

Certified Gorilla Friendly™

A Wildlife Friendly Enterprise Network program



Master Standards 2022

Introduction

Certified Gorilla Friendly™ sets standards for all key stakeholders in the tourism sector to ensure that those who manage, operate, invest, and participate preserve gorillas for future generations.

Gorillas represent a culturally, ecologically, and economically important resource to the range countries where they occur, as well as holding significant value globally. Yet while tourism has provided an economic incentive to preserve gorillas and their habitat to date, they remain critically endangered or endangered and are extremely vulnerable to disease transmission, armed conflict, poaching, illegal trade in live infants, and habitat degradation. In addition, tourists have high expectations about their 'bucket list' gorilla trekking experience due to a variety of circumstances ranging from social media depictions to the cost of travel. The incentive structure currently in place for all actors and stakeholders in the gorilla tourism industry rewards tour operators who meet tourists' expectations and demands, not necessarily those who support and ensure best practice management for the gorillas. *Certified Gorilla Friendly™* seeks to redress this and ensure the wellbeing of gorillas, people, and ecosystems.

There are currently four recognized sub-species of Gorilla; these are listed in the table below:

<u>Common Name</u>	<u>Scientific Name</u>	<u>Range Countries</u>	<u>IUCN Red List of Threatened Species™ Category</u>
Mountain gorilla	<i>Gorilla beringei beringei</i>	Democratic Republic of the Congo*, Rwanda*, Uganda*	Endangered
Grauer's gorilla	<i>Gorilla beringei graueri</i>	Democratic Republic of the Congo*	Critically Endangered
Western lowland gorilla	<i>Gorilla gorilla gorilla</i>	Angola, Cameroon, Central African Republic*, Republic of the Congo*, Equatorial Guinea, Gabon*	Critically Endangered
Cross River gorilla	<i>Gorilla gorilla diehli</i>	Cameroon, Nigeria	Critically Endangered

*Denotes countries where viewing at close proximity viewing and/or observation of gorillas is offered as a tourism product at specific sites to support conservation efforts (as of July 2022).

Certified Gorilla Friendly™ Tourism is designed to meet the needs of all key stakeholders – including, but not limited to, communities, park rangers, researchers, NGOs, tour operators, and park management alike – by recalibrating the incentive structure, and helping to ‘reset’ and expand tourist expectations through an awareness raising program that empowers tourists so that they shift from being simply consumers of the tourism product(s) to become more integrated and responsible *partners* in conservation. This is complemented with awareness raising and capacity building of all actors and stakeholders in the gorilla tourism industry as to the need for and the reason behind the standards and specific protocols based on gorilla behavior and ecology. *Certified Gorilla Friendly™* recognizes the valuable role that researchers can play in supporting site specific protocols inclusive of monitoring and adaptive management which can strengthen the overall effectiveness of the certification program.

This initiative will build on an existing foundation of enabling policies and legislation and will incorporate related tourism opportunities to provide tangible benefits to all stakeholders including encouraging longer visitor stays and lower impact tourism. In addition, this program offers increased opportunities to support local communities all through authentic experiences that increasingly sophisticated tourists seek.

Gorillas are susceptible to many infectious diseases that affect humans, including the severe acute respiratory syndrome coronavirus 2, or SARS-CoV-2, that causes Covid-19. The *Certified Gorilla Friendly™* standards have been designed with gorilla good health as a priority goal and, given that gorilla health and safety can be impacted by the tourism industry, the standards include guidance on ways to reduce pathogen transmission from humans who come into close contact with gorillas.

Certified Gorilla Friendly™ will create the incentives necessary to meet IUCN/SSC Best Practice Guidelines for Great Ape Tourism through self-regulation, in place of or as a complement to government regulation, in order to ensure gorillas are protected, and they and the tourism sector can coexist for many years to come.

The *Certified Gorilla Friendly™* program is voluntary. The standards do not supersede any regulation whether national, international, or local, and it is expected that *Certified Gorilla Friendly™* enterprises will meet all relevant legislation.

Understanding the Certified Gorilla Friendly™ standards

Please read each standard carefully.

Required standards say that something must or must not be done or that something is prohibited. These standards are mandatory, and their requirements must be met before certification under the *Certified Gorilla Friendly™* standards can be granted.

Recommended standards say that something “should” be done. These standards are highlighted as **Recommended** alongside the heading and reflect the aims and principles of the *Certified Gorilla Friendly™* program. Recommended standards are reviewed during an audit and recorded in the audit report but are not mandatory in order for certification to be granted under the *Certified Gorilla Friendly™* standards.

Critical Standards - If an operation fails to meet any required standard, it will be considered to be non-compliant. There are two categories of non-compliance: minor and critical.

If this symbol **C** is shown next to a particular standard it indicates that the standard is deemed critical to delivering the outcomes of the *Certified Gorilla Friendly™* program. Failure to meet such standard would be considered a critical non-compliance.

If an operation receives a critical non-compliance at the initial audit, it cannot be certified until corrective action is taken and the issue resolved. If an operation receives a critical non-compliance at re-audit, it may be suspended from the *Certified Gorilla Friendly™* Program until corrective action is taken. For more information, please see the *Certified Gorilla Friendly™* Policy and Guidelines document.

If there is no symbol designating that a required standard is critical, it is categorized as a minor standard. Non-compliances raised against minor required standards must still be resolved, but an operation may gain or continue certification on the basis of an agreed action plan and timeline to come into compliance.

Master document

This master document lists all standards for all parties involved in *Certified Gorilla Friendly™*. These are standards for all stakeholders listed below:

- The Parks where gorillas are found and where organized gorilla treks take place.
- Park Guides who are employed by the Park, and who escort tourists on treks.
- Tour Operators and Travel Agents including those who solely manage booking for flights, hotels and permits for trekking with no involvement of delivery of any of these; through to those who perform some or all of the delivery of tourist activities relating to gorilla tourism.
- Guides and Drivers who are employed by the Tour Operators and Travel Agents
- Freelance Guides and Drivers who may be contracted by Tour Operators and Travel Agents or directly engaged by tourists.
- Hotels, Lodges and Guesthouses including those who only offer accommodation to tourists engaged in gorilla trekking as well as those who assist in other aspects of gorilla tourism such as obtaining permits for tourists to trek.

Parks, Tour Operators and Travel Agents, and Hotels, Lodges and Guesthouses can all become certified under these standards and are collectively described as certified enterprises.

Park Guides may gain individual accreditation under these standards once the Park where they are employed is certified.

Guides and Drivers – both employed or freelance – may gain individual accreditation under these standards once the Tour Operator and Travel Agent they are associated with is certified.

Sections 1 to 8 of the standards apply to Parks, Tour Operators and Travel Agents, and Hotels, Lodges and Guesthouses. As not all standards apply to all potentially certified enterprises and people, the standards are color coded as shown below:

P = Standard applies to Parks

T = Standard applies to Tour Operators, whether private or community owned. For the purposes of these standards a Tour Operator is a person or business who is directly engaged in delivering some or all of the tourism experience.

H = Standard applies to Hotels and Lodges (including Guest Houses), whether private or community owned.

No colored lettering = Standard applies to all the *Certified Gorilla Friendly™* enterprises listed above

Section 9 covers Travel Agents. Travel Agents do not need to comply with the standards in sections 1 to 8. For the purposes of these standards a Travel Agent is a person or business that makes arrangements for trips such as booking flights and hotels, and obtaining permits, but is not directly involved in delivering any of these.

A = Standard applies to Travel Agents

Section 10 covers Freelance Guides and Drivers. Freelance Guides and Drivers do not need to comply with the standards in sections 1 to 9. They must only meet the standards in section 10. Guides or drivers who are employed or contracted by Tour Operators are not defined as freelance and should instead refer to Annex 2 of the Tour Operators standards.

D = Standard applies to Freelance Guides and Drivers

Annex 1 applies to Park Guides. Park Guides do not need to comply with the standards in sections 1 to 9. They must only meet the standards in Annex 1.

Annex 2 applies to Guides and Drivers who are employed or contracted by Tour Operators.

When finally issued, these master standards will be broken down into several different sets of standards so that (for example) Tour Operators would only see the standards applicable to them.

Note that separate Certified Gorilla Friendly™ Park Edge Products standards cover community-based enterprises that produce a product or service in a way that promotes coexistence of gorillas and people.

IUCN Best Practices and Expert Opinion

This document was produced based on best practices established by the International Union for Conservation of Nature (IUCN) and expert opinion from practitioners and stakeholders in the Democratic Republic of the Congo, Republic of the Congo, Rwanda, and Uganda through several roundtables and focus groups, as well as an advisory group targeting lowland gorilla species. References used for this document include:

Gilardi, K. et al. (2015). *Best Practice guidelines for health monitoring and disease control in great ape populations*. IUCN/SSC Primate Specialist Group (PSG). Gland: IUCN.

Macfie, E. J., & Williamson, E. A. (2010). *Best Practice Guidelines for Great Ape Tourism*. IUCN/SSC Primate Specialist Group (PSG). Gland: IUCN.

Macfie, E. et al. (2013). *Mountain Gorilla Regional Tourism Policy Guidelines*. Technical Report IGCP.

Reviewers

WFEN is grateful to the reviewers who provided input to the *Certified Gorilla Friendly™* Standards and its revisions.

Global Sustainable Tourism Council

In developing these standards, the Industry Criteria of the Global Sustainable Tourism Council (GSTC) have been taken into account and incorporated whenever possible. See <https://www.gstcouncil.org/gstc-criteria/gstc-industry-criteria/> for further information. Standards that cover GSTC requirements have ^{GSTC} in superscript at the end of the standard. The GSTC standards are designed to serve as the global baseline standards for sustainability in travel and tourism and to be adapted to local conditions and supplemented by additional criteria for the specific location and activity.

Disclaimer

Travel and interacting with wildlife are inherently dangerous activities. *Certified Gorilla Friendly™*, International Gorilla Conservation Program (IGCP), and Wildlife Friendly Enterprise Network (WFEN) make no claims or guarantees about the safety of tourists engaging in gorilla tourism with *Certified Gorilla Friendly™* operators, lodges, guides, parks, or products, and as such tourists engage in these activities at their own risk.

Contents

INTRODUCTION	1
UNDERSTANDING THE CERTIFIED GORILLA FRIENDLY™ STANDARDS.....	2
MASTER DOCUMENT	3
IUCN BEST PRACTICES AND EXPERT OPINION.....	4
REVIEWERS.....	4
GLOBAL SUSTAINABLE TOURISM COUNCIL.....	5
DISCLAIMER.....	5
1. CONSERVATION	8
1.1 GENERAL PRINCIPLES	8
1.2 CONSERVATION PLAN	8
1.3 WIDER CONSERVATION, WILDLIFE, AND BIODIVERSITY	9
1.4 MONITORING.....	10
2. HEALTH	11
2.1 GORILLA HEALTH MONITORING AND PROTECTION.....	11
2.2 TOURIST, EMPLOYEE, AND COMMUNITY HEALTH.....	11
3. HABITUATION	14
3.1 HABITUATION OF GORILLAS	14
4. TOURIST MANAGEMENT	16
4.1 TOURIST MANAGEMENT BEFORE SETTING OFF ON THE TREK.....	16
4.2 TOURIST MANAGEMENT – VISITING THE GORILLA GROUPS.....	18
4.3 VIEWING DISTANCES	18
4.4 FACE MASKS.....	19
4.5 MANAGEMENT OF HUMAN/GORILLA CONFLICT	19
5. PRICING AND BOOKING	20
5.1 PRICING.....	20
5.2 BOOKING	21
6. WORKING WITH LOCAL COMMUNITIES	21
6.1 EMPLOYMENT AND REMUNERATION.....	21
6.2 PARTNERSHIP AND EQUITY WITH LOCAL COMMUNITIES	23
7. INFORMATION PROVISION AND TRAINING	24
7.1 EDUCATION AND TRAINING	24
7.2 PROVISION OF INFORMATION	26
7.3 WEBSITES AND ADVERTISINGGSTC.....	26
7.4 THE GORILLA FRIENDLY™ PLEDGE AND FEEDBACK	28
8. SUSTAINABILITY	28
8.1 INFRASTRUCTURE AND SUSTAINABILITY.....	28
8.2. ENERGY AND WATER.....	29
8.3. WASTE.....	29
8.4. HARMFUL SUBSTANCES AND CHEMICALS	30
9. TRAVEL AGENTS	30
9.1. FAMILIARITY WITH THE CERTIFIED GORILLA FRIENDLY™ PROGRAM.....	30
9.2. WEBSITES AND ADVERTISING	30
9.3. BOOKING THE TRIP.....	32
9.4. THE GORILLA FRIENDLY™ PLEDGE AND FEEDBACK	32
10. FREELANCE GUIDES AND DRIVERS	32

10.1 FAMILIARITY WITH THE CERTIFIED GORILLA FRIENDLY™ PROGRAM	32
10.2. FREELANCE GUIDE AND DRIVER SERVICES.....	32
10.3 FREELANCE GUIDE AND DRIVER BEHAVIOR & TOURIST MANAGEMENT	33
10.4 HEALTH MANAGEMENT.....	35
10.5 SUSTAINABILITY.....	35
10.6 OTHER CERTIFIED ENTERPRISES.....	35
10.7 THE GORILLA FRIENDLY™ PLEDGE AND FEEDBACK.....	35
ANNEX 1: STANDARDS FOR PARK GUIDES	36
A1.1 TOURIST MANAGEMENT BY PARK GUIDES - OVERALL AND BEFORE STARTING THE TREK	36
A1.2 TOURIST MANAGEMENT BY PARK GUIDES – VISITING THE GORILLA GROUPS.....	36
A1.3 VIEWING DISTANCES.....	38
A1.4 FACE MASKS.....	38
A1.5 EDUCATION AND TRAINING FOR PARK GUIDES.....	39
ANNEX 2 STANDARDS FOR GUIDES AND DRIVERS THAT ARE EMPLOYED OR CONTRACTED BY TOUR OPERATORS.....	40
A2.1 FAMILIARITY WITH THE CERTIFIED GORILLA FRIENDLY™ PROGRAM.....	40
A2.2 FREELANCE GUIDE AND DRIVER SERVICES.....	40
A2.3 GUIDE AND DRIVER BEHAVIOR & TOURIST MANAGEMENT	41
A2.4 HEALTH MANAGEMENT	42
A2.5 SUSTAINABILITY	43
A2.6 OTHER CERTIFIED ENTERPRISES	43
A2.7 THE GORILLA FRIENDLY™ PLEDGE AND FEEDBACK	43

1. Conservation

1.1 General principles

- 1.1.1 **C** *Certified Gorilla Friendly™* enterprises must be capable of having and willing to achieve a positive impact on gorilla conservation whether directly or indirectly.
- 1.1.2 **C** There must be at least one named person for each certified enterprise who is familiar with the standards and protocols of the *Certified Gorilla Friendly™* program and responsible for implementing them.

1.2 Conservation plan

See also section 4.5 on human/gorilla conflict programs

- 1.2.1. Each *Certified Gorilla Friendly™* enterprise must have a documented conservation plan. [**P** this is expected to be part of the overall Park Management Plan]. This plan must include:
 - 1.2.1.1 A review of all activities conducted by the certified enterprises and their potential direct and indirect impact on gorillas and their environment.^{GSTC}
 - 1.2.1.2 How any disturbance of natural ecosystems that result from the activities of the certified enterprise will be minimized and what compensatory measures will be implemented.^{GSTC}
 - 1.2.1.3 A long-term sustainability management system that is suitable to its reality and scope, and which addresses environmental, social, cultural, economic, quality, health and safety issues.^{GSTC}
 - 1.2.1.4 A waste management plan, to focus on using environmentally friendly materials and a waste disposal plan.
 - 1.2.1.5 **P** A map of the area of the Park including boundaries, buffer zones, main entrances, infrastructure such as facilities at the entrances and any buildings and permanent trails or roads.
 - 1.2.1.6 **P** Information on the current gorilla population within the Park (see also Section 1.3 below.)
 - 1.2.1.7 **P** An assessment of gorilla habitat including both the size of the area (quantity) and the quality of such habitat in terms of suitability for gorillas.
 - 1.2.1.8 **P** Current and planned actions to restore, create, maintain and improve gorilla habitat and the timescales for these.
 - 1.2.1.9 **P** Management of the buffer zone around the Park (if such a zone exists).
 - 1.2.1.10 **P** Conflict studies to ensure that *Certified Gorilla Friendly™* tourism does not cause or increase the risk of human/gorilla conflict.

Note: Studies should be scaled and designed as deemed appropriate at a site to understand the context in order to analyze and monitor to inform management decisions.

- 1.2.1.11 Emergency/contingency plans to cover geopolitical instability, disease outbreak (human or gorilla), human-gorilla conflict mitigation, response to natural disasters including forest fires and tourist evacuation plans in the face of emergencies such as conflict or pandemic.
 - 1.2.1.12 **P** Biosecurity procedures to avoid the introduction of unwanted or alien invasive species to the Park, and the avoidance of trafficking of species from the Park.
 - 1.2.1.13 **P** A sustainable financing plan to cover funding for ongoing gorilla conservation in the event of temporary tourism closure.
 - 1.2.1.14 **P** Environmental education for Park employees that reinforces the links between humans and nature to generate or increase environmental awareness.
- 1.2.2 The conservation plan [**P** conservation section of the Park Management Plan] must be monitored and evaluated at least annually for continuing applicability and effectiveness and updated as required.
- 1.2.3 Recommended**
- The certified enterprise should produce an annual review of its conservation plan detailing its conservation performance.
- 1.2.4 The conservation plan must be communicated to all relevant staff members and other stakeholders.

Note: See also section 7.1 on education and training.

1.3 Wider conservation, wildlife, and biodiversity

- 1.3.1 **C** Certified enterprises must avoid all actions that may reduce or otherwise negatively impact wildlife habitat.
- 1.3.2 **C P** Parks must take action to protect gorillas from poachers.
- 1.3.3 **C** Certified enterprises must not engage in any illegal activities relating to wildlife.
- 1.3.4 Living specimens of wildlife species must only be kept in captivity when this is necessary for their rehabilitation and only then by authorized or licensed facilities that are equipped with trained staff to house and care for them humanely.^{GSTC}

Note: This prohibits the use of any captive wildlife species for photo opportunities or similar activities.

- 1.3.4.1 **T** Tour Operators must not take tourists to visit facilities that keep living specimens of wildlife unless they meet standard 1.3.4.

- 1.3.5 **P & H** *Certified Gorilla Friendly™* enterprises must take measures to avoid the introduction of invasive alien species.^{GSTC}

Note: Invasive alien plant species could include Green Alder (Alnus viridus), Black Wattle (Acacia mearnsii) and Eucalyptus (Eucalyptus spp). Measures to avoid the introduction of invasive alien species include: not deliberately planting or bringing them to the certified site; not bringing vehicles directly from areas known to have invasive alien plants; asking tourists to check they don't have seeds stuck to clothing or in trouser turn-ups; and so on.

- 1.3.6 **P & H** Landscaping [for example at the Park base] and restoration must prioritize the use of native species and have minimal impact on the surrounding environment.^{GSTC}

- 1.3.7 **P** Trekking must be carried out favoring existing animal trails. New trails must only be cut when there are no other options and to no greater than one meter in width.

1.3.8 **Recommended**

Trekking activities should be in accordance with the park guidelines, terms and conditions, for example, no machetes and harmful equipment should be carried in the field.

Note: The Park Guide or authorized individual in charge of the trek can make the decision whether new trails are needed or not. A new trail may need to be cut when there is no other way to get to the intended destination, but should not be cut solely to save some time, e.g. as a shortcut.

- 1.3.9 **H&T** Historical and archaeological artifacts must not be sold, traded or displayed, except as permitted by law.^{GSTC}

- 1.3.10 **H&T** *Certified Gorilla Friendly™* enterprises must contribute to the protection and preservation of local historical, archeological, culturally, and spiritually important properties and sites, and must not impede access to them by local communities.^{GSTC}

1.4 Monitoring

- 1.4.1 **P** The impact of tourism on gorillas must be monitored.

Note: impacts could include changes in the natural environment of the park, and gorilla health, behavior, social dynamics and ranging patterns. See section 2.1 for health impact monitoring.

- 1.4.2 **P** Baseline gorilla population surveys must have been carried out within the five years prior to Parks entering the *Certified Gorilla Friendly™* program.

1.4.3 **Recommended**

P Ongoing gorilla population surveys should be carried out at five-year intervals.

Note: Population surveys should follow IUCN Best Practice Guidelines for Surveys and Monitoring of Great Ape Populations.

- 1.4.4 **P** If gorilla populations decrease the reason(s) for the decrease must be established and appropriate action taken to improve the situation and reverse the population decline.
- 1.4.5 **Recommended**
P Baseline and ongoing population surveys of other key wildlife species should be carried out.
- Note: Key species include ungulates, other primates, carnivores, and elephants.*
- 1.4.6 **C P** Gorilla habitat must undergo ecological monitoring to ensure that there are no negative impacts from tourism, especially when small areas of forest are used intensively.
- 1.4.7 **Recommended**
P Local community members should be involved in ecological monitoring to encourage local capacity building.

2. Health

2.1 Gorilla health monitoring and protection

- 2.1.1 **P** Trained personnel must monitor gorilla populations for any health problems.

Note: This includes daily direct observation and routine biological sample collection (urine and fecal samples) and analysis.

- 2.1.2 **P** In the event that a significant portion of a gorilla group or population is showing symptoms of disease, Park Area Authorities should temporarily halt visitation (except by those who are monitoring the outbreak) until the disease event is over.

Note: See section 2.2 below for requirements relating to human health risks. Scientific literature can be consulted for additional guidance on the threshold criteria, including Morrison RE, Mushimiyimana Y, Stoinski TS, Eckardt W. (2021) [Rapid transmission of respiratory infections within but not between mountain gorilla groups. Scientific Reports 11] and Cooksey et al. (in review). Predictors of Respiratory Illness in Western Lowland Gorillas. Primates.

- 2.1.3 **P** Parks must have access to on-call veterinary expertise for habituated gorillas.

Note: While on-site veterinary expertise is recommended, the on-call veterinary expertise may be provided remotely in sites where this is currently not possible or practical.

- 2.1.4 **P** Parks must ensure that interactions with gorillas and any other wildlife encountered on visits to gorillas minimize disturbance and do not produce adverse effects on the viability and behavior of populations in the wild.^{GSTC}

Note: This standard applies to adverse effects beyond those that are expected by habituating gorillas to tourism. Any new or additional negative effects must be confirmed by a wildlife biologist or other expert.

2.2 Tourist, employee, and community health

Humans can be a vector for disease for gorillas, with fatal consequences. The *Certified Gorilla Friendly™* standards have requirements for all Certified Enterprises to educate tourists, Park employees, Human-Wildlife Conflict Officers, researchers, and any other people who may come into close contact with gorillas on how their own ill health could have potentially devastating impacts on gorilla health. The standards below list the checks that must be made. See also standards 5.2.8 and 5.2.9 below.

It is envisaged that Parks will follow a regional contingency plan for mountain gorillas related to specific disease threats, i.e. Ebola Virus Disease and Covid-19. In the event of the contingency plan having differing or additional requirements to these standards, the contingency plan takes precedence. Additionally, it is envisaged that Parks will follow site-specific health protocols that have been developed for areas where western lowland gorillas occur.

- 2.2.1 **C** Anyone embarking on a visit to a Park to see gorillas or undertake other activities must be provided with information on how their health status could fatally affect gorillas, and what health problems would exclude them from going on a visit.

Note: See also standard 5.2.8 regarding information at the point of booking for tourists. [H&T Hotels, Lodges and Guesthouses/Tour Operators and Travel Agents should ideally provide this information to all guests – not just those known to be taking part in gorilla treks – to raise awareness of this important issue].

- 2.2.2 **[P C]** Anyone embarking on a visit to a Park to see gorillas or undertake other activities must demonstrate good health status. No person whether tourist, **[P]** Park employee, researcher or other with any signs of general ill health must be permitted to leave the Park base. **[H]** or other with any signs of general ill health must be advised not to leave the Hotel, Lodge or Guesthouse to visit Parks, **T** or other with any signs of general ill health must not be taken to Parks]. Specific health requirements must additionally be met as followed:

2.2.2.1 **P Recommended**

Everyone must pass a temperature check by contactless thermometer on each entry to the Park.

2.2.2.2 **P Recommended**

There should be a health professional at the Park entrance who can perform temperature and health checks, recognize people who are unwell, and exclude them entering the Park to visit gorillas or for other activities.

- 2.2.2.3 **P** Tourists, researchers and other non-employees of the Park must be guided through a self-evaluation to highlight any potential illnesses or other health problems that would make entering the Park and visiting gorillas inappropriate.

Note: The self-evaluation should include a checklist of symptoms such as sneezing, coughing, fever, or diarrhea within the previous seven days.

- 2.2.2.4 Any person showing signs of respiratory diseases such as Tuberculosis (TB), influenza, pneumonia, Respiratory Syncytial Virus (RSV) or similar must not **[P]** be permitted to leave the Park base to see gorillas or undertake other

activities] [**H&T** be taken by the Tour Operator to a Park to see gorillas or undertake other activities].

2.2.2.5 **Recommended**

Tourists, [**P**: researchers and other non-employees of the Park should provide proof of vaccinations for measles and polio before being allowed to see gorillas or undertake other activities.

P *Note: Vaccination certificates should be checked before visitors are permitted to enter the Park.*

H&T *Note: Hotels, Lodges and Guesthouses/Tour Operators should remind tourists that Parks may require these certificates.*

2.2.2.6 **Recommended**

Tourists, [**P**: researchers and other non-employees of the Park] should provide proof of a negative Covid-19 test carried out within the previous 72 hours of them commencing their visit to Parks to see gorillas or undertake other activities.

H&T *Note: Hotels, Lodges and Guesthouses/Tour Operators and Travel Agents should ask tourists about Covid-19 status and remind them how their health status could impact that of gorillas.*

2.2.2.7 Anyone wishing to go to Parks to visit gorillas or undertake other activities must be asked as to whether they have visited a bat cave in the previous two weeks. [**P**: Information should be put on record related to the specific cave and date of visitation for monitoring purposes].

Note: Certified enterprises should ensure communications are put on websites and in communications to the tourism sector that bat cave visitation should be scheduled after Park visitation on itineraries.

2.2.3 **C P** Tourists must be given incentives to avoid visiting a Park to see gorillas or undertake other activities if they are ill.

Note: Allowing postponement of a visit is unlikely to be a suitable incentive as someone who is ill is likely to be infectious for several days, and tourists are likely to be on a tight timetable for their trip. Refunds and/or opportunities to participate in alternative activities should be offered in place of visits to Parks to see gorillas or undertake other activities.

2.2.4 **P** Researchers, veterinarians and film makers arriving/returning from any international travel must go through a quarantine period before visiting entering the Park and visiting gorilla groups.

Note: Researchers, veterinarians, and film makers may have authorization to stay with gorillas for longer than one hour at a time, therefore the risk of disease exposure is greater than for tourists; so, justifying the requirement for waiting period.

2.2.5 Each *Certified Gorilla Friendly™* enterprise must have an employee health insurance program.

2.2.6 **Recommended**

Each *Certified Gorilla Friendly™* enterprise should have an employee health insurance program which meets the following requirements:

2.2.5.1 Employees must be screened at least every six months by a competent health professional.

2.2.5.2 Employees must have appropriate vaccinations, with booster shots as necessary.

2.2.5.3 Employees found to have health issues must be offered treatment.

Note: Provision of health care helps to address a basic need of local staff, while at the same time enabling screening, prevention and treatment of common diseases that may pose a risk to gorillas.

2.2.6 **C P** Park staff must be given incentives to avoid entering the Park and visiting gorillas if they are ill.

Note: These could include guaranteed "sick days" (confirmed by doctor's note if necessary) and no discrimination against staff that have taken time off for illness.

2.2.7 **Recommended**

Health programs should cover employees' immediate family.

2.2.8 **Recommended**

Certified enterprises should support health programs for local communities in administrative units adjacent to the Park.

2.2.9 **Recommended**

Certified enterprises should support programs to improve sanitation for local communities in administrative units adjacent to the Park.

2.2.10 **Recommended**

Certified enterprises should support programs to educate local communities in administrative units adjacent to the Park on safe handling and disposal of waste and chemicals.

2.2.11 **C** People with communicable diseases must not interact with anyone else who works with gorillas.

Note: People with communicable diseases include those with symptoms of fever, coughs, and colds and/or diarrhea. They need to remain quarantined from any people who work in proximity to gorillas until at least seven days after the cessation of clinical signs of illness.

3. Habituation

3.1 Habituation of gorillas

3.1.1 **C** Only habituated gorilla groups can be viewed at close proximity as part of *Certified Gorilla Friendly™*.

H&T Note: Hotels, Lodges and Guesthouses/Tour Operators and Travel Agents must not support visiting or viewing at close proximity non-habituated gorilla groups.

Note: Close proximity is defined as having the potential to approach to 10 meters.

- 3.1.2 **C P** A feasibility study and impact review, including the provision of long-term funding to ensure the protection of habituated gorillas, must be carried out and deliver a positive outcome before any new habituation of gorillas for tourism is initiated.

Note: The IGCP Habituation Impact Assessment may be consulted as it may be helpful for this standard.

3.1.2.1. **P** The feasibility and impact study must follow environmental impact assessment models, examining biological, physical, social, political, behavioral, disease, economic, market, infrastructure, policy, and institutional factors relevant to the proposed site and tourism activities

3.1.2.2. **P** Impact assessments must take into account the results of previous impact studies and ongoing research and require stakeholder commitment to abide by the conclusions of the study, even if the program or site is ultimately found to be inappropriate or unviable for gorilla tourism.

3.1.3 **Recommended**

P No more than 50% of the individual gorillas in each population at each site should be habituated for tourists and/or research.

- 3.1.4 **C P** To avoid groups that are potentially less stable and to minimize human-induced impacts, there must be at least six individuals > 1 year of age in a gorilla group that is to be habituated.

Note: This applies to decisions about initiation of habituation.

3.1.5 **Recommended**

P If there is a choice of several gorilla groups to choose for habituation, the largest groups must not be selected to be habituated for tourism.

Note: These groups represent a larger percentage of the population and therefore present a greater risk if a serious or fatal disease were introduced.

- 3.1.6 **P** The habituation process must be closely monitored with verification of habituation before tourism starts.

Note: It may take two or more years to habituate gorilla groups.

- 3.1.7 **P** Steps must be taken to protect employees engaged in habituation activity from injury through fear or aggression by gorillas.

Note: This could include providing suitable training for employees who are engaged in habituation.

- 3.1.8 **P** Gorillas must be monitored for any stress related behaviors (e.g., changes to ranging patterns, poor reproductive success) during habituation.

Note: Consultations with gorilla scientists and experts should be made to determine whether observed behaviors are deemed to be stress related.

- 3.1.9 **P** Records must be kept of the habituation process and must include information on duration of contact, distance (of approach), reactions, and activity budgets.

- 3.1.10 **P** If habituation causes stress or causes gorillas to move out of protected areas and into adjacent areas used by humans, remedial action must be taken. Depending on the stage of habituation, this could include, but is not limited to stopping habituation of that group.

Note: Consultations with gorilla scientists and experts should be made to determine what remedial action is appropriate.

- 3.1.11 **C P** Once habituated, gorillas must always be protected in perpetuity through daily monitoring and anti-poaching patrols in their range.

Note: Habituated gorillas are at greater risk of poaching and other threats.

- 3.1.12 Provisioning or feeding gorillas is prohibited.

- 3.1.13 **P** Over-habituation must be avoided and reversed if possible if it occurs.

Note: Acceptable spatial distances/rules are established during habituation between the observers and the gorillas. Over-habituation occurs by observers pushing too close (less than 10m – see also standard 4.3.1) to the gorillas during the habituation process so that the gorillas become accustomed to being at a shorter distance to humans and do not perceive a risk from this. Over-habituated gorillas do not move away when people approach them at closer distances to take photos or clear vegetation to increase visibility. This standard is not only important to reduce pathogen transmission but also as general respect of the rights of another individual's space.

- 3.1.14 **Recommended**

P Support should be given to studies which aim to identify best practices for habituation of gorillas.

- 3.1.15 **Recommended**

P Support should be given to researching habituation impact on gorillas' reproductive behavior, maternal care, infant mortality, and vulnerability to disease.

4. Tourist management

4.1 Tourist management before setting off on the trek

- 4.1.1 **P** There must be hand washing stations and toilets at the Park and field site entrances.

- 4.1.2 **P** Hand-washing stations and toilets must be maintained in good condition.

- 4.1.3 **Recommended**

P There should be separate washrooms and toilets designated as male, female, and gender neutral.

- 4.1.4 **P** Toilets/latrines must be constructed at least 30 meters from watercourses.
- 4.1.5 **P** Tourists must be encouraged to use the bathroom facilities at Park entrances.
- 4.1.6 **P** Tourists and staff must understand the protocols if they have to urinate or defecate while trekking gorillas inside or outside the Park.
- 4.1.7 Gorilla tourists must be at least 15 years old.

Note: The health rationale of an age limit is to prevent the transmission of “childhood” diseases to gorillas. There is no absolute clear-cut age limit to universally define the end of the “childhood disease” period. It is however widely admitted that the majority of childhood disease episodes occur before puberty. As adolescence sets in at varying ages between 12 and 16 depending on gender, origin, and individual characteristics, the 15-year-old limit by and large corresponds to a reasonable average to differentiate children from adults

- 4.1.8 [**P** Staff and] tourists must change or wash their boots and clothing before visiting different great ape species or different gorilla groups.
- 4.1.9 The minimum acceptable viewing distance for gorillas of 10 meters (33 feet) must be demonstrated to tourists before they go to Parks to undertake gorilla treks or other activities.

H&T Note: *This could be through having the example positions of a tourist and a gorilla 10m apart painted on a wall, the side of a coach or similar rather than through formal demonstration with each group of tourists.*

- 4.1.10 Tourists must be reminded not to discard litter of any sort except into designated waste receptacles.

- 4.1.11 **H&T Certified Gorilla Friendly™** information must be provided [**H** in-room for all guests] [**T** to tourists along with their tour confirmation]. Information must include but is not limited to:

- the importance of gorilla conservation and local conservation programs and initiatives
- health and the risks to gorillas when tourists who are ill visit the Parks or undertake a gorilla trek
- minimum viewing distances when undertaking a gorilla trek
- face masks and when they must be worn
- what to do and not to do when gorillas or other wildlife are encountered

Note: An example of suitable information to meet the standard above can be downloaded from www.gorillafriendly.org

4.2 Tourist management – visiting the gorilla groups

- 4.2.1 **C P** Guides employed by the Park must always accompany tourists in the Park.
- 4.2.2 **C P** The Park must ensure that guides meet the standards in Annex 1.
- 4.2.3 **C P** There must not be more than one tourist group visit per gorilla group per day.
- 4.2.4 **P** Visits must be spread evenly between habituated gorilla groups, avoiding those with sick or injured individuals and sensitive periods.

Note: Sensitive periods can include presence of new unhabituated females, during aggressive challenges of silverback leadership, if lone males are in active pursuit of group females, immediately following the birth of an infant, and similar challenges to group dynamics.

- 4.2.5 **P** There must not be more people (tourists and Park staff combined) viewing gorillas at close proximity than there are individual gorillas > 1 year of age in the group being visited.

Note: There may be site-specific needs for additional personnel, ie in areas where security from other wildlife like elephants requires more personnel. The standard applies to those people viewing gorillas in close proximity.

- 4.2.6 **P** There must not be more than eight tourists plus the minimum required Park staff in each group that visits gorillas.

Note: This standard applies even to gorilla groups with greater numbers of individuals > 1 year of age in the group. In most cases the minimum required Park staff would be no more than one guide and two trackers.

4.3 Viewing distances

Note: The principle of the standards on minimum viewing distance is to prevent disease transmission and gorilla behavior change. It is accepted that it may be impossible to comply with the requirements at all times due to unpredictable movement of the gorillas. Therefore, viewing at greater distances should be encouraged to avoid approaching the minimum viewing distance and the risk of non-compliance to the standards.

- 4.3.1 **C P** The minimum permitted viewing distance of 10 meters (33 feet) must be clearly communicated to all staff, tourists, journalists, film teams, and other visitors.

Note: This applies to anyone observing gorillas including guides and researchers as well as tourists. The only exception is when closer contact is needed for veterinary intervention.

4.3.2 **Recommended**

- P** Gorillas should be viewed from greater distances than the minimum detailed in Standard 4.3.1.

- 4.3.3 **C P** There must be a documented and communicated strategy on how to avoid breaching the minimum distance required by standard 4.3.1.
- 4.3.4 **C P** Staff must be trained in situational management (i.e., what to do when gorillas approach the tourist group).

4.4 Face masks

The use of face masks helps prevent the spread of disease to gorillas but must not be used to justify superseding specified viewing distance, time spent with gorilla groups and other requirements of these standards.

- 4.4.1 **C P** Face masks or other protective barriers must be worn by anyone visiting gorillas. This includes tourists, Park staff, researchers, journalists, film teams, and photographers.

Note: Protective barriers could include disposable respirator or surgical masks.

4.4.2 **Recommended**

P Face masks should meet surgical quality standards.

- 4.4.3 **C P** Field staff must receive training in mask management including where appropriate fitting, use, and disposal.

4.5 Management of human/gorilla conflict

- 4.5.1 Human/gorilla conflict mitigation programs must be in place in case habituated gorilla groups range outside the Park.
- 4.5.2 **P&H** Human/gorilla conflict mitigation programs must include a community relations plan to assist local communities.
- 4.5.3 **P [H&T]** If Hotels, Lodges and Guesthouses/Tour Operators and Travel Agents are located in areas where gorillas are regularly seen outside the Park] There must be mechanisms for providing compensation to communities in areas prone to crop damage by gorillas ranging outside the Park.

P *Note: this could include training for local communities on how to avoid risk to themselves and to the gorillas.*

H&T *Note: this could include supporting communities in accessing government sponsored compensation mechanisms.*

- 4.5.4 **P** Parks must have a protocol on actions for visitation to visit gorillas when they move outside the Park.

Note: Actions could include waiting for gorillas to return to the Park before starting the visit or re-routing tourists to a different group of gorillas if available. It is expected that Parks will review alternative options before deciding to visit a group that has ranged outside the Park, and operate under clear, legally-binding agreements with local stakeholders. For western lowland gorillas where visitation may only be possible outside of a Park, tourism must operate under clear, legally-binding agreements with local stakeholders.

- 4.5.5 **P** All park staff must be trained on the appropriate behavior and actions to take when any gorilla groups (habituate or unhabituated) are spontaneously encountered.
- 4.5.6 **C H&T** Tourists must be dissuaded from approaching gorillas that roam onto tourist sites such as Hotels, Lodges and Guesthouses. This policy must be communicated to guests upon arrival in areas prone to gorilla presence.
- 4.5.7 **H&T** Staff must have an established policy of communicating to Park Authorities if gorillas are spotted from tourist sites outside the Park such as Hotels, Lodges and Guesthouses.

5. Pricing and booking

5.1 Pricing

5.1.1 **Recommended**

P Pricing of permits should be set in consultation with private sector stakeholders.

5.1.2 **Recommended**

P Pricing of permits should be harmonized across the different Park Authorities.

5.1.3 **Recommended**

P Any exceptions to harmonized pricing should have prior agreement from the other Park Authorities.

5.1.4 **P** Pricing of permits must be set to maintain the optimum number of tourists while maximizing income.

Note: Fees charged for gorilla tourism must reflect the exclusive nature of gorilla viewing and should not be under-valued.

5.1.5 **Recommended**

P Lower prices should be offered for domestic travelers and/or budget international travelers at times of year when there would otherwise be low tourist occupancy.

5.1.6 **Recommended**

P When tourist occupancy nears 100% capacity, Park Authorities should consider raising prices rather than habituating more gorilla groups.

Note: Site specific circumstances and medium-term and long-term planning should be taken into consideration along with other standards related to habituation included in Section 3.

5.1.7 **Recommended**

P There should be an annual visitor quota reserved for educational establishments and/or student groups at a cost-covering or reduced price, for education purposes and to spread awareness on the need to conserve gorillas, other wildlife, and their habitats.

5.2 Booking

- 5.2.1 **C P** Gorilla permit booking systems must link to field site logistics management units to prevent over-booking.
- 5.2.2 **Recommended**
P There should be communication with other Parks so that tourist interest can be redirected once one Park reaches capacity for bookings.
- 5.2.3 **P & T** All booking for gorilla treks [**H** If hotels, guesthouses, and lodges facilitate booking for gorilla treks, this] must be done through the correct channels with records kept of bookings and payments.
- 5.2.4 **Recommended**
Booking directly or booking through tourist agencies should offer tourists a fair and equitable, first come, first served system for obtaining permits.
- 5.2.5 **Recommended**
Internet based booking systems should be developed that provide a safe and secure method to reserve and pay for permits.
- 5.2.6 **Recommended**
Internet based booking systems that provide clear information on visit availability and which do not permit bookings to be made when particular visit times are fully booked should be developed.
- 5.2.7 **Recommended**
P Booking systems should allow smaller, domestic Tour Operators to acquire a share of permits.
- 5.2.8 **C** Booking systems must clearly state rules and regulations relating to visiting gorillas and the rationale behind these.
- 5.2.9 As part of the booking process tourists must have to confirm that they have read and will abide by health requirements.
- 5.2.10 **T** Visits to bat caves must not be scheduled within the two weeks prior to gorilla treks.

6. Working with local communities

6.1 Employment and remuneration

- 6.1.1 **C** *Certified Gorilla Friendly™* enterprises must have a hiring policy that prioritizes employment opportunities for those living in Park adjacent communities, including management positions.^{GSTC}
- 6.1.2 **Recommended**
Pre-employment training and work experience should be offered to those living in Park adjacent communities.

- 6.1.3 All *Certified Gorilla Friendly™ enterprises* must offer equal employment opportunities to women, local minorities, and others, including in management positions.^{GSTC}
- 6.1.4 All *Certified Gorilla Friendly™ enterprises* must have outreach programs for recruitment of women, local minorities, and others.
- 6.1.5 All employees must have written contracts that include labor conditions and job descriptions.

Note: When employees from other institutions or organizations are sharing in responsibilities with tourists, it is the obligation of the Certified Gorilla Friendly™ enterprise to support this recommendation both financially and logistically with the employee's employer.

- 6.1.6 **C T** The Tour Operator must ensure that employed or contracted guides and drivers meet the standards in Annex 2.
- 6.1.7 **C** There must not be any child labor in *Certified Gorilla Friendly™ enterprises'* operations.^{GSTC}

Note: Child labor, as defined by the International Labor Organization, refers to work that:

- *is mentally, physically, socially, or morally dangerous and harmful to children; and*
- *interferes with their schooling by:*
 - *depriving them of the opportunity to attend school*
 - *obliging them to leave school prematurely or*
 - *requiring them to attempt to combine school attendance with excessively long and heavy work*

- 6.1.8 **C** *Certified Gorilla Friendly™ enterprises* must have a policy against modern slavery and commercial, sexual or any other form of exploitation and harassment of or against anyone, particularly children, adolescents, women, LGBTQ+, people with disabilities and other minorities.^{GSTC}

Note: Certified enterprises may wish to sign and follow the code of conduct at <https://www.thecode.org>.

- 6.1.9 **P** Field staff must be provided with appropriate field and communications equipment.
- 6.1.10 **P** Field staff must be provided with uniforms that clearly identify them as Park staff.
- 6.1.11 **P** An adequate supply of clean uniforms and appropriate boot washing facilities must be provided for field staff.
- 6.1.12 **C** Terms of employment must meet all relevant regulations including minimum wage.
- 6.1.13 **Recommended**
Employees should be paid at least a living wage to minimize temptations to break regulations for higher tips.

Note: A minimum wage is the amount set by law. A living wage is the amount required by the employee to fulfill their basic needs such as nutrition, housing, healthcare, childcare etc. and will be higher than the minimum wage.

6.1.14 Tips must be distributed equally among all tourism employees.

Note: This could be through a shared tip box or through gratuities included when tourists pay for excursions etc.

6.1.15 The pooled and shared tipping policy must be clearly communicated to both employees and tourists.

6.1.16 **Recommended**

Regular monitoring and staff supervision should be used to reinforce tipping policies and to avoid incentives that encourage breaking rules and regulations.

6.1.17 **Recommended**

Tourists should be given guidance on appropriate amounts to tip.

6.2 Partnership and equity with local communities

6.2.1 **C H&T** Certified Gorilla Friendly™ enterprises must have a documented and communicated community relation policy and be transparent in how they present their involvement with the local communities.

Note: Community-owned enterprises should document and communicate an established governance and benefits-sharing policy.

6.2.2 **P** There must be a mechanism for dealing with any concerns, complaints or other grievances from local communities.

6.2.3 **Recommended**

H&T Accommodation in lodges or campsites should be managed to maximize community benefits through community-ownership, employment opportunities, or revenue-sharing schemes that provide income to members of the community or funding for social services.

6.2.4 Certified enterprises must be aware of how they impact adjacent local communities, and their activities must not jeopardize or adversely affect the following:^{GSTC}

- provision of basic services, such as food, water, energy, healthcare, or sanitation
- local access to livelihoods, including land and water resource use
- access to rights-of-way
- access to transport and housing

Note: This will require an inventory of the baseline position to establish current levels of provision of basic services in relevant communities in order to determine whether the activity of certified enterprises is affecting these.

- 6.2.5 **P** The economic impact of *Certified Gorilla Friendly™* tourism must be assessed and used to inform management decisions such as pricing and booking systems for visits.
- 6.2.6 If certified enterprises have a revenue sharing policy this must be documented and the impacts of the policy on local communities monitored and reported.
- 6.2.7 **C** *Certified Gorilla Friendly™* enterprises must purchase and offer local services and goods, following fair-trade principles.^{GSTC}

Note: Fair Trade principles include

- *Long-Term Direct Trading Relationships*
- *Payment of Fair Prices*
- *No Child, Forced or Otherwise Exploited Labor*
- *Workplace Non-Discrimination, Gender Equity, and Freedom of Association*
- *Democratic and Transparent Organizations*
- *Safe Working Conditions and Reasonable Work Hours*
- *Investment in Community Development Projects*
- *Environmental Sustainability*
- *Traceability and Transparency*

- 6.2.8 *Certified Gorilla Friendly™* enterprises must offer local small entrepreneurs opportunities to develop and sell sustainable products that are based on the area's nature, history and culture.^{GSTC}

Note: Products could include food and beverages, local and traditional handicrafts, performance arts, agricultural products, etc.

- 6.2.9 *Certified Gorilla Friendly™* enterprises must promote *Certified Gorilla Friendly™ Park Edge Products* when these are available.
- 6.2.10 *Certified Gorilla Friendly™* enterprises must not provide alcohol, tobacco, or illegal drugs to local communities as a means of compensation or influence.
- 6.2.11 **Recommended**
H&T Hotels, Lodges and Guesthouses/Tour Operators and Travel Agents should make every effort to book through other *Certified Gorilla Friendly™* enterprises such as other Tour Operators, Hotels, Lodges and Guesthouses, and Parks.
- 6.2.12 **H&T** There must be a documented and implemented code of conduct for activities in indigenous and local communities that have been developed and implemented with the collaboration and consent of the affected community.^{GSTC}

7. Information provision and training

7.1 Education and training

- 7.1.1 All employees in *Certified Gorilla Friendly™* enterprises must receive initial and ongoing training to enable them to meet these standards and any other agreed policies. Training must include:
- 7.1.1.1 the conservation plan required in section 1.2 and the employees' part in meeting its requirements

- 7.1.1.2 employee roles and responsibilities with respect to environmental, social, human rights, cultural, economic, quality, health, and safety issues.^{GSTC}
- 7.1.1.3 understanding that tourist satisfaction must not be given priority over gorilla well-being and conservation.
- 7.1.1.4 training in best practices for gorilla tracking and visitation.
- 7.1.1.5 First aid
- 7.1.2 **P** Field staff employed by Parks must additionally receive initial and ongoing training that includes:
 - 7.1.2.1 **P** Gorilla behavior and biology
 - 7.1.2.2 **P** Information on the ecosystem in which they are working and ongoing conservation activities.
 - 7.1.2.3 **C P** Techniques for dealing with tourists that try to bend or break the rules.

Note: Field staff are a key contact for tourists. Field staff must be able to talk and educate tourists about their visits within the context of gorilla conservation, other wildlife, local environment, community conservation activities and local culture.

- 7.1.3 **Recommended**
Employee training should include language skills for the most common languages of a site's tourists.
- 7.1.4 **C P** Field staff must be empowered to enforce regulations including these standards and be supported by senior staff to do so as necessary.
- 7.1.5 **C P** Field staff must be evaluated for adherence to these standards at least annually.
- 7.1.6 **Recommended**
Ongoing or refresher training for employees and management [P other than field staff] should take place at least once per year.
- 7.1.7 Those delivering training, whether directly employed by the *Certified Gorilla Friendly™* enterprise or external trainers must be competent as recognized by the *Certified Gorilla Friendly™* program.
- 7.1.8 Records of initial and ongoing training must be kept and be made available to auditors on request.
- 7.1.9 **Recommended**
Employees should have the opportunity to follow a personalized annual training program to update their knowledge and skills.

- 7.1.10 **P** At least annually *Certified Gorilla Friendly™* operations must conduct outreach and where applicable training on issues and laws protecting wildlife and their habitat to local authorities, police, security forces, prosecutors, and the judiciary.

7.2 Provision of information

- 7.2.1 **P** Policy makers and relevant government officials must be provided with briefings at least annually on gorilla tourism impacts both positive and negative.
- 7.2.2 There must be engagement with local communities to provide information on *Certified Gorilla Friendly™* and how it might affect them.
- 7.2.3 Information provided to the local community must be in languages and through means that they can understand.
Note: Radio and/or text messages can be effective methods of communicating with local communities.
- 7.2.4 **C** Before they depart on gorilla or other treks in the Park tourists must be provided with regionally harmonized and agreed information on *Certified Gorilla Friendly™* how it supports gorilla conservation, and their part in that, plus what they should expect from their visit.
- 7.2.5 **C** Visitor feedback and satisfaction surveys must be carried out. ^{GSTC}

Note: Visitors should be encouraged to complete the post-visit survey at www.gorillafriendly.org

7.3 Websites and advertising^{GSTC}

Advertising includes both online and hard copy materials such as leaflets, posters and other communication to tourists and potential tourists.

- 7.3.1 Websites and advertising for *Certified Gorilla Friendly™* enterprises must promote the *Gorilla Friendly™* Pledge and provide suitable visitor information on *Certified Gorilla Friendly™* and visit expectations.
- 7.3.2 **C** Websites and advertising must not use photographs that provoke unrealistic or inappropriate expectations of gorilla tourism.
Note: Photographs must not be manipulated or enhanced to promote unrealistic or inappropriate experiences or expectations relative to species encountered, proximity to wildlife etc. Unsuitable photos (whether manipulated or not) could include pictures of gorillas ranging on or around tourist infrastructure and tourists closer than ten meters from gorillas.
- 7.3.3 **C** Websites and advertising must clearly state that tourists tracking gorillas in their natural habitat may or may not see gorillas and if they do see gorillas, they may not see them clearly. Websites and advertising must not give the impression that viewing gorillas is 100% guaranteed.

Note: It may be helpful to shift marketing towards tracking gorillas and visiting their habitat rather than suggesting that every tourist will definitely see a gorilla.

- 7.3.4 **C** Websites and advertising must clearly state that people with communicable diseases will not be permitted to visit Parks or track gorillas and that vaccinations for measles and polio are recommended.

Note: People with communicable diseases include those with symptoms of fever, coughs, and colds and/or diarrhea. See also standard 2.2.2.5 for details of vaccination recommendations.

- 7.3.5 Websites must state the potential risk to gorilla health from tourists visiting bat caves prior to gorilla trekking.

- 7.3.6 Websites and advertising must highlight the regions' other wildlife and natural habitats as well as other tourist opportunities such as bird watching or cultural tours.

- 7.3.7 **H&T** Information about and interpretation of the natural surroundings, local culture, and cultural heritage must be provided. Information must include appropriate behavior when visiting these sites.^{GSTC}

Note: This is to align with the Certified Gorilla Friendly™ policy to reset and expand tourist expectations of Gorilla Tourism to include more than just gorilla trekking.

7.3.8 **Recommended**

Websites and advertising should detail the Park/Hotel, Lodge and Guesthouse/Tour Operator or Travel Agent commitment to sustainable tourism and the benefits of the *Certified Gorilla Friendly™* program to the environment.

- 7.3.9 Websites and advertising for *Certified Gorilla Friendly™* enterprises must show the *Certified Gorilla Friendly™* logo and provide a link to the gorillafriendly.org website and the full *Certified Gorilla Friendly™* standards.

- 7.3.10 **C** The use of the *Certified Gorilla Friendly™* logo must comply with the *Certified Gorilla Friendly™* style guide.

7.4 The Gorilla Friendly™ Pledge and feedback

- 7.4.1 **H&T** The link and email text agreed by the *Certified Gorilla Friendly™* program must be sent to tourists undertaking gorilla treks to Take the Pledge via www.gorillafriendly.org at least seven days ahead of travel.
- 7.4.2 **H&T** Requests to input “After your Visit ” feedback via www.gorillafriendly.org must be sent to tourists who undertook gorilla treks within seven days of completing their travel.

8. Sustainability

8.1 Infrastructure and sustainability

- 8.1.1 *Certified Gorilla Friendly™* enterprises must contribute, when invited, to the production of national and regional tourism development plans.
- 8.1.2 *Certified Gorilla Friendly™* enterprises must adhere to the provisions of national and regional tourism development plans.
- 8.1.3 **C P&H** Tourism product or infrastructure development must be subject to environmental and social impact assessments and community consultation.
- 8.1.4 **C P&H** Tourism infrastructure such as lodges, campsites and visitor centers must only be constructed in areas where there will be minimal impacts on gorillas and their habitats.
- 8.1.5 **P&H** Land and water rights, and property acquisition for tourist infrastructure are legal, comply with local communal and indigenous rights, including their free, prior, and informed consent, and do not require involuntary resettlement.^{GSTC}
- 8.1.6 **P&H** New infrastructure development must be appropriately planned [**H&T** in consultation with the Park authorities] to avoid habituated gorillas ranging nearby.
- 8.1.7 **H** Vegetation that might attract gorillas must be removed from around tourist infrastructure.
- 8.1.8 **P&H** Where there is obsolete infrastructure the intent must be to “build back better”, minimizing and offsetting any negative social or environmental impact.
- 8.1.9 **Recommended**
P&H Green building standards should be used in new or renovated building designs and construction.

Note: Suitable green building guidelines include the international Finance Corporation s EDGE criteria. See <https://edge.gbci.org> for further information.

- 8.1.10 **Recommended**
P&H Construction and renovation of tourist infrastructure should maximize the use of low embodied energy and sustainable and recycled materials, locally sourced where possible.
- 8.1.11 **Recommended**
H Construction or renovation of tourist infrastructure should allow access for persons with special needs where appropriate.^{GSTC}

- 8.1.12 **CH** Tourism infrastructure must not introduce additional disease risks to gorillas. Careful attention must be paid to appropriate sanitation, hygiene, and waste disposal.
- 8.1.13 **H** Elements of local art, architecture, or cultural heritage must be incorporated in the certified enterprise's management, design, decoration, food, or shops, while respecting the intellectual property rights of local communities.^{GSTC}

8.2. Energy and Water

- 8.2.1 **H** Consumption of firewood and charcoal is measured, sources are indicated, and measures, such as use of energy saving stoves are adopted to minimize overall consumption.^{GSTC}
- 8.2.2 **H** Water consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption.^{GSTC}
- 8.2.3 **Recommended**
P&H Wastewater, including gray water should be effectively treated.^{GSTC}
- 8.2.4 **P&H** Wastewater must only be reused or released when there will be no adverse effects on local communities, gorillas and the environment.^{GSTC}
- 8.2.5 **P&H** There are clear and enforced guidelines in place for the siting, maintenance, and testing of discharge from septic tanks and wastewater treatment systems.^{GSTC}
- 8.2.6 **Recommended**
Certified enterprises should increase their use of sustainable energy sources such as solar, wind and water generated power and minimize the use of fossil fuels.
- 8.2.7 **H&T** Certified enterprises must encourage their customers, staff, and suppliers to reduce transportation-related greenhouse gas emissions.^{GSTC}
- 8.2.8 **H&T** Certified enterprises must minimize pollution from noise, light, runoff, erosion, ozone- depleting compounds, and air, water, and soil contaminants.^{GSTC}

8.3. Waste

- 8.3.1 **H&T** Waste produced by the certified enterprise must be monitored.^{GSTC}
Note: Wastes that could be monitored include food, plastic, and paper/cardboard.
- 8.3.2 Waste must be stored and disposed of with no adverse effects on local communities, gorillas, and the environment.^{GSTC}
Note: Waste bins must be inaccessible to wildlife and must be emptied regularly.
- 8.3.3 The use of single use plastic bags, cups, straws, and other disposable items that can be replaced with non-plastic alternatives, must be phased out within 3 years of certification.
- 8.3.4 **Recommended**
Waste should be re-used or recycled wherever possible.^{GSTC}

8.4. Harmful substances and chemicals

- 8.4.1 **H** The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, must be minimized and/or substituted by innocuous products or processes.^{GSTC}
- 8.4.2 **H** All storage, use, handling, and disposal of chemicals must be properly managed.^{GSTC}

9. Travel Agents

Note: Section 9 is ONLY applicable to Travel Agents.

9.1. Familiarity with the Certified Gorilla Friendly™ program.

- 9.1.1 **C A** There must be at least one named person at the Travel Agency who is familiar with the standards and protocols of the *Certified Gorilla Friendly™* program and responsible for implementing them as they apply to their business.

9.2. Websites and advertising

Advertising includes both online and hard copy materials such as leaflets, posters and other communication to tourists and potential tourists.

- 9.2.1 **A** Websites and advertising for *Certified Gorilla Friendly™* enterprises must promote the *Gorilla Friendly™* Pledge and provide suitable visitor information on *Certified Gorilla Friendly™* and visit expectations.
- 9.2.2 **C A** Websites and advertising must not use photographs that provoke unrealistic expectations of gorilla tourism.

Note: Photographs must not be manipulated or enhanced to promote unrealistic or inappropriate experiences or expectations relative to species encountered, proximity to wildlife etc. Unsuitable photos (whether manipulated or not) could include pictures of gorillas ranging on or around tourist infrastructure and tourists closer than ten meters from gorillas.

- 9.2.3 **C A** Websites and advertising must clearly state that tourists tracking gorillas in their natural habitat may or may not see gorillas and if they do see gorillas, they may not see them clearly. Websites and advertising must not give the impression that viewing gorillas is 100% guaranteed.

Note: It may be helpful to shift marketing towards tracking gorillas and visiting their habitat rather than suggesting that every tourist will definitely see a gorilla.

- 9.2.4 **C A** Websites and advertising must clearly state that people with communicable diseases will not be permitted to track/visit gorillas and that vaccinations for measles and polio are recommended.

Note: People with communicable diseases include those with symptoms of fever, coughs, and colds and/or diarrhea. See also standard 2.2.1 for details of vaccination recommendations

- 9.2.5 **A** Websites must state the potential risk to gorilla health from tourists visiting bat caves prior to gorilla trekking.

Note: See also Standard 9.3.3 below.

- 9.2.6 **A** Websites and advertising must highlight the regions' other wildlife and natural habitats as well as other tourist opportunities such as bird watching or cultural tours.
- 9.2.7 **A** Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided. Information includes appropriate behavior when visiting these sites.^{GSTC}

Note: This is to align with the Certified Gorilla Friendly™ policy to reset tourist expectations of Certified Gorilla Friendly™ to include more than just gorilla trekking.

9.2.8 **Recommended**

A Websites and advertising should detail the Travel Agent's commitment to sustainable tourism and the benefits of the *Certified Gorilla Friendly™* program to the environment.

9.2.9 **Recommended**

A Email communications to tourists should include information to show that the Travel Agent is certified as part of the *Certified Gorilla Friendly™* program and invite tourists to ask for more details on the program.

9.2.10 **A** Websites for *Certified Gorilla Friendly™* enterprises must show the *Certified Gorilla Friendly™* logo and provide a link to the gorillafriendly.org website and the full *Certified Gorilla Friendly™* standards.

9.2.11 **C A** The use of the *Certified Gorilla Friendly™* logo must comply with the *Certified Gorilla Friendly™* style guide.

9.3. Booking the trip

9.3.1 **A** All booking for gorilla treks must be done through the correct channels with records kept of bookings and payments.

9.3.2 **A** Travel agents must book other *Certified Gorilla Friendly™* Parks, Tour Operators, Hotels, Lodges and Guest houses and Freelance Guides and Drivers when these are available.

9.3.3 **A** Travel agents must not schedule visits to bat caves within the two weeks prior to gorilla treks.

9.3.4 **C A** Booking systems must clearly state rules and regulations relating to visiting gorillas and the rationale behind these.

9.3.5 **A** As part of the booking process tourists must have to show that they have read and will abide by health requirements.

9.4. The Gorilla Friendly™ Pledge and feedback

9.4.1 **A** The link and email text agreed by the *Certified Gorilla Friendly™* program must be sent to tourists undertaking gorilla treks to Take the Pledge via www.gorillafriendly.org at least seven days ahead of travel.

9.4.2 **A** Requests to input “After your Visit” feedback via www.gorillafriendly.org must be sent to tourists who undertook gorilla treks within seven days of completing their travel.

10. Freelance Guides and Drivers

Note: These standards are ONLY applicable to Freelance Guides and Drivers.

10.1 Familiarity with the Certified Gorilla Friendly™ Program

10.1.1 **D** Freelance Guides and Drivers who wish to be certified must be familiar with the standards and protocols of the *Certified Gorilla Friendly™* program.

10.2. Freelance Guide and Driver Services

10.2.1 **D** Freelance Guides and Drivers must promote the *Gorilla Friendly™* Pledge and provide suitable visitor information on *Certified Gorilla Friendly™* and visit expectations.

10.2.2 **C D** Freelance Guides and Drivers must not provoke or market unrealistic expectations of gorilla tourism.

Note: For example, this could include leading tourists to believe they will be able to touch gorillas or see them outside of the Parks.

10.2.3 **D** Freelance Guides and Drivers must support the *Certified Gorilla Friendly™* program aim of resetting tourist expectation about gorilla tourism.

10.2.4 **D** Freelance Guides and Drivers must not retell stories of irresponsible tourism such as overly close gorilla visits/physical contact with gorillas.

Note: It may be helpful to shift marketing towards tracking gorillas and visiting their habitat rather than suggesting that every tourist will definitely see a gorilla.

10.2.5 **D** Freelance Guides and Drivers must highlight the regions 'other wildlife and natural habitats.

Note: This is to align with the Certified Gorilla Friendly™ policy to reset and expand tourist expectations of Gorilla Tourism to encompass wider wildlife and conservation outcomes.

10.2.6 **D** Freelance Guides and Drivers must treat tipping as a discretionary act and avoid putting undue pressure on tourists to provide tips.

10.2.7 **Recommended**

D Freelance Guides and Drivers should tell tourists that they are certified as part of the *Certified Gorilla Friendly™* program and invite them to ask for more details on the program.

10.2.8 **Recommended**

D Freelance Guides and Drivers should take part in training on *Certified Gorilla Friendly™* if this is available.

10.3 Freelance Guide and Driver Behavior & Tourist Management

10.3.1 **D** Freelance Guides and Drivers must use integrity, honesty, and fairness at all times particularly when dealing with local communities, and respect local culture, traditions and customs.

10.3.2 **Recommended**

D Freelance Guides and Drivers should have a checklist of requirements that they review with tourists at the outset of the journey to avoid tourists forgetting essential items e.g., suitable clothing, passport, permit, water, hand sanitizer and other items.

10.3.3 **D** The reasons for the rules that tourists must abide by must be explained in order to promote compliance and responsible tourism.

10.3.4 **D** Tourists must be reminded to wear clean clothes for each trekking visit if more than one is undertaken.

10.3.5 **D** Vehicles used to transport tourists must be roadworthy and maintained to ensure that they can cope with local road conditions without breaking down.

10.3.6 **C D** Freelance Guides and Drivers must drive responsibly and within the law. This includes but is not limited to:

- Driving within the speed limit
- Not using mobile phones while driving
- Not driving under the influence of alcohol
- Not driving on roads that are closed
- Only stopping on or at the side of the road when it is safe to do so

- Avoiding reversing or turning the car
- 10.3.7 **D** Tourists must not be permitted to stand up on the roof, or any external surface of the vehicle, at any time.
- 10.3.8 **C D** Freelance Guides and Drivers must ensure they and the tourists they are accompanying respect all wildlife when driving. This includes but is not limited to:
- Not disturbing any animal whether by making unnecessary noise, flashing lights, getting closer than 20m or in any other way
 - Driving attentively on roads adjacent to forest to avoid any road collisions with wildlife exiting the forest/crossing the road
 - Giving right of way to wildlife crossing roads
 - Slowing down when passing wildlife on or at the side of the road
 - Not getting out of the vehicle to see wildlife
 - Not sounding the horn when passing wildlife
 - Putting on hazard lights to warn approaching vehicles of wildlife on the road and slowing down.
 - Not shouting, touching, or gesticulating at wildlife
 - Not using flash photography
 - Not making any attempt to feed any animal
- 10.3.9 **C D** Tourists must not be taken to visit gorilla groups when the gorillas move outside the Park boundary.
- 10.3.10 **D** Freelance Guides and Drivers must notify Park authorities if gorillas are spotted outside the Park boundary.
- 10.3.11 **D** Freelance Guides and Drivers must not inconvenience or disturb other visitors.
- 10.3.12 **D** Parks must only be entered/exited via authorized entrances and exits and within authorized hours. No areas closed to the public must be entered.
- 10.3.13 **D** There must be no harm caused to the environment, whether by damaging vegetation, structures, signposts, or in any other manner.
- 10.3.14 **D** No litter of any sort must be discarded anywhere except into designated waste receptacles.
- 10.3.15 **D** No burning object must be discarded, and no fire hazards must be created in any other way.
- 10.3.16 **D** Tourists must not be permitted to take pictures of any person without their consent.
- 10.3.17 **Recommended**
- D** Freelance Guides and Drivers should talk to tourists about local conservation measures taken to conserve gorillas such as local conservation programs and include opportunities for tourists to engage with and support local conservation initiatives.

10.4 Health Management

- 10.4.1 **C D** Freelance Guides and Drivers must provide tourists with information on how their health status could affect gorillas, and what health problems would exclude them from going to a Park to see gorillas or undertake other activities.

Note: People with communicable diseases include those with symptoms of fever, sneezing, coughing and/or diarrhea.

- 10.4.2 **D** Freelance Guides and Drivers must not work when they are ill so as not to infect tourists going to see gorillas.
- 10.4.3 **C D** Freelance Guides and Drivers must ask tourists about their health, monitor them for obvious symptoms and must not take anyone who is clearly unwell to a Park to see gorillas or undertake other activities.
- 10.4.4 **D** Freelance Guides and Drivers must ask tourists whether they have visited a bat cave in the previous two weeks. If so, those tourists must not be taken to a Park to see gorillas or undertake other activities.
- 10.4.5 **D** Freelance Guides and Drivers must have a plan for managing tourists who cannot be taken to visit Parks (for example because they are unwell or have visited bat caves within two weeks), such as the viewing of other wildlife or locations.

10.5 Sustainability

10.5.1 **Recommended**

D Freelance Guides and Drivers should make efforts to reduce fuel consumption, for example by purchasing economical vehicles, turning the engine off when stationary and not unnecessarily revving engines.

10.5.2 **Recommended**

D Freelance Guides and Drivers should use reusable water bottles and encourage tourists to bring or purchase reusable water bottles.

10.5.3 **Recommended**

D Freelance Guides and Drivers should avoid the purchase and disposal of non-recyclable materials, except into designated waste receptacles.

10.6 Other certified enterprises

- 10.6.1 **D** *Certified Gorilla Friendly™* Tour Operators, Hotels, Lodges and Guesthouses must be promoted.

Note: For example, when it is necessary to stop on route, or tourists ask for recommendations, Certified Gorilla Friendly™ hotels should be favored over other options.

10.7 The Gorilla Friendly™ Pledge and feedback

- 10.7.1 **D** Freelance Guides and Drivers must remind tourists to input "After your Visit" feedback via www.gorillafriendly.org within seven days of completing their travel.

Annex 1: Standards for Park Guides

It is intended that the standards in this Annex will be used to accredit individual Park Guides as meeting *Certified Gorilla Friendly™* requirements. The first stage will be certification of Parks to the full set of standards above. Once a Park is certified, the aim is then to move towards accreditation of Park Guides. It will be noted that some standards appear both in the main Park standards above and in this Annex. These are standards where the Park has an oversight, management, or planning role as well as Park Guides having an implementation role; both are necessary to deliver the standard.

A1.1 Tourist management by Park Guides - overall and before starting the trek

A1.1.1 **C P** Park Guides must enforce regulations including these *Certified Gorilla Friendly™* standards.

A1.1.2 **P** Tourists must be encouraged to use the bathroom facilities at park entrances.

A1.1.3 **P** Tourists and staff must understand the protocols if they have to urinate or defecate while inside the Park.

A1.1.4 **P** Gorilla tourists must be at least 15 years old.

Note: The health rationale of an age limit is to prevent the transmission of “childhood” diseases to gorillas. There is no absolute clear-cut age limit to universally define the end of the “childhood disease” period. It is however widely admitted that the majority of childhood disease episodes occur before puberty. As adolescence sets in at varying ages between 12 and 16 depending on gender, origin, and individual characteristics, the 15-year-old limit by and large corresponds to a reasonable average to differentiate children from adults

A1.1.5 **P** Staff and tourists must change or wash their boots and clothing before visiting different great ape species or different gorilla groups.

A1.1.6 **P** The maximum acceptable viewing distance for gorillas (see Standard A1.4.2) must be demonstrated to tourists before they start their trek.

A1.2 Tourist management by Park Guides – visiting the gorilla groups

A1.2.1 **C P** Guides employed by the Park must always accompany tourists in the Park.

A1.2.2 **C P** There must not be more than one tourist group visit per gorilla group per day.

A1.2.3 **P** Visits must be spread evenly between habituated gorilla groups, avoiding those with sick or injured individuals and sensitive periods.

Note: Sensitive periods can include presence of new unhabituated females, during aggressive challenges of silverback leadership, if lone males are in active pursuit of group females, and similar challenges to group dynamics.

- A1.2.4 **C P** The tourist group visit must not last longer than one hour.
- A1.2.5 **P** There must not be more people (tourists and Park staff combined) than there are adult gorilla members in the group being visited.
- A1.2.6 **P** There must not be more than eight tourists plus the minimum required Park staff in each group that visits gorillas.

Note: This standard applies even to gorilla groups with greater numbers of adult gorilla members in the group. In most cases the minimum required Park staff would be no more than one guide and two trackers.

- A1.2.7 **P** Tourist visits must be phased out if gorilla group numbers decline to six or less adults.

Note: see also the Park requirements at section 1.3 on monitoring gorilla populations.

- A1.2.8 **C P** Flash photography of gorillas is prohibited.
- A1.2.9 **C P** Tourists and Park staff must not attempt to attract the attention of gorillas for photography or other reasons.
- A1.2.10 **C P** Visitors to gorilla groups must not eat, drink, carry food, spit, or smoke within 100m of gorillas.
- A1.2.11 **P** Accompanying personnel such as armed escorts or porters must stay as far away as feasible and remain quiet during the tourist visit.

Note: It increases gorilla stress if they are monitoring both the tourist group and noise from the accompanying personnel.

- A1.2.12 **P** Accompanying personnel must remain in contact with guides via walkie-talkie radios, so that they can be instructed to move if the gorillas head in their direction.
- A1.2.13 **P** Radios belonging to guides and accompanying personnel must be turned down low near gorilla groups.
- A1.2.14 **P** Backpacks, walking sticks, and food and drink must be left with the accompanying personnel while tourists visit the gorilla group.
- A1.2.15 **P** Everyone must speak in low voices when approaching, with and departing from gorilla groups.
- A1.2.16 **C P** Handheld electronic devices including cell phones must be switched to silent when tourists get near to gorilla groups.
- A1.2.17 **C P A** “leave no trace” policy must be enforced: there must be no litter, no removal of plants or wildlife, and avoidance of touching or damaging plants and animals.

Note: Many of the plants that grow in the Park are food for gorillas and other wildlife. Breaking or touching this vegetation can lead to contamination of this food source.

A1.2.18 **C P** Guides must manage tourist groups so that they keep to defined trails and avoid breaking or trampling vegetation.

A1.2.19 **P** Any other gorillas encountered on the way and way back from the target group/or during other tourist activities must not be approached. The guide must lead the tourist group away.

A1.3 Viewing distances

Note: The principle of the standards on minimum viewing distance is to prevent disease transmission and gorilla behavior change. It is accepted that it may be impossible to comply with the requirements at all times due to unpredictable movement of the gorillas. Therefore, viewing at greater distances should be encouraged to avoid approaching the minimum viewing distance and the risk of non-compliance to the standards.

A1.3.1 **C P** The minimum permitted viewing distance is 10 meters (33 feet).

Note: This applies to anyone observing gorillas including guides and researchers as well as tourists. The only exception is when closer contact is needed for veterinary intervention.

A1.3.2 Recommended

P Gorillas should be viewed from greater distances than the minimum detailed in Standard A1.2.1.

A1.4 Face masks

The use of face masks helps prevent the spread of disease to gorillas but must not be used to justify superseding specified viewing distance, time spent with gorilla groups, and other requirements of these standards.

A1.4.1 **C P** Surgical face masks or equivalent protective barriers must be worn by anyone visiting gorillas. This includes tourists, Park staff and researchers.

A1.4.2 Recommended

P Face masks should meet surgical quality standards.

A1.4.3 **P** Demonstration of the appropriate use of face masks and other protective barriers must be carried out at the briefing session at the Park base and reviewed before tourists approach the viewing point.

A1.4.4 **C P** All tourists and guides must put on masks at the point when they leave the porters, escorts, and other personnel to approach the gorilla group.

A1.4.5 **P** Porters, armed escorts, and others must have face masks or other protective barriers that are put on when they are approached by gorillas or are within 10 m of gorillas for any other reasons.

A1.4.6 **P** If disposable face masks are provided, any mask that becomes damp or wet must be exchanged for a new one.

Note: Damp or wet masks are less effective at blocking pathogens.

A1.4.7 **P** If disposable face masks are used, they must only be used once and be collected and disposed of in a way that does not cause disease risk to gorillas or humans after use.

A1.5 Education and training for Park Guides

A1.5.1 **P** Park Guides must have successfully completed training about gorillas and the environment that includes:

A1.5.1.1 Gorilla behavior and biology.

A1.5.1.2 Information on the ecosystem in which they are working.

A1.5.1.3 Ongoing conservation activities.

Note: Park Guides are a key contact for tourists. Park Guides must be able to talk and educate tourists about their visits within the context of gorilla conservation, other wildlife, local environment, community conservation activities and local culture.

A1.5.2 **P** Park Guides must have successfully completed training in tourist management that includes:

A1.5.2.1 **C** Techniques for dealing with tourists that try to bend or break the rules.

A1.5.2.2 Information on why gorilla well-being and conservation always takes priority over tourist satisfaction.

A1.5.2.3 First aid and other emergency procedures.

A1.5.3 **Recommended**

P Park Guides should have completed training in language skills for the most common languages of a site's tourists.

A1.5.4 **Recommended**

P Park Guides should engage with any ongoing or refresher training offered by the Park.

Annex 2 Standards for Guides and Drivers that are employed or contracted by Tour Operators

A2.1 Familiarity with the Certified Gorilla Friendly™ Program

A2.1.1 Guides and Drivers who work for Tour Operators must be familiar with the standards and protocols of the *Certified Gorilla Friendly™* program.

A2.2 Freelance Guide and Driver Services

A2.2.1 **T** Guides and Drivers must promote the *Gorilla Friendly™* Pledge and provide suitable visitor information on *Certified Gorilla Friendly™* and visit expectations.

A2.2.2 **C T** Guides and Drivers must not provoke or market unrealistic expectations of gorilla tourism.

Note: For example, this could include leading tourists to believe they will be able to touch gorillas or see them outside of the Parks.

A2.2.3 **T** Guides and Drivers must support the *Certified Gorilla Friendly™* program aim of resetting tourist expectation about gorilla tourism by focusing on the wider experience of trekking and not just viewing gorillas.

A2.2.4 **T** Guides and Drivers must not retell stories of irresponsible tourism such as overly close gorilla visits/physical contact with gorillas.

Note: It may be helpful to shift marketing towards tracking gorillas and visiting their habitat rather than suggesting that every tourist will definitely see a gorilla.

A2.2.5 **T** Guides and Drivers must highlight the regions 'other wildlife and natural habitats.

Note: This is to align with the Certified Gorilla Friendly™ policy to reset and expand tourist expectations of Gorilla Tourism to encompass wider wildlife and conservation outcomes.

A2.2.6 **T** Guides and Drivers must treat tipping as a discretionary act and avoid putting undue pressure on tourists to provide tips.

A2.2.7 **Recommended**

T Guides and Drivers should tell tourists that they are certified as part of the *Certified Gorilla Friendly™* program and invite them to ask for more details on the program.

A2.2.8 **Recommended**

T Guides and Drivers should take part in training on *Certified Gorilla Friendly™* if this is available.

A2.3 Guide and Driver Behavior & Tourist Management

A2.3.1 **T** Guides and Drivers must use integrity, honesty and fairness at all times particularly when dealing with local communities, and respect local culture, traditions and customs.

A2.3.2 **Recommended**

T Guides and Drivers should have a checklist of requirements that they review with tourists at the outset of the journey to avoid tourists forgetting essential items e.g., suitable clothing, passport, permit, water, hand sanitizer and other items.

A2.3.3 **T** The reasons for the rules that tourists must abide by must be explained in order to promote compliance and responsible tourism.

A2.3.4 **T** Tourists must be reminded to wear clean clothes for each trekking visit if more than one is undertaken.

A2.3.5 **T** Vehicles used to transport tourists must be roadworthy and maintained to ensure that they can cope with local road conditions without breaking down.

A2.3.6 **C T** Guides and Drivers must drive responsibly and within the law. This includes but is not limited to:

- Driving within the speed limit
- Not using mobile phones while driving
- Not driving under the influence of alcohol
- Not driving on roads that are closed
- Only stopping on or at the side of the road when it is safe to do so
- Avoiding reversing or turning the car

A2.3.7 **T** Tourists must not be permitted to stand up on the roof, or any external surface of the vehicle, at any time.

A2.3.8 **C T** Guides and Drivers must ensure they and the tourists they are accompanying respect all wildlife when driving. This includes but is not limited to:

- Not disturbing any animal whether by making unnecessary noise, flashing lights, getting closer than 20m or in any other way
- Driving attentively on roads adjacent to forest to avoid any road collisions with wildlife exiting the forest/crossing the road
- Giving right of way to wildlife crossing roads
- Slowing down when passing wildlife on or at the side of the road
- Not getting out of the vehicle to see wildlife
- Not sounding the horn when passing wildlife
- Putting on hazard lights to warn approaching vehicles of wildlife on the road and slowing down.
- Not shouting, touching, or gesticulating at wildlife
- Not using flash photography
- Not making any attempt to feed any animal

A2.3.9 **C T** Tourists must not be taken to visit gorilla groups when the gorillas move outside the Park boundary.

Note: Except where clear, legally-binding agreements exist with local stakeholders as part of regulated tourism.

A2.3.10 **T** Guides and Drivers must notify Park authorities if gorillas are spotted outside the Park boundary.

A2.3.11 **T** Guides and Drivers must not inconvenience nor disturb other visitors.

A2.3.12 **T** Parks must only be entered/exited via authorized entrances and exits and within authorized hours. No areas closed to the public must be entered.

A2.3.13 **T** There must be no harm caused to the environment, whether by damaging vegetation, structures, signposts, or in any other manner.

A2.3.14 **T** No litter of any sort must be discarded anywhere except into designated waste receptacles.

A2.3.15 **T** No burning object must be discarded, and no fire hazards must be created in any other way.

A2.3.16 **T** Tourists must not be permitted to take pictures of any person without their consent.

A2.3.17 **Recommended**

T Guides and Drivers should talk to tourists about local conservation measures taken to conserve gorillas such as local conservation programs and include opportunities for tourists to engage with and support local conservation initiatives.

A2.4 Health Management

A2.4.1 **C T** Guides and Drivers must provide tourists with information on how their health status could affect gorillas, and what health problems would exclude them from going to a Park to see gorillas or undertake other activities.

Note: People with communicable diseases include those with symptoms of fever, sneezing, coughing and/or diarrhea.

A2.4.2 **T** Guides and Drivers must not work when they are ill so as not to infect tourists going to see gorillas.

A2.4.3 **C T** Guides and Drivers must ask tourists about their health, monitor them for obvious symptoms and must not take anyone who is clearly unwell to a Park to see gorillas or undertake other activities.

A2.4.4 **T** Guides and Drivers must ask tourists whether they have visited a bat cave in the previous two weeks. If so, those tourists must not be taken to a Park to see gorillas or undertake other activities.

A2.4.5 **T** Guides and Drivers must have a plan for managing tourists who cannot be taken to visit Parks (for example because they are unwell or have visited bat caves within two weeks), such as the viewing of other wildlife or locations.

A2.5 Sustainability

A2.5.1 Recommended

T Guides and Drivers should make efforts to reduce fuel consumption, for example by turning the engine off when stationary and not unnecessarily revving engines.

A2.5.2 Recommended

T Guides and Drivers should use reusable water bottles and encourage tourists to bring or purchase reusable water bottles.

A2.5.3 Recommended

T Guides and Drivers should avoid the purchase and disposal of non-recyclable materials, except into designated waste receptacles.

A2.6 Other certified enterprises

A2.6.1 T *Certified Gorilla Friendly™* Tour Operators, Hotels, Lodges and Guesthouses must be promoted.

Note: For example, when it is necessary to stop on route, or tourists ask for recommendations, Certified Gorilla Friendly™ hotels should be favored over other options.

A2.7 The Gorilla Friendly™ Pledge and feedback

A2.7.1 T Guides and Drivers must remind tourists to input “After your Visit” feedback via www.gorillafriendly.org within seven days of completing their travel.