



**Candidate for Re-Certification:
Stormsriver Adventures**

Date/s of Assessment: 12 – 13 October 2009

This report is based on information gathered during two FTTSA assessments carried out at Stormsrivier Adventures (SRA) during October 2007 and October 2009, respectively, and on FTTSA Certification Panel Members' discussions and decisions during the assessment review process.

Entering the 7th year of certification, we believe that you are very familiar with the different FTTSA principles and criteria. Hence we have decided to provide you with a streamlined reporting format without generic information on FTTSA principles and criteria. Rather, this report will compare your performance and scores over time and highlight your performance improvements in the various assessment areas.

Figure 1 - Comparison of overall scoring and rating: 2007 and 2009

#	Category	2007	2009	Increase/decrease in % points
1	Legal and General	100%	100%	+++
2	Labour Standards	99%	95%	-4% points
3	Human Resource Practice	89%	96%	+7% points
4	Skills Development	100%	100%	+++
5	Employment Equity	72%	67%	-5% points
6	Ownership and Control	40%	47%	+7% points
7	Procurement	99%	99%	+++
8	Social/Community Investment	81%	94%	+13% points
9	Environment & Conservation	99%	100%	+1% point
10	Health and Safety	100%	100%	+++
11	Quality & Reliability	100%	100%	+++
12	Workplace Culture	98%	100%	+2% points
13	HIV/Aids Policies and Approach	88%	94%	+6% points
Your Average Score		89%	92%	+3% points

The above figures demonstrate the overall scores awarded by the Certification Panel in the 13 different assessment areas. The figures clearly show that SRA's scores increased in most assessment areas – well done! Reasons for these changes are discussed in detail below.

Figure 2 - Visual comparison of average scoring by Panel Members in 2007 and 2009

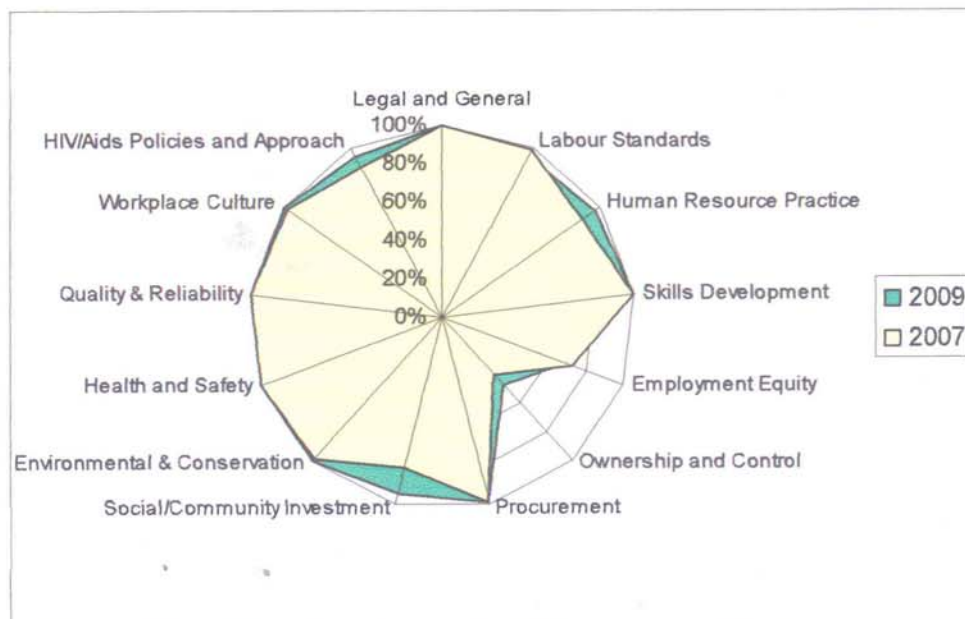


Figure 3 – Comparison of average rating by Panel Members for the FTTSA principles

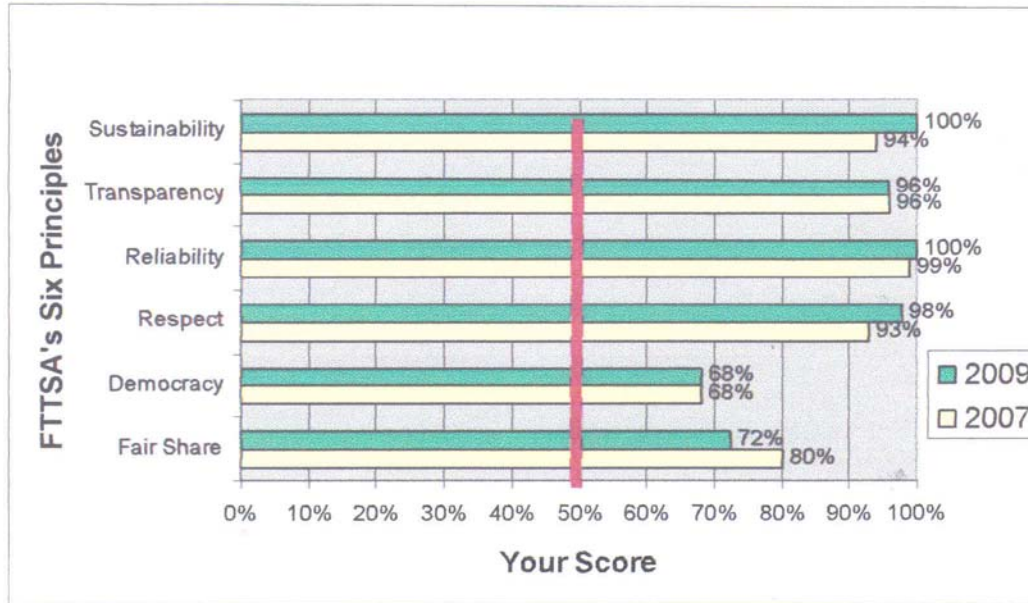


Figure 3 indicates SRA's overall development with regards to operating your tourism business according to Fair Trade in Tourism principles. Each principle is made up of an average of 30 questions that are drawn from the different performance areas. In contrast to the 13 performance areas where actual improvement actions are given, the principles reflect the business' overall commitment to ethical and responsible business practices.