

2024 Tourism Best Management Practices

When conducting business in Haines, Alaska, we pledge to act as responsible stewards of our natural environment and the community. We are devoted to educating our guests about the same, thereby preserving the area's delicate beauty for future generations. This initiative represents a collaborative endeavor involving Haines' businesses, merchants, restaurants, tour operators, cruise lines, transportation providers, and The Borough of Haines.

The Tourism Best Management Practices (TBMP) aim is to mitigate the impact of tourism, addressing both resident and industry concerns while enhancing the visitor experience in Haines. It's important to note that these guidelines do not supersede applicable city, state, or federal regulations. By actively engaging in this voluntary program, participants demonstrate their dedication to addressing critical community concerns, including the quality of life for residents.

Participating businesses shoulder the responsibility of program management and promoting its objectives through various means, such as press releases, public service announcements, brochures, newspaper inserts, and additional print media. Encouraging other businesses to join this voluntary initiative is also a part of their role, fostering unity within the visitor industry. The Borough of Haines fully supports and endorses the Tourism Best Management Practices program and urges all to take part in this endeavor.

2024 General Agreements for All Operators and/or Agents

1. **TRAINING/AWARENESS:** Operators/Agents are committed to educating all relevant employees (including drivers, dock representatives, guides, naturalists, pilots, and vessel captains) about the program's objectives and practices. They will conduct periodic training sessions for employees hired midseason. Operators will require employees to conduct business in a manner that demonstrates common courtesy throughout the season. Employees of participating operators must sign a "TBMP Employee Partnership Agreement," confirming their understanding and agreement to abide by the Tourism Best Management Practices guidelines relevant to their job description
2. **CONTACT NAME:** Operators/Agents will furnish TBMP with a designated contact name, telephone number, fax number, and email address.
3. **WORK SESSIONS:** Operators/Agents commit to participating in periodic work sessions to discuss progress in achieving program goals. **RESPONSE TO TBMP FEEDBACK FORM:** Consistent and prompt responses to feedback forms are crucial for the success of the TBMP program. Operators/Agents agree to respond to TBMP Feedback Forms concerning complaints and issues, provided enough information is given to address the complaint.
4. **OPERATOR SELF MONITORING:** All participants pledge to enhance self-monitoring efforts and inform other operators not adhering to TBMP guidelines by using the TBMP Feedback Form, available at the Haines Visitor Center.
5. **RECYCLING & COMPOSTING:** TBMP emphasizes that recycling is everyone's responsibility towards the environment and the community. Operators are strongly

encouraged to participate in recycling efforts and contribute to the improvement of recycling and composting in Haines.

Operators/Agents Commitment to Quality of Life and Community Values

Operators/Agents commit to providing comprehensive training to their seasonal employees, focusing on the following key aspects:

1. **Representing Haines Everywhere:** Every employee is a Haines ambassador, even beyond the borough boundaries. This includes State & Federal lands, waterways, other Alaskan and Canadian communities, and their surroundings. Maintaining a courteous and respectful demeanor both on and off the job is vital. We take pride in being part of this incredible community and strive to preserve its unique character.
2. **Preserving Haines's Natural Wonders:** Haines and its encompassing landscapes are sanctuaries for bears and diverse wildlife. It is paramount that employees refrain from disrupting these creatures and exercise responsible waste management to prevent their attraction. Feeding wild animals is strictly prohibited, as it safeguards Haines' distinctive beauty and supports the subsistence lifestyle integral to this community.
3. **Fostering Harmony in Haines:** Haines is a very special community, especially bustling during the summer months. Recognizing that in small communities, people tend to closely observe one another, it is vital to conduct ourselves with thoughtfulness and an acute awareness of the interconnected dynamics within our tight-knit community. Respecting each other, fostering cooperation, and working together harmoniously are pivotal to preserving Haines' unique essence and ensuring a thriving, unified community.
4. **Maintaining Cleanliness and Aesthetics:** Employees are encouraged to contribute to the cleanliness of Haines by keeping the area around their housing clean, properly disposing of trash, and ensuring that cigarette butts are placed in designated receptacles.
5. **Company Vehicle Etiquette:** When driving company vehicles, employees must uphold cleanliness and professionalism. It's important to remember that employee's represent the company at all times while operating a company vehicle, regardless of being on or off duty.

By adhering to these guidelines, operators and agents actively enhance the quality of life for Haines residents and contribute to the overall well-being and harmony of this remarkable community

DRAFT