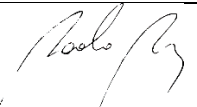
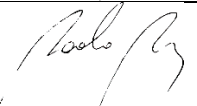


# Friend of the Sea Sustainable Dolphin and Whale Watching Standard



## Friend of the Sea non Seafood Standard

REV	DATE	REASON	VALIDATION	APPROVAL
1	18/01/2013	First issue	Paolo Bray	
2	1/04/2019	Update	Paolo Bray	

## Foreword

Friend of the Sea is a non-governmental organization, which was established in 2008. Its aim is to safeguard the marine environment and its resources by incentivising a sustainable market and implementing specific conservation projects.

Requirements are classified as Essential or Recommendations, according to their level of importance.

**Essential Requirements:** 100% conformity to essential requirements is mandatory in order to be certified. The company has to propose effective corrective actions (declaration of intents and implementation plan), to be submitted to the certification body within three weeks from the issuing of the non conformity. This proposal shall also include a timetable concerning the implementation of each corrective measure. Each proposed corrective action shall be fully implemented within the following 12 months and verified during the surveillance audit.

**Recommendations:** Compliance with recommendations is not mandatory for the company to be certified. However, compliance with recommendations will be verified during the audit and any deficiency will be included in the Audit Report as a recommendation. The company shall inform the certification body, during the following audit, regarding any corrective measures implemented.

Requirements which are not applicable to the audited company will be marked with 'N.A.'

## **Description of the company to be audited**

<b>a) Name of the company under audit</b>
<b>b) Is the company under audit part of a group? If yes, specify the name</b>
<b>c) Address of the company under audit</b>
<b>d) Name, role and contact of the representative(s) of the company under audit accompanying the auditor during the inspection:</b>

**e) Whale watching boat(s) and their registration number, horse power, people capacity (crew included) and home port**

Name of the boat	Registration number	Horse power (Kw)	People capacity	Home port

**f) If the owner of the boat(s) is different from the company, please specify**

**g) Boat(s) inspected by the auditor**

**h) Cetaceans species (common and scientific name) normally found in the area where whale watching is carried out and period of the year during which they can be spotted in the area.**

Common name	Scientific name	Period

**i) Coordinates of the whale watching target area**

**j) Number of employees (specify seasonal or permanent employees)**

<b>k) Certification and awards</b>
<b>l) Date and type of the audit (initial audit, surveillance audit, recertification audit)</b>
<b>m) Other relevant information</b>

- The Friend of the Sea project has been outlined to the company under audit**  
*(If not the auditor shall provide a short description to the company)*
- The organization was informed of the opportunity, in case of approval, of using the Friend of the Sea logo in association with its dolphin and whale watching activity** (e.g. boats, marketing material and website)
- The duration of the audit has been agreed upon**
- The information included in the Preliminary Information Form (PIF) has been confirmed as valid** (in the case of changes to the PIF, an updated version has to be promptly provided).

### ***Notes to the auditor***

- 1)** The auditor shall fill out all fields in the checklist.
- 2)** Checklist compilation guidelines are highlighted in the blue boxes.
- 3)** The Auditor shall provide an explanation when requirements are not applicable.
- 4)** The Auditor shall write YES when the unit of certification complies with a requirement and NO when it does not.
- 5)** The Auditor shall comment and explain the positive or negative answers. Mere "YES," "NO," or "N.A." are not considered as sufficient and additional certification will be requested.
- 6)** Each relevant document shall be added to the final audit report in a separate and numbered attachment.
- 7)** Photographic and videos added to the checklist or attached can represent valid onsite evidence.

## 1 - Authorisations and permits

No.	Requirement	Level	Parameters and information	Y/N	Comments
1.1	Dolphin and whale watching operations are authorised by a permit granted by the responsible authority, for a given area, where applicable.	Essential	Image of the permit		
1.2	All vessels used in dolphin and whale watching operations are authorised under the national legislation, where applicable.	Essential	Image of the authorization		

## 2 - Detection of dolphins and whales

No.	Requirement	Level	Parameters and information	Y/N	Comments
2.1	The boats do not use active sonars, depth sounders, or systems emitting sounds in the water to attract cetaceans.	Essential	Images of on board instruments		



### 3 - Boats authorized location and approach

No.	Requirement	Level	Parameters and information	Y/N	Comments
3.1	In the area between 300 m (984 ft) to 100 m (328 ft) from the cetaceans (i.e. the 'Approach Zone'), boats shall keep a slow and constant no-wake speed (<6 knots). Chasing whales and dolphins is not permitted.	Essential	Procedure and evidence of conformity.		
3.1.1	When dolphins and whales approach the boats while cruising, the boats shall keep the same speed and they will do not change direction.	Essential	Procedure and evidence of conformity.		
3.2	Except when cetaceans approach the boats, boats shall always maintain themselves at a minimum distance from the cetaceans. The minimum distance is 100 m (328 ft) from whales and 50 m (164 ft) from dolphins (Watching Zone).	Essential	Procedure and evidence of conformity.		
3.3	The boats never intentionally approach cetaceans head on or from the rear. Boats must always approach whales or dolphins from the side.	Essential	Procedure and evidence of conformity.		

<b>3.4</b>	Care shall be taken to make sure that no pod is dispersed nor calves and juveniles are separated from their mothers.	Essential	Procedure and evidence of conformity.		
<b>3.5</b>	The boats shall not intentionally approach isolated mothers, calf/juveniles pairs, isolated calves/juveniles, nor cetaceans which appear to be resting or avoiding boats.	Essential	Procedure and evidence of conformity.		
<b>3.6</b>	Only one boat at the time can be in the Watching Zone and no more than two in the Approach Zone.	Essential	Procedure and evidence of conformity.		
<b>3.7</b>	Time in the Watching Zone shall be limited to thirty minutes.	Essential	Procedure and evidence of conformity.		
<b>3.8</b>	Engines shall be placed in neutral when boats stop in the Watching Zone.	Essential	Procedure and evidence of conformity.		
<b>3.9</b>	The crew is aware of the position of the cetaceans at any time, in order to avoid collisions or getting too close to the cetaceans.	Essential	Driver must wait for cetaceans to return to the surface from a dive to be sure of their position.		

## 4 - Special Considerations for Sperm Whales

No.	Requirement	Level	Parameters and information	Y/N	Comments
4.1	When a sperm whale abruptly changes its orientation or starts to make short dives of about 1 to 5 minutes duration, without showing its tail flukes, the boat shall leave the Watching Zone at a no-wake speed until outside of the approach zone.	Essential	Procedure and onsite evidence		
4.2	When a sperm whale swims on the surface of the water (around 1-2 mt or 3,2-6,5 ft depth) and produces a blow less powerful than the usual one, the boat shall leave the Watching Zone at a no-wake speed until outside of the approach zone and always monitor the sperm whale's position to avoid accidental collisions.	Essential	Procedure and onsite evidence		

## 5 - Swim-with

No.	Requirement	Level	Parameters and information	Y/N	Comments
5.1	The company does not provide or organise swim-with activities.	Essential	Procedure and evidence of conformity.		

## 6 – Interaction with cetaceans

No.	Requirement	Level	Parameters and information	Y/N	Comments
6.1	Feeding cetaceans and/or other animals is forbidden	Essential	Procedure and evidence of conformity.		
6.2	Accurate information is provided to tours participants on how to behave when the cetaceans are sighted.	Essential	Procedure and evidence of conformity.		
6.3	Accurate information is provided to tours participants about environmental issues related to cetaceans and the marine habitat and how everybody can contribute to reduce the impact.	Essential	Procedure and evidence of conformity.		
6.4	Operators shall not try to attract cetaceans by making noise or sounds. Tours participants and crew will avoid loud sounds when near cetaceans.	Essential	Procedure and evidence of conformity.		
6.5	Training programs for operators and crew on the biology and behavior of target species and on responsible dolphin and whale watching operations are carried out.	Essential	Training and courses planning and content. Certificates of attendance.		

## 7 – Waste management

No.	Requirement	Level	Parameters and information	Y/N	Comments
7.1	The company recycles all waste when recycling option is provided locally. In alternative, it appropriately disposes waste.	Essential	Procedure and evidence of conformity by means, as an example of recycling bins		
7.2	The company implements measures to prevent dispersion of waste at sea (including fuels, lubricants and plastic materials).	Essential	Procedure and evidence of conformity.		
7.3	The company uses non-toxic alternatives available in order to avoid the use of toxic, persistent or bio-accumulating substances.	Recommendation	Procedure and purchase orders evidence.		
7.4	The company does not use CFC, HCFC, HFC or other refrigerants that cause ozone depletion.	Essential	Procedure and evidence of conformity.		
7.5	If spotted, crew must collect floating fishing gear and equipment lost from other boats.	Recommendation	Procedure and evidence of conformity.		
7.5.1	All material collected shall be properly disposed of at port. If appropriate disposal facilities are not available, the company shall endeavour to work with port operators to provide adequate, affordable and accessible disposal facilities.	Recommendation	Procedure and evidence of conformity.		

<b>7.5.2</b>	Where applicable, the company shall work with ports to implement gear collection and/or recycling programs for end-of-life gear.	Recommendation	Procedure and evidence of conformity.		
<b>7.6</b>	The company does not hold or handle mono-use plastic (e.g.: drinks plastic bottles; straws; cutlery; plates, etc.) on the boat(s).	Essential	Procedure and onsite inspection. Received invoices review.		

## 8 – Energy management

No.	Requirement	Level	Parameters and information	Y/N	Comments
8.1	The company shall keep a file of energy consumed per use and type of sources (e.g.: gasoline, solar, other), updated at least once a year.	Recommendation	File to be included in the audit report.		
8.2	The company shall set yearly objectives to improve its energy efficiency.	Recommendation			

## 9 – Social accountability

No.	Requirement	Level	Parameters and information	Y/N	Comments
9.1	The company shall comply with the following requirements:				
9.1.1	Compliance with International Labor Organization and National Laws on child labor.	Essential	<p>The Minimum Age Convention 1973 (No. 138) sets “the general minimum age for admission to employment or work at 15 years (13 for light work) and the minimum age for hazardous work at 18 (16 under certain strict conditions). It provides for the possibility of initially setting the general minimum age at 14 (12 for light work) where the economy and educational facilities are insufficiently developed”.</p> <p>Refer to ILO:  <a href="https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/child-labour/lang-en/index.htm">https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/child-labour/lang-en/index.htm</a></p>		



<p><b>9.1.2</b></p>	<p>Pay the employees adequate salaries compliant at least with the minimum legal wages.</p>	<p>Essential</p>	<p>The minimum wages vary depending on the country. The Auditor shall verify that the company is aware of the minimum wages of the countries in which it operates.</p> <p>Refer to ILO: <a href="https://www.ilo.org/global/standards/sub-jects-covered-by-international-labour-standards/wages/lang-en/index.htm">https://www.ilo.org/global/standards/sub-jects-covered-by-international-labour-standards/wages/lang-en/index.htm</a></p>		
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<p><b>9.1.3</b></p>	<p>Grant employees access to health care.</p>	<p>Essential</p>	<p>The company shall have workers' compensation insurance to cover their employees when an illness or injury happens at work.</p> <p>The auditor shall verify that the company provides, where necessary, measures to deal with emergencies and accidents, including adequate first-aid arrangements</p> <p>Refer to ILO: <a href="https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/occupational-safety-and-health/lang-en/index.htm">https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/occupational-safety-and-health/lang-en/index.htm</a></p>		
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<p><b>9.1.4</b></p>	<p>Apply safety measures required by the National Law. Nonetheless, compliance with the minimum safety requirements are mandatory, even if not required by local law.</p>	<p>Essential</p>	<p>To assess the minimum safety requirements, the auditor shall verify and collect evidence of hazards and risks in the work environment, dangers to life, safe drinking water, health and safety training and use of Personal Protective Equipment (PPE).</p> <p>Refer to ILO:  <a href="https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/occupational-safety-and-health/lang-en/index.htm">https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/occupational-safety-and-health/lang-en/index.htm</a></p>		
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9.1.5	Keep records of accidents or injuries.	Recommendation	These records shall be used to take corrective measures and identify the causes of the incidents, preventing future occurrences.		
9.1.6	No forced or compulsory labor.	Essential	<p>All work, including overtime, must be voluntary.</p> <p>The hours worked in excess of the normal working hours must be remunerated at the rates prevailing in the case of overtime for voluntary labour.</p> <p>Refer to ILO: <a href="https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/forced-labour/lang-en/index.htm">https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/forced-labour/lang-en/index.htm</a></p>		

<p><b>9.1.7</b></p>	<p>No discrimination.</p>	<p>Essential</p>	<p>Opportunities for recruitment, access to training, promotion, compensation, termination and retirement shall not be made based on race, colour, sex, religion, political opinion, national extraction or social origin.</p> <p>Physical, verbal or sexual abuse, bullying or harassment are prohibited.</p> <p>Refer to ILO: <a href="https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/equality-of-opportunity-and-treatment/lang--en/index.htm">https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/equality-of-opportunity-and-treatment/lang--en/index.htm</a></p>		
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<p><b>9.1.8</b></p>	<p>Rights on board.  <b>Only applicable to safari boat tours.</b></p>	<p>Essential</p>	<p>The auditor shall verify if the boats are maintained in a clean and habitable condition and check if regular periods of rest of sufficient length are given to the crew.</p> <p>Refer to ILO: <a href="http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C188">www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C188</a></p>		
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## 10 - Sustainability commitment

No.	Requirement	Level	Parameters and information	Y/N	Comments
10.1	The company introduce to all its tours participants Friend of the Sea Sustainable Dolphin and Whale Watching project.	Essential	Procedure and evidence of conformity.		
10.2	In order to continuously improve, the company shall recommend all its tours participants to report Friend of the Sea ( <a href="https://friendofthesea.org/contact-us/">https://friendofthesea.org/contact-us/</a> ), in case they perceive that the company does not comply with some of these requirements.	Essential	Feedback forms available.		

## 11 – Other recommendations

No.	Requirement	Level	Parameters and information	Y/N	Comments
<b>11.1</b>	The company promotes the undertaking of an assessment of size, distribution and other characteristics of the target cetaceans' population, in order to also assess potential impact of dolphin and whale watching.	Recommendation	A marine biologist or a figure who has similar training performs these operations.		
<b>11.2</b>	The company cooperates with universities, research groups and NGOs, providing data on local cetaceans.	Recommendation			
<b>11.3</b>	At least one marine or natural sciences biologist is part of the company's team.	Recommendation	CV must be attached to the audit report.		
<b>11.4</b>	The company is carrying on citizen science project(s). Data collected is shared with universities, and/or research groups, and/or NGOs that are working on local cetaceans' populations.	Recommendation	Project description.		



<b>11.5</b>	The company keeps a logbook with sightings of wounded cetaceans and it shares the information with the competent authority.	Recommendation	Logbook.		
<b>11.6</b>	The company use ducted propellers.	Recommendation	Evidence of conformity.		
<b>11.7</b>	The use of boats without engine is encouraged, where applicable.	Recommendation	Without engine means, in example, kayaks, sail boats, etc.		
<b>11.8</b>	It is requested to use only sustainable sunscreen cream, where applicable.	Recommendation	For further information regarding sustainable sunscreen refer to: <a href="https://friendofthesea.org/sustainable-standards-and-certifications/sustainable-omega-3-oil-and-uv-creams/">https://friendofthesea.org/sustainable-standards-and-certifications/sustainable-omega-3-oil-and-uv-creams/</a>		

**CONCLUSIONS:**

The Auditor shall fill out the following fields:

**The company COMPLIES with Sustainable Dolphin and Whale Watching requirements**

**The company DOES NOT COMPLY with Sustainable Dolphin and Whale Watching requirements**

**ESSENTIAL NON-CONFORMITIES (corrective plan to be produced within 3 weeks and correction within 1 year)**

*List essential Non-conformities*

**RECOMMENDATIONS (to be communicated within the next inspection)**

*List recommendations*