

# ENVIRONMENTAL CERTIFICATION PROGRAM FOR TOURIST BOAT OPERATIONS IN THE GALAPAGOS ISLANDS

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## **INTRODUCTION**

This document is the result of an integral work process that seeks to adapt a model of environmental management to the current environmental and social demands of tourist operators in the Galapagos Islands. This work has been precipitated by several factors, including the importance of the Galapagos Islands at national and international levels, advances in scientific and technological knowledge, increasing awareness among tourists who demand environmentally friendly services, national and international attention to environmental impacts, growing acknowledgement that we must protect human and natural capital to ensure the survival of tourist operations, and companies' interest in being more competitive and environmentally responsible.

In applying these standards, we seek to transform the concept of sustainability into something real, practical and necessary, in the context of competitiveness, with the aim to improve the way tourism relates to its environment.

Aware of the fact that certification as an instrument for social and environmental welfare depends on the participation of numerous social sectors, we welcome any information to help improve the program's methods and techniques, as well as continual input from communities and citizens interested in ensuring compliance with our boat certification program.

We offer a list of general definitions in Appendix I and a summary about the environmental relevance of the Galapagos Islands in Appendices II and III.

Technical Team

## BENEFITS OF CERTIFICATION

There currently exists great interest in environmental certification, especially in programs managed by conservation groups. This program has been developed by means of an open and participatory process, in which tourist operators, conservationists, non-governmental organizations, companies, government, scientific institutions, community leaders and other sectors were involved.

Multidisciplinary teams will evaluate participating tourist operations using the program's norms and standards. The program seeks to engage participating operators in the process of implementing changes to be more supportive of conservation, reduce environmental impacts, increase sustainability, improve conditions for workers, and add to local benefits. Participating tourist operations that comply with the standards will receive an eco-label which can be used to market their services.

It is easy to understand why conservation groups are so enthusiastic about certification, but why are tourist operators so interested? Because there are many benefits to the environmental certification system.

- **Satisfaction:** Many operators feel the need to conserve the Galapagos Islands and to be responsible community members. The certification standards provide tour operators with guidelines that indicate how they can contribute back to the surroundings that provide such rich benefits, by reducing ecological impacts, and increasing social benefits. This guide is based on scientific studies and the support of serious environmental groups, thereby assuring the operator's good performance.
- **Sustainability:** Operators with vision want to ensure a future for their business. Their objectives include cost reduction, income growth, superior management practices and continuity of tourism. Certification programs help operators to improve their management techniques and to find the best route toward sustainability.

- **Capable and dedicated workers:** In certified operations workers receive adequate training, safety equipment, fair treatment and pay, clean facilities and improved working conditions. All this translates into worker pride and competitiveness, and thus a higher efficiency.
- **Public Image:** Certification improves the image of a company in the eyes of clients, friends, suppliers, government and the general public. Certification results in prestige, pride and publicity. For example, US travelers would spend an average of 8.5 % more for services and products provided by environmentally responsible suppliers. (Travel Industry Association of America, 1992).
- **Dialogue:** Certification programs motivate industry, defenders of human rights, and environmentalists to work together in the search for equitable solutions to problems, and permits sharing of information and ideas.
- **Maintenance of Markets:** More and more clients and consumers are looking for certified operations and products. Certification distinguishes operations and products on the market, making them increasingly more competitive. One third of US travelers said in a survey that a company's sense of environmental responsibility was an important factor when choosing holidays<sup>1</sup>.
- **Establishment of New Market Niches:** Responsible Tourism gains new supporters each day. Tourists prefer environmentally friendly operations, which allow them to feel a part of the solutions and not the problems. Certified operators seek out these markets, often with the support of non-governmental organizations and governments.
- **Credit Opportunities:** Certified operations are viewed favorably by banking institutions. A business that is socially and environmentally well-managed has competitive advantages when it comes to opportunities for credit.

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<sup>1</sup> Wight, P. (1994), Environmentally Responsible Marketing of Tourism pp. 39 - 56 in Cater, E. and Lowman, G. (Eds.), Ecotourism: A Sustainable Option? Wiley and Sons, Chichester.

- **Proactive and Participatory:** In contrast to government regulations, certification is voluntary, motivated by the market, and independent. In this way it allows companies to participate actively in the search for solutions to environmental and management challenges, and permits citizens, scientists, and all other sectors to participate. Many times it is more innovative and advanced than governmental regulatory processes.
- **Technology Transfer:** Certification programs facilitate technical discussions at all levels, strive for the best available technology, and provide incentives for the development of clean and innovative operating practices. Tourist operators can learn and collaborate with new practices and exchange information with colleagues in different countries.

## **PRINCIPLES OF CERTIFICATION**

### **I. COMPANY POLICY**

The company must incorporate in its policy compliance with national legislation and international agreements, as well as the environmental strategy and procedures outlined in this document.

### **II. CONSERVATION OF NATURAL ECOSYSTEMS**

The tourist operation must support and promote conservation of the Galapagos National Park and the Galapagos Marine Reserve.

### **III. REDUCTION OF NEGATIVE ENVIRONMENTAL IMPACTS**

The tourist operation must prevent, mitigate, and compensate for any environmental damage done to the Galapagos Islands and Marine Reserve.

### **IV. LOWERING THE RISK OF INTRODUCTION AND DISPERSAL OF EXOTIC SPECIES**

The tourist operation must prevent the introduction of species from the continent to the islands and the dispersal of species between islands.

### **V. JUST AND PROPER TREATMENT OF WORKERS**

The tourist operation must elevate the socioeconomic welfare and quality of life of the workers and their families.

### **VI. EMPLOYEE TRAINING**

All personnel involved with the tourist operation must receive continual environmental education and training appropriate to their specific roles, in order to reduce the possibility of causing negative impacts.

## **VII. COMMUNITY RELATIONS AND LOCAL WELFARE**

The company must make a commitment to the welfare and socioeconomic development of the Galapagos Island Community.

## **VIII. STRICT CONTROL OF USE, SUPPLY AND STORAGE OF MATERIALS**

Tourist business must plan and control the consumption, supply and storage of materials taking into consideration the well-being of tourists, workers, local communities and conservation of natural ecosystems.

## **IX. INTEGRATED WASTE MANAGEMENT**

Boats must follow a plan for integrated solid and liquid waste management that includes reduction, reuse, recycling, and adequate final treatment and disposal of waste generated by tourist activity.

## **X. COMMITMENT ON THE PART OF THE TOURIST**

The operation must reduce the impact of tourists on the Galapagos Islands and Marine Reserve. Tourists must be willing to commit themselves in protecting natural resources and local cultures, in accordance with the standards to avoid impacts and collaborate with the island's conservation programs.

## **XI. SAFETY**

The tourist operation must guarantee the safety of all involved individuals.

## **XII. PLANNING AND MONITORING**

The tourist operation activities must be planned, monitored and evaluated, taking into consideration technical, economic, social and environmental factors.

## **STANDARDS**

### **I. COMPANY POLICY**

The company policy must comply with national legislation and international agreements, as well as the environmental strategy and procedures outlined in this document.

1. The company must comply with the laws and regulations of Ecuador, international agreements applicable to Ecuador, and the rules in this document. (See Appendices IV y V)

1.1.1 The tourist operation must have all permits required by the State of Ecuador (DIGMER, Ministry of Tourism, SPNG, etc.).

2. The company must have a manual that details the policy, standards and procedures to be followed by the operation.

1.2.1 The manual must specify the obligations and responsibilities of each employee.

### **II. CONSERVATION OF NATURAL ECOSYSTEMS**

The tourist operation must support and promote conservation of the Galapagos National Park and Marine Reserve. (See Appendix VI)

1. The company must actively participate in national organizations involved in finding solutions to the islands' social and environmental problems.

II.1.1 Contribute with facilities to courses and training programs (guides and technicians)

II.1.2 Support required by Charles Darwin Scientific Station, Galapagos National Park.

II.1.3 Give cultural support to educational institutions.

II.1.4 Support control agencies such as SICGAL and SESA.

2. The company must support conservation programs.

- II.2.1 There must be a quantifiable system demonstrating support of conservation programs.
  - II.2.2 The company must participate continually in the islands' environmental protection, remedial, and clean-up programs.
3. The sale of the boat's products must contribute to the conservation of the islands and awareness-raising among tourists regarding the significance of their activity.
- II.3.1 A fixed quota, which will go to conservation programs, must be established on all products for sale.
  - II.3.2 These products must display a "conservation" label.
4. The administration must organize regular meetings, which all employees must attend, on the theme of sustainable tourism, including environmental and social issues.
- II.4.1 There must be a written register of all participants.
  - II.4.2 There must be a written register of the suggestions, both ones that may be adopted in the future, and those that have been implemented.
  - II.4.3 There must be a person in charge of this activity.
5. The company must motivate its employees to participate in the conservation activities and programs adopted by the business.
- II.1 There must be a register of employee participation in the various activities.
6. Strategies for protecting endemic Galapagos flora and fauna must be implemented.
- II.6.1 The company must prohibit, in its areas of jurisdiction, the sale and consumption of any flora, fauna, or derived products whose use are restricted or prohibited by law. (As an example, see in Appendices VII y VIII information about for endangered woods and a list of threatened and endemic species from Galapagos).
  - II.6.2 Fishing from the craft or boats is prohibited.
  - II.6.3 The delineation of areas authorized and unauthorized for tourist activity must be respected. (See Appendix IX)
7. The boat operators must aid the SPNG in the patrol of marine activities in the reserve.

- II.7.1 Any detected anomalies and violations must be reported to the SPNG.
- II.7.2 There must be someone responsible for reporting and maintaining a register of such anomalies.

### **III. REDUCTION OF NEGATIVE ENVIRONMENTAL IMPACTS**

The tourist operation must prevent, mitigate and compensate for any environmental damage done to the Galapagos Islands and Marine Reserve

1. The boat craft must be certified in accordance with the International Convention for the Prevention of Pollution from Ships (MARPOL) 73/78 agreement of the International Maritime Organization (IMO).
2. The company must be aware of, and able to identify, negative environmental impacts that its operation is causing or could potentially cause.
  - III.2.1 There must be a person responsible (related to the administration), as well as a written register of these impacts.
3. The company must reduce the negative impacts caused by its operation and must have the capacity to act in the case of an environmental emergency.
  - III.3.1 An action plan for reducing negative environmental impacts caused by boat travel (contamination, introduction of exotic species, behavioral impacts on marine birds and mammals, ecological and behavioral impacts at visiting sites, generation of waste, increased pressure exerted on resources by local populations resulting from tourist activity) must be in place.
  - III.3.2 There must be a contingency plan for acting in the case of an environmental emergency.
  - II.3.3 In case of an environmental emergency, the relevant authorities must be informed of the situation and action taken by the craft as soon as possible.
4. All machines used on the boat (motors, generators, desalinators, separator of oil substances from bilge water, air conditioning system, hot water tanks) must meet the manufacturer's maintenance standards.

- III.4.1 Someone is to be in charge of this maintenance and there must be a control register.
  - II.4.2 Periodic check-ups must take place.
5. All machines used on the boat (motors, generators, desalinators, separator of oil substances from bilge water, air conditioning system, hot water tanks) must function at the optimum threshold level (O.T.L.) for energy consumption.
  6. There must exist an energy conservation campaign on the boat that involves employees and clients.
    - III.6.1 Electrical energy consumption must be monitored, in general or during tourist season.
    - III.6.2 Energy-saving and high durability light bulbs must be used.
    - III.6.3 Hot water tanks and related tubing must be covered in insulating material.
    - III.6.4 Insulating material must be used in parts of the air conditioning system exposed to high temperatures.
  7. The craft's air conditioning and refrigeration systems must not contain refrigerants such as CFCs or other gases destructive to the ozone layer. If such refrigerants do exist, they must be phase out and replaced by acceptable systems within a predetermined timeframe.
  8. The cellar's air conditioning and refrigeration systems on the Islands must not contain refrigerants such as CFCs or other gases destructive to the ozone layer. If such refrigerants exist, they must promptly be replaced by acceptable systems.
  9. Gas and air leaks from the boat's air conditioning system must be strictly controlled.
  10. Maintenance work on the craft must be carried out in a way that does not cause any environmental damage.
    - III.10.1 There must be a procedures manual for maintenance work.
    - III.10.2 No anti-rust paints containing TBT may be used.
    - III.10.3 No paint containing lead may be used.

III.10.4 Maintenance work taking place on the Islands must be carried out in areas designated as suitable by DIGMER, or within adequate facilities at Port of Guayaquil.

11. The boat must have a system for reducing the release of gaseous contaminants into the atmosphere.

## **Boats**

12. External two-stroke motors must promptly be replaced by electric ones (preferably) or by four-stroke motors.

13. Boat motors must be kept in good working order (oil spills avoided, kept well-tuned and fueled).

III.13.1 Someone must be in charge of maintenance and carry out regular check-ups and keep a control register.

14. The company must prohibit the unnecessary running of boat engines.

15. The level of noise produced on boats must not affect the human health nor that of the ecosystem.

III.15.1 Noise levels a worker can be exposed must not exceed 85 decibels, for a maximum period of 6 continuous hours.

## **IV. LOWERING THE RISK OF INTRODUCTION AND DISPERSAL OF EXOTIC SPECIES**

The tourist operation must prevent the introduction of species from the continent to the islands and the dispersion of species between islands. (See Appendix X)

1. Introduction of food must be done under strict environmental health control and according to law.

2. The transport of insects from one island to another must be prevented. To this end, the possibility of attracting insects to the boat with light must be reduced.
  - IV.2.1 A minimum number of bulbs must be used on deck, while complying with national and international maritime regulations.
  - IV.2.2 The lights on deck must be kept off as often as possible, excluding when they are essential or required by national and international maritime regulations, when the boat is very close to an island.
  - IV.2.3 Those bulbs whose types is not specified by national and international maritime regulations must be replaced by light bulbs that do not attract insects.
  
3. The boat must be fumigated regularly to avoid infestations.
  - IV.3.1 The fumigation must be performed by authorized personnel.
  - IV.3.2 There must be a control register.
  - IV.3.3 Bait traps rather than chemical products must be used to control infestations in the kitchen.
  - IV.3.4 Outside of the kitchen, repellents should be used to control insects.
  
4. Appropriate measures must be taken to avoid the presence of organisms on the boat as a result of maintenance work on the continent.
  
5. The company must have its own control system for avoiding the introduction of exotic species.
  
6. Products from the continent must be stored in storage rooms that prevent the presence of organisms.
  - IV.6.1 Ventilation systems and passageways must be secure in order to prevent the entrance of organisms (insects, rodents, etc.)
  - IV.6.2 Fumigation must be performed by authorized personnel.
  - IV.6.3 There must be a control register to record application cycles and the products used.

7. The cargo transported from the continent to the islands must be strictly controlled to avoid the presence of organisms.
  - IV.7.1 All materials sent from the continent to the islands must be carried in clean and disinfected containers.
  - IV.7.2 The cargo must be properly packed to avoid the introduction of organisms.
  - IV.7.3 There must be strict control and supervision.
  - IV.7.4 Someone must be in charge of this control and keep a register (checklist) for the dispatch and reception of cargo.
  - IV.7.5 Must comply with established standards included in the Galapagos inspection and quarantine system (SICGAL) (See Appendix X).
  - IV.7.6 The company must support SICGAL by monitoring compliance with the established quarantine system, reporting any irregularities, and providing alternative suggestions.

## **V. JUST AND PROPER TREATMENT OF WORKERS**

The tourist operations must increase the socioeconomic welfare and quality of life of its workers and their families.

### **Hiring**

1. All boat employees must have legal residency of the islands.
2. Employees must be properly hired according to Ecuadorian legislation.
3. There must be no discrimination based on race, sex, religion or political affiliation in the hiring of workers, according to clauses 100 and 111 established by the International Labor Organization (ILO). The workforce must be hired directly by the company.
  - V.3.1 There must be no discrimination with respect to salary, advantages, or work conditions between local and foreign workers.
  - V.3.2 The company cannot, by any means, oblige workers to withdraw from unions, associations, or any other group, nor can it influence political or religious beliefs.

4. Contracting third parties for development of activities, products or services, must only be done in exceptional cases, and these workers must be ensured the same rights and benefits as permanent workers.
5. Workers must have a salary equal or higher than the industry's minimum wage for the respective region and country, according to the workers tasks, experience, and level of responsibility.
6. Minors cannot be hired, according to the law and agreement 138, recommendation 146 (minimum age) or the International Labor Organization.
  - V.6.1 It is prohibited to work more than eight hours a day and forty-two hours a week for those older than fourteen and younger than eighteen.
  - V.6.2 Hiring those younger than fourteen is prohibited.
  - V.6.3 If the company uses the services of employees younger than eighteen, the following information must be recorded:
    - Age
    - First and last names (of both parents, or guardians, if applicable)
    - Place of residence
    - Work position
    - Number or hours to be worked
    - Salary
7. The company must comply with the following regulations when hiring foreigners:
  - V.7.1 They must have a written contract.
  - V.7.2 They must have the proper documents, whether it be a passport or safe-conduct issued by the appropriate institution in their respective country or by the authorized consulate in Ecuador.
  - V.7.3 To have the proper residency document as established by Galapagos' updated legislation.
8. The company cannot fire pregnant or lactating workers, except as a result of a just cause or serious misbehavior.

9. If a sanction is to be applied to any workers who disobey standards defined by the company, the later must first analyze the case and its seriousness, and then apply the sanction.

### **Freedom of Association and Opinion**

10. The rights of the workers to free organization and collective bargaining must be respected, according to the Agreements 87 and 98 of the International Labor Organization.

V.10.1 The right of all persons to organize freely for ideological, religious, political, economic, labor, social, culture, or any other kind of reason must be respected.

V.10.2 This right may be subject to democratic law to protect national security, public order, public health, and the rights and liberties of others, on behalf of society's interests..

11. The company must consult and inform employees about technical and organizational changes it wants to implement and the possible social, environmental and economic impacts of these changes.

### **Security, Occupational Health and Basic Services**

12. Employees who work on the boat must be provided with life insurance.

13. Workers must be provided with medical services.

14. Working conditions must be conducive to safety, health, order and cleanliness.

15. Bathrooms must be kept clean.

16. Noise levels must not exceed 85 decibels of continuous noise.

17. Workers must use any safety equipment that may be required for their activities.  
Protective equipment and accessories must be properly maintained.
18. Dignified living conditions and basic health conditions must be provided to workers on the boat.
  - V.18.1 Temporary workers must be provided dignified living conditions and basic health conditions.
  - V.18.2 Potable water, bathrooms and showers shall be made available to workers.
  - V.18.3 Sanitary services must be adequate based on the number of users and health security criteria.
  - V.18.4 Cabins must have adequate space and capacity for workers, as well as proper ventilation and lighting.

## **VI. EMPLOYEE TRAINING**

All personnel involved with the tourist operation must receive regular environmental education and training appropriate to their specific roles, in order to reduce the possibility of generating negative impacts.

1. Employees must be informed of the company's environmental policy.
2. There must be a system for dissemination of information and instructional material (chalkboard, flipchart, pamphlets, audiovisuals, etc.).

### **Environmental Education**

3. An environmental education program for all employees in the craft must be in place. If necessary, the program must offer different levels to suit temporary and permanent employees, and it should be designed in a way that allows for regular monitoring and evaluation.
  - VI.3.1 Events and activities must be documented.

- VI.3.2 An attendance list shall be kept and all activities reported
- 4. All employees must know, in practical terms, the importance of the Galapagos ecology.
  - VI.4.1 Workers must participate at least once in the guided excursions.

## **Training**

- 5. A training program, with the aim of improving the performance and ability of employees, in terms of progression of their activities and treatment of clients, must be in place and designed in a way that allows for regular monitoring and evaluation.
  - VI.5.1 A library with material available for consultation must exist.
  - VI.5.2 There must be a report on all available training material.
  - VI.5.3 Events and activities must be documented. An attendance list shall be kept and all activities reported.
- 6. Employees must be trained to prevent negative environmental impacts caused by boat travel and in how to act in the case of an environmental emergency.
  - VI.6.1 Boat officials, crewmen, and guides must know the environmental risks and impacts that result from poorly-managed tourism.
  - VI.6.2 There must be a training program for employees, based on their functions, regarding adequate handling of solid waste, energy and water conservation, and use of biodegradable products.
- 7. All employees must know the standards implemented by the company.
  - VI.7.1 The specific requirements and functions of these standards must be understood in detail by all employees.
- 8. The company must train workers in the following areas:
  - VI.8.1 Valid laws, rules and standards.
  - VI.8.2 Safety, emergency procedures, and first aid.
  - VI.8.3 Health.
  - VI.8.4 Natural and cultural history.

- VI.8.5 Hospitality and tourist relations.
- VI.8.6 Negative impacts of poorly-managed tourism.

## **VII. COMMUNITY RELATIONS AND LOCAL WELFARE**

The company must make a commitment to the welfare and socioeconomic development of the Galapagos Island Community.

1. The tourist operation must support those local economic and cultural development initiatives that are environmentally responsible.

2. Tours led by the company must seek to engage tourists in local economic, social and cultural community activities to support the Islands' sustainable development.

- VII.2.1 The company must keep a list of the tourist-related services offered by local organizations with conservationist mandates and all required permits.

3. During an operation's planning process, local populations and social groups must be considered and consulted on matters that directly affect their quality of life.

- VII.3.1 A forum for communication with local populations and social groups for analyzing aspects that directly affect their quality of life must be developed and recommendations reached in consensus must be implemented.

4. The company must support the community in cases of need or emergency.
5. The company signs must not affect the landscape, natural ecosystems, or public buildings or monuments.

6. Local communities must be given priority when hiring

7. The company must support training programs for local tourism personnel.

- VII.7.1 The company must establish an internship programs for Galapagos students.

8. Agricultural products consumed on the boat must, where possible, be grown on local farms through environmentally responsible practices.
9. The company must promote national tourism with annual (or more frequent) programs of promotion and fare reduction, focusing on the ecological importance of Galapagos Islands.

## **VIII. STRICT CONTROL OF USE, SUPPLY AND STORAGE OF MATERIALS**

Tourist business must plan and control the consumption, supply and storage of materials taking into consideration the wellbeing of tourists, workers, local communities and conservation of natural ecosystems.

### **Consumption of Products**

1. There must be a policy, based on environmental criteria, for acquisition and use of products. Preferable products include those which are biodegradable, recyclable, returnable, of low toxicity, or certified as green, organic or produced in an environmentally responsible way, etc.
2. There must be someone in charge of acquiring products who is trained in health and environmental considerations.
  - VIII.2.1 Characteristics such as 'biodegradable' must be written on the product label.
  - VIII.2.2 A monthly register of all products used by the boat must be maintained.
  - VIII.2.3 Health registers that correspond to products produced by industrial means must be kept.
3. Where possible, preference must be given to suppliers who offer the following specifications on their products:
  - VIII.3.1 environmental certification

- VIII.3.2 less-packaged bulk products
  - VIII.3.3 reusable packaging
  - VIII.3.4 biodegradable packaging
4. Cleaning products must be biodegradable, phosphate free, and free of corrosive or highly toxic ingredients.
  5. Soap and other cosmetic products for client and employee use must be biodegradable.
  6. Gas used in the boat must be lead-free. The type of gas to be used must be above 85 octane, that which is known in Ecuador as 'super' gas; if diesel is used it must be filtered.
  7. Products which are environmentally harmful (those which contain CFCs, asbestos, benzols, etc.) must not be used or sold.
  8. The operation must use recycled, bleach-free paper for printing at least 50% of its promotional or informative material.
  9. Consumption of food, cosmetic (shampoo, soap, and others), and cleaning products must be continually monitored, and a monthly statistical analysis of general or guest consumption must be performed, and a chronological record must be kept.
  10. The boat's water supply must not affect the availability of water on the Islands.  
Boats must promptly replace land water supply systems with desalinators.  
Desalinated water must be fit for human consumption.
  11. There must be water dispensers.
  12. The boat must have a water saving campaign.
    - VIII.12.1 Water-saving taps and showers must be used on the boat
    - VIII.12.2 There must be a register and system for checking for leaking pipes and someone be in charge of this

VIII.12.3 Water consumption must be monitored by use of meters and recorded in a register

13. The quality of water on the boat must be fit for various types of human consumption (drinking, cleaning, swimming or hydro-massages)

VIII.13.1 Periodic analyses of water quality must be performed.

### **Boat storage**

14. There must be specific storage areas for:

VIII.14.1 food

VIII.14.2 detergents and cleaning products

VIII.14.3 gas and lubricants

VIII.14.4 tools and replacement parts

VIII.14.5 bed linen

15. Storage areas must have the following characteristics.

VIII.15.1 Adequate ventilation and lighting

VIII.15.2 Freedom of moisture

VIII.15.3 Shelves must be waterproof

VIII.15.4 Someone must be in charge of maintaining and cleaning the storage area, and keeping a register

VIII.15.5 Stored products must be inventoried and labeled

VIII.15.6 Adequate labeling

VIII.15.7 Regular maintenance and cleaning

16. The food storage areas must meet the following requirements:

VIII.16.1 To control infestations, bait traps must be used instead of sprinkling chemical products

VIII.16.2 To control insects outside, repellents must be used

VIII.16.3 Food must be organized according to type and expiration date, so that products with earlier expiration dates get to be used first

VIII.16.4 Areas for different foods must be properly marked

17. The boat's kitchen must have the following characteristics:

VIII.17.1 Adequate ventilation and lighting

VIII.17.2 Odor remover

VIII.17.3 Equipment must be in optimum condition

VIII.17.4 Shelves must be covered in waterproof material

VIII.17.5 Dishes and utensils must be stored in specific locations

VIII.17.6 There must be adequate labeling

VIII.17.7 There must be regular maintenance and cleaning

VIII.17.8 Someone must be in charge of the maintenance and cleaning, and a register must be kept

18. The boat's refrigerators must meet the following specifications:

VIII.18.1 Standard III.7 is required

VIII.18.2 Regular maintenance and cleaning.

VIII.18.3 Someone must be in charge of the maintenance and cleaning, and a register must be kept.

### **Storage of Materials on the Islands**

19. Materials stored on the islands must be kept in adequately-equipped cellars.

20. There must be storage areas for:

VIII.20.1 food

VIII.20.2 cleaning products

VIII.20.3 gas and lubricants

VIII.20.4 paint

VIII.20.5 bed linen

VIII.20.6 other material.

21. Food must be stored in areas with the following characteristics:

- VIII.21.1 There must be adequate and filtered ventilation that eliminates the entrance of insects.
  - VIII.21.2 Adequate lighting
  - VIII.21.3 There must be no entrances at ground level, in order to avoid the entrance of terrestrial animals.
  - VIII.21.4 Shelves must be covered in waterproof material
  - VIII.21.5 Someone must be in charge of maintaining and cleaning the storage area.
  - VIII.21.6 To control infestations within storage rooms, bait traps and sprinkling chemical products must be used.
  - VIII.21.7 To control insects outside storage rooms, repellents must be used.
  - VIII.21.8 Food must be organized according to type and expiration date, so that products with earlier expiration dates get to be used first.
  - VIII.21.9 Areas for different foods must be properly marked.
  - VIII.21.10 Maintenance and cleaning operations must take place on a regular basis. A register must be kept.
22. The boat's refrigerators must meet the following specifications:
- VIII.22.1 Standard III.8 is required
  - VIII.22.2 Regular maintenance and cleaning.
  - VIII.22.3 Someone must be in charge of the maintenance and cleaning, and a register must be kept.
23. Gases and Lubricants must be stored in cellars with the following characteristics:
- VIII.23.1 Cement walls capable of retarding flame. The height of the walls must be proportional to the volume stored in the tanks.
  - VIII.23.2 Cement floor or fully impermeable.
  - VIII.23.3 There must be absorbent material (sawdust) to collect spills and a small retaining wall at the entrance of the storage room.
  - VIII.23.4 Access and storage areas must be marked.
  - VIII.23.5 Access areas must be no smaller than 1.5 m.
  - VIII.23.6 Stored materials must be separated from the wall by a distance of 30 cm.
  - VIII.23.7 The ground must have an incline of at least 1%.

- VIII.23.8 To control possible spills, there must be collector canals that comprise a closed system and lead to a recipient.
  - VIII.23.9 The roof must prevent the entrance of water.
  - VIII.23.10 Lighting must be electric.
  - VIII.23.11 There must be a natural ventilation system which permits permanent cross circulation of air.
  - VIII.23.12 Fuels and lubricants must be placed on specific, properly marked spots.
  - VIII.23.13 There must be adequate fire equipment, based on the size and capacity of the storage areas, and it must be placed in a strategic place.
  - VIII.23.14 Pouring of fuels and lubricants must be done using appropriate mechanisms, such as trestles, keys, and manual pumps, to avoid spills.
  - VIII.23.15 There must be regular maintenance and cleaning.
  - VIII.23.16 Someone must be in charge of the cleaning and a register must be kept.
24. Storage areas for cleaning products, paint, linen and other materials must have the following characteristics:
- VIII.24.1 The walls must be of cement.
  - VIII.24.2 The roof must be made out of cement to prevent the entrance of water.
  - VIII.24.3 Shelving must be impermeable.
  - VIII.24.4 Lighting must be electric.
  - VIII.24.5 There must be adequate lighting and ventilation.
  - VIII.24.6 Items must be adequately labeled.
  - VIII.24.7 Stored articles must be ordered according to type.
  - VIII.24.8 There must be adequate fire equipment, based on the size and capacity of the storage areas, and it must be placed in a strategic place.
  - VIII.24.9 There must be regular maintenance and cleaning.
  - VIII.24.10 Someone must be in charge of maintenance and cleaning, and a register must be kept.

## **IX. INTEGRATED WASTE MANAGEMENT AND EMISSION CONTROL**

Boats must follow a plan for integrated solid and liquid waste management that includes reduction, reuse, recycling, and adequate final treatment and disposal of waste generated by tourist activity. In addition, gaseous emissions from all machinery on and outside of the boat must be controlled.

1. A system that ensures the collection of waste must be in place.

### **Reduction and Reuse**

2. Reusable containers, rather than disposable ones, must be used to serve food such as butter, marmalade, sauces, etc.
3. Durable containers and dishes must be used in place of disposable materials such as aluminum, plastic or paper.

### **Recycling**

4. There must be a garbage-sorting system.
  - IX.4.1 Organic and inorganic waste must be separated.
  - IX.4.2 Inorganic waste must be rinsed if it has been in contact with food.
  - IX.4.3 Inorganic waste must be separated (glass, plastic, paper, aluminum etc.) according to local recycling programs.
  - IX.4.4 There must be a garbage-sorting campaign that involves employees and clients.
  - IX.4.5 The boat must have adequate and well-marked garbage recipients placed in strategic spots to facilitate separation.
  - IX.4.6 Cleaning staff must sort garbage that has been discarded improperly by clients.
  - IX.4.7 There must be a storage room where final sorting takes place and waste is placed in recipients.

### **Final Deposition of Wastes (with the exception of residual waters)**

5. It is prohibited to throw out garbage, except in the case of food waste, where the following criteria must be taken into consideration:
  - IX.5.1 Food waste may be disposed of on land only if adequately treated, including sterilization of waste and avoidance of the introduction of organisms, or:
  - IX.5.2 When crafts are to dispose organic waste on land, it should be done within a given area, as established and approved by the regulatory agencies that handle waste on the Islands.
  - IX.5.3 Organic waste can be disposed of into the sea as far as possible from shore, and at least 4 km away, the minimal distance established by national and international regulations. Waste disposed of into the sea must be crushed before discharge.
  
6. The boat must establish a system that ensures proper final disposal on shore.
  - IX.6.1 The company must participate in a recycling program, to which separated trash must be sent.
  - IX.6.2 Someone must be in charge of delivering the various types of garbage to shore and a register must be kept.
  - IX.6.3 Lubricant wastes must be returned to shore and a delivery register must be kept.
  - IX.6.4 Precautionary measures must be taken to ensure that residues generated by maintenance work (paint, oil, garbage, metal, etc.) do not enter the sea.
  - IX.6.5 Materials that can be reused on the islands include glass (colored, for jars; base for material such as cement in the construction of roads or houses), organic material (composted paper and food waste), oil (depending on the destination), and paper (processed with clay and used as stuffing or covering).
  - IX.6.6 The program can require tourist boat operators to rinse (if contaminated by food), separate waste from food. The boat crew can place the waste fluid in recipients to be carried back to Guayaquil for recycling and processing.
  
7. The production of solid waste must be monitored during tourist season.

## **Final Treatment and Disposal of Waste Waters**

The boat must not contaminate marine waters with untreated sewage.

8. If possible, sewage must be separated from gray waters. (That which comes from urinals, toilet tanks - or any water that has mixed with these sources - is considered as 'sewage'; water from taps, showers, drains that has not mixed with sewage or toxic liquids is considered as 'gray waters'. (See Appendix XI)
9. The boat must have one storage tank for sewage and another for gray waters.
10. Sewage and gray waters must be treated before final disposal.
  - IX.10.1 All efforts should be made to prevent contamination from the treatment process of sewage.
11. They can be deposited in the sea as far as possible from shore, and at least at the minimal distance established by national and international regulations.

## **Emission Control**

12. A regular control system must be implemented that leads toward meeting national and international established regulations.

## **X. INTEGRAL MANAGEMENT AND PARTICIPATION OF TOURISTS**

The operation must reduce the impact of tourists on the Galapagos Islands and Marine Reserve. Tourists must be willing to comply with these standards as a commitment to reduce pressure on the area's natural and cultural resources.

## **Promotion**

The promotion will be the starting point to establish good communication channels between operators and clients to ensure the tourist has a clear understanding of the place he/she is going to. It must be made clear that, while the company offers a tourist excursion service in a perfectly sustainable manner, the operation is set up to regulate, demand and pursue environmentally-friendly behavior from tourists throughout their visit.

Promotion of the tour must involve ecological and cultural attractions of the region, emphasizing nature as the principal attraction.

## **Guest Areas**

1. Information and labeling must be in English and Spanish so that the client can participate in anti-contamination programs:
  - X.1.1 water conservation
  - X.1.2 energy savings
  - X.1.3 garbage separation
  - X.1.4 use of reusable containers
  - X.1.5 delayed collection of towels and bed linen for changing
  - X.1.6 use of provided cosmetic products
  
2. There must be maps and informative material (written and audiovisual) about the Islands.
  - X.2.1 Mechanisms to facilitate dissemination (chalkboards, flipcharts, etc.) of daily schedules and activities must be placed in a strategic place.

## **Information previous to the trip**

3. Information should be available to passengers before the trip.
  - X.3.1 Pamphlets on the peoples and ecosystems to be visited must be made available.

- X.3.2 Clients should be encouraged to learn about the places to be visited through a reference bibliography.
- X.3.3 Before taking the plane, clients should have information on the norms of appropriate behavior in the Galapagos, so as to minimize their impact on visited areas.
- X.3.4 Clients must be informed of the solid waste management problem in Galapagos.
- X.3.5 Clients should be advised not to bring disposable products, or if they must to bring them back to the continent.
- X.3.6 Information should be given on the danger of exotic species and on the measures that should be taken to avoid their introduction.
- X.3.7 Information must be provided on the necessary equipment for travel (clothing and accessories).

#### **Information during the trip**

- 4. The boat must have an information program for guests concerning their environmental policy, and incentives for participating in the various programs.
  - X.4.1 The company must provide tourists with accurate and detailed information about the ways in which they can contribute to the conservation of Galapagos Islands. They are:
    - Through a donation; and
    - By becoming members or partners of NGO's supporting the Islands.
- 5. Information on ways to participate in the Islands' protection programs that are being developed on the Islands must be provided to tourists.
- 6. Information on ways to participate in the Islands' socio-cultural programs being developed in the surrounding communities must be provided to tourists.
- 7. Clients must be informed of the problems of Galapagos and ways they can participate in the solutions.

8. The client must be given information (audiovisual – videos; written – pamphlets, posters, etc.) on the history of the Archipelago. The information must be available in English and Spanish.
9. The client must be given information (audiovisual – videos; written – pamphlets, posters, etc.) on the ecology of the Archipelago. The information must be available in English and Spanish.
10. Tourists should be informed of the importance of compliance with norms and the existent sanctions for environmental damage.
  - X.10.1 They must be advised of the products whose purchase is prohibited.

## **Guides**

11. The company's guides must be prepared to give a short speech about safety measures for swimming and snorkeling. Guides should also be capable of performing rescue and first aid maneuvers, while waiting for the doctor on board.
12. Guides must be qualified (see Appendix XII)
  - X.12.1 Guides must be certified by the PNG.
  - X.12.2 They must know the company's environmental policy.
  - X.12.3 They should have leadership skills.
  - X.12.4 New guides must receive training.
13. Guides must take into consideration the following criteria when carrying out tours:
  - X.13.1 Each guide must lead groups of no more than 12 tourists.
  - X.13.2 The guides must guide the group in a way that minimize the impact on the areas visited.
  - X.13.3 The guide must prepare travelers for all of the encounters (environmental and cultural) throughout their visit.
  - X.13.4 A garbage bag must be brought along on every visit to shore.

14. Guides must collaborate with the PNG in patrolling activities taking place in the park and report any anomalies or offenses that are noted.
  
15. Guides must prevent environmental impacts by providing adequate information, including:
  - X.15.1 An explanation of the local regulations.
  - X.15.2 A list of the specific norms of the visited areas.
  - X.15.3 Guidance on appropriate behavior along the paths with respect to animal and plant species.
  - X.15.4 Information on adequate waste management and use of biodegradable products.
  - X.15.5 Information on the difficulty level of each trip, and the way to avoid causing harm to the environment.
  - X.15.6 Necessary precautions to avoid introduction of exotic species.
  - X.15.7 Information about the ecosystem, without creating false expectations for spotting rare or endangered species.
  - X.15.8 An explanation of the prohibition of collecting samples (shells, sticks, stones, etc.)
  - X.15.9 An explanation of the prohibition of purchasing products made with prohibited materials, and the reasons for it.
  
16. Permanent guides must attend certified updates twice a year, based on the terms of their work (interpretation, conservation and tourism).

### **Visitor sites**

17. The company must restrict activities to the marked areas established by the National Park and Marine Reserve Administration, and the number of visitors allowed in each area. (See Appendices IX and XIII)
  - X.17.1 It is prohibited to visit areas unauthorized by the PNG.
  - X.17.2 It is prohibited to deviate from the park-authorized itinerary.
  - X.17.3 Someone must be in charge of the itinerary and maintain a control register.

18. Visits must always take place with a naturalist guide. (See Appendix XII)
19. The company must plan visits to various sites, permitted by the National Park and Marine Reserve Administration, to avoid intensive overuse of a few sites.
  - X.19.1 Visits to areas saturated by tourists must be avoided.
20. Areas of operations that meet conservationist criteria and sell local crafts or other products should be visited.
21. The tourist operation should visit existing interpretation centers in the Archipelago.

## **XI. SAFETY**

The tourist operation must guarantee the safety of all involved individuals.

1. The boat must be certified according to International Convention for the Safety of Life at Sea (SOLAS) and the International Maritime Organization agreements. We also recommend compliance with health and safety codes tailored to this area (see example in Appendix XIV).
2. Every craft must hold the ISM certification as required by the corresponding authority and in accordance with the type of boat.
3. There must be a manual on safety and accident prevention policies.
4. Passengers must be informed on all safety measures to be taken while on board.
5. There must be information and signs, in Spanish and English, that inform passengers and crew on how to act in case of an emergency.
  - XI.5.1 Information must be specific about particular guest and crew areas.
  - XI.5.2 Someone must be in charge of ensuring the information is properly disseminated.

- XI.5.3 Someone must be in charge of proper placement and maintenance of signs.
6. The boat must be fully equipped with first aid kits.
  7. The company must have a permanent medical service on its boats that meets the following criteria:
    - XI.7.1 Boats must have a permanent doctor on board if stipulated by national and international maritime regulations.
    - XI.7.2 Boats that do not require the service of a permanent doctor on board, according to national and international maritime regulations, must be supervised by a doctor and have at least one certified paramedic on board.
    - XI.7.3 Boats that do not require the service of a permanent doctor on board, according to national and international maritime regulations, must have an agreement with other boats in the area who have a permanent doctor so that immediate access to a doctor in the case of an emergency may be possible.
  8. The boat must have all necessary medicine, in quantities sufficient to handle any medical emergency. (See Appendix XV)
  9. The medical storage areas must meet the following requirements:
    - XI.9.1 Areas must be watertight and maintained at an optimum temperature.
    - XI.9.2 Shelves must be waterproof.
    - XI.9.3 Regular maintenance and cleaning.
    - XI.9.4 Someone must be in charge of stock and keeping a register.
    - XI.9.5 Medicines must be organized according to type and expiration date, in a way that those with the earliest expiration dates are the first to be used.
    - XI.9.6 Medicines must be replaced three months prior to their expiration.
    - XI.9.7 Areas for different types of medicines must be properly marked.
    - XI.9.8 There must be a current list including detailed information on all stored medicine.

10. The boat's doctor or paramedic must be informed, before the trip, of the tourists' health conditions.

XI.9.1 There must be medical information cards on each tourist, filled out when the tour is contracted with the company, available to the doctor.

11. Smoking is prohibited on the boat except in designated areas.

12. There must be a controlled entrance and exit system for tourists throughout the tour.

13. The company must provide its employees with earplugs, overalls, anti-slip shoes and any other necessary safety accessories.

14. The boat must have an electrical system safety program.

XI.14.1 The electrical cable system must be adequate for the boat and in accordance with electrical planning.

XI.14.2 Regular revisions must take place.

XI.14.3 Someone must be in charge of the cable revision and keeping a control register.

15. The company must prohibit illegal activities (such as prostitution and drug use) in its areas of jurisdiction.

## **Boats**

16. There must be anti-slip material on the boats.

17. All persons must use life jackets.

18. The number of occupants must not exceed the capacity established by the boat manufacturers.

19. The maximum speed permitted for off-board motors will be 5 knots.

## **XII. PLANNING AND MONITORING**

Tourist activity must be planned, monitored and evaluated considering technical, economic, social and environmental aspects.

### **Planning**

1. The company must present a clear and detailed plan of the objectives, goals, people responsible, and a schedule of activities geared toward improving the social and environmental conditions in the short-term, medium and long-term for each of its boats. The detail and scale of the plan must be in relation to the size and intensity of the activity to be carried out.
  - XII.1.1 The company's social/environmental plan must be based on the general principles and standards of the certification program.
  - XII.1.2 The procedures for each activity must be developed, including the objectives, people responsible, time periods, and description of measures to be taken.
  - XII.1.3 The plan must include new projects or processes to be implemented.
  - XII.1.4 The plan must be known, understood, developed and kept up to date throughout the company.
  - XII.1.5 The company administration must designate a representative of the administration to take responsibility for the compliance with the certification standards.
  - XII.1.6 Appropriate environmental and social impact assessment should be carried out before implementing new operations and processes.

### **Monitoring and Evaluation**

2. A monitoring system of social environmental impacts must be implemented.

- XII.2.1 All possible social and environmental impacts that may arrive under normal and irregular conditions must be considered in terms of operation, accidents, emergency situations and past, present and future activities.
  
- 3. Monitoring and evaluation of impacts generated by the activity must take place frequently and should provide information that contributes to the monitoring of the process.
  - XII.3.1 The information must be documented and easily accessible at any moment.
  
- 4. The company must be capable of demonstrating the compliance with standards and the process of continual improvements.
  - XII.4.1 Maintain an updated control system to register compliance with the certification standards as well as a plan for corrective actions (See Appendix XVI).
  
- 5. At the end of each tour, clients should be surveyed about their opinion of the environmental program and the tourist operation.
  - XII.5.1 There must be a written control register with suggestions, possibilities of carrying them out and of those which have been implemented.
  - XII.5.2 Someone must be in charge of this activity.

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