Insects, and Reptiles

Always try to cause the minimum possible interference with their normal behaviour.

Be careful when approaching an animal. Try to approach obliquely and be aware of its comfort zone. If it shows signs of distress, stop the vehicle and allow it to settle once again.

Be particularly careful when animals have young with them. Ensure that you never separate the young animal from its mother or the group.

Always assure the safety and well-being of all wildlife by not harassing, touching, or picking them up, or throwing items, clapping, clicking fingers, flashing lights or indicators, or making other noises to get their attention. Do not follow animals closely that have already decided to move away from you.

Do not encourage or allow animals to jump on your vehicle. Move away if it looks like it might happen. If such an incident occurs, you are already invading the animal's space and distorting their natural behavior. Animals that become familiar with and comfortable on vehicles can be dangerous and such situations can easily get out of control, risking injury or worse to both the animal or people in the car, frightening your clients, and leaving you or the company open to prosecution.

Please follow company policy on night game drives and avoid using white spotlights, as these have negative impacts on nocturnal animals and elephants.

Do not allow your clients to feed any wild animal.

Removing any flora or fauna items from protected areas (such as feathers, bones, teeth, shells, horns, quills, fur, hooves, eggs, flowers, leaves, seeds, etc.) is illegal and these items cannot be transported out of the country. Please make sure your clients are aware of this.

Encourage your clients to buy responsibly from curio shops and the like, and not purchase any items made from wild animal parts or from endangered tree species.

7. Cultural Sensitivity

If interacting with local people, encourage your guests to behave respectfully and use integrity, honesty, and fairness. Encourage your guests to take an interest in them as people, and learn about the rhythms of their daily life. It will be a much more rewarding experience all around. Do not allow clients to take photos or videos of any person without their consent.

TATO Members

TATO is committed to improving the tourism environment in Tanzania and, as such, has put together this Code of Conduct and Ethics for Safari Guides. The aim is to provide a baseline of performance that will assist everyone in the tourism industry to raise standards and improve the image of safari guiding in Tanzania.

If you do not currently have a Code of Conduct and Ethics for your guides, then this Code is available for you to use. If your current Code of Conduct does not include all of the points mentioned above, then TATO would ask you to amend your document and include this Code to fill the gaps.

We would encourage all TATO members and their guides to sign a copy of this Code of Conduct, or their own Company Code of Conduct and Ethics, and make sure all employees and contract guides adhere to the Code.

Special Thanks to the Conservation Sub-Committee

Special thanks to the Conservation Sub-Committee for their invaluable contribution to this guide.

Call to Action – Join TATO!

We encourage companies to join and become members of TATO. We have been representing tour operators for over 40 years and are a trusted partner in the industry. TATO is also an affiliate member of the UN World Tourism Organization (UN Tourism) and remains committed to promoting sustainable tourism in Tanzania.

Your membership helps us continue our mission of raising standards and improving the image of safari guiding in Tanzania. Join us in preserving our natural heritage for future generations.

For more information on how to become a member, visit TATO's official website:

www.tatotz.org.





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