WORLD HERITAGE SITES AND SUSTAINABLE TOURISM

SITUATIONAL ANALYSIS:

VICTTORIA FALLS WORLD HERITAGE SITE
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Executive Summary

World Heritage Sites in Africa have become the leading destinations for many tourists. The very reasons why cultural and natural heritage properties are chosen for inscription on the World Heritage List are the same reasons why millions of tourists flock to those sites every year. This opportunity needs to be utilized by heritage managers and policy makers to turn tourism into a conservation tool for World Heritage Sites. To achieve this, the African World Heritage Fund (AWHF) has embarked on a programme linking World Heritage and sustainable tourism. The programme aims at initiating pilot activities on selected heritage sites in Africa to promote local development and mitigate negative effects on World Heritage Sites as a result of various human activities and effects of climate change.

The programme is being implemented in two phases: i). situational analyses to collect baseline data on selected World Heritage Sites; ii). implementation of pilot projects. Atleast 4 sites will be selected for implementation of pilot projects. The following Sites are included in the baseline survey: Kilwa Kisiwani (Tanzania); Twyfelfontein (Namibia), Great Zimbabwe (Zimbabwe); Forts and Castles (Ghana); Bwindi National Park (Uganda); Timbuktu (Mali); Island of Goree (Senegal); James Island and related sites (Gambia); Tsodilo Hills (Botswana); Ngorongoro Conservation Area (Tanzania) and Victoria Falls (Zambia and Zimbabwe).

This report focuses on Victoria Falls World Heritage Site. Victoria Falls is the main tourist destination in Southern Africa. The magnificent falls and the Zambezi River are the main attractions. The primary intention of this study was to collect information on the following issues: the relationship between tourism and the management of Victoria Falls World Heritage Site; existing and potential visitor markets - visitor numbers (both local and foreign visitors) visiting the sites; tourists’ facilities; income generating activities related to the site; accommodation facilities (hotels and lodges) and services to tourist; and, stakeholders around the Victoria Falls World Heritage Site.
1. Background

Tourism is increasingly becoming important to the Zambian economy. With the Zambian copper industry in decline and up to 80 percent of the people living below the poverty level, the government has been looking to tourism to provide solution to Zambia’s economic woes. The Zambia tourism sector is mainly based on wildlife tourism, Victoria Falls and Lake Tanganyika. Zambia receives a large percentage of the region’s arrivals due to Zambia’s access to Victoria Falls. Tourist arrivals increased from 111 million in 2000 to 164 million in 2005 (Figure 1). The large percentage is also attributed to political instability in the neighbouring Zimbabwe. The overall Zambian tourism is boasted with world-leading natural sites which include: Kafue National Park, the second largest in Africa; South Luangwa National Park, which has a high animal density and diversity; the Victoria Falls World Heritage Site and one of the seven natural wonders of the world; Lake Kariba, the largest man-made lake in the world; Lake Tanganyika; and, Zambezi River which runs across south-central Africa.

Tourism Policy

Tourism development in Zambia is guided by the Tourism Policy (1999) and the Poverty Reduction Strategy (2002). Zambia’s Tourism Policy stresses the importance of tourism development as a means of reducing poverty with special focus on rural areas. The goal of the Policy is to facilitate the development of a diversified, sustainable and regionally competitive tourism industry and ensure a quality environment and sustainable utilization of heritage and natural resources.

Poverty Reduction Strategy

Zambia’s Poverty Reduction Strategy Paper (PRSP) dictates that tourism must contribute effectively to the national GDP, foreign exchange earnings and poverty reduction, and that tourism growth must be conducive to private sector participation, environmentally sustainable growth and good governance. The PRSP recognizes the potential for tourism to play an important role in rural development, while also recognizing the multiplier effect of tourism development and its effect on infrastructure development. Tourism is viewed as a sector well suited to skills development, particularly entrepreneurial skills development (GRZ, 2002). To assist in implementing national policy goals, the Ministry of Tourism Environment and Natural Resources (MTENR) priority is to integrate tourism development priorities with environmental and natural resource priorities. MTENR’s mission is to provide a policy framework for the management and development of tourism, heritage and natural resources and the environment in order to contribute to sustainable socio-economic development for the benefit of present and future generations (MTENR, 2009).
Poverty Reduction Strategy & Tourism development

On tourism the PRSP advocates for: Investment and promotions aimed at attracting big investors and ensure that local people have a minimum of 40% shareholding in incoming investment in the tourism sector; Marketing and promoting tourism at local and international markets; establishment of tourism database for satellite accounting system to monitor performance and contribution of tourism to economy; Establishment of tourism development credit facility to promote indigenous and local entrepreneurs; Capacity building for private sector – strengthen private sector capacity through Tourism Council of Zambia; Routine maintenance of all infrastructure and upgrading of tourist areas; Human resource development – development in all relevant fields; Natural resource conservation – maintain and conserve biodiversity and wildlife; Rehabilitation of museums and heritage sites - rehabilitate and improve museums and heritage sites to diversify availability of tourism products (GRZ, 2002).

Challenges of Tourism development in Zambia

Tourism development and in particular sustainable tourism development faces mired the following challenges:

- Inadequate marketing and product development;
- Poor programme implementation;
- Lack of development finance;
- Lack of skilled local manpower;
- Lack of private sector incentives;
- Bureaucratic delays;
- High costs of operations

Zambia’s Tourism Policy aims at reducing poverty with special focus on rural areas.
Figure 1: Tourist Arrivals in Zambia (2000 – 2005)
2. **Situational Analysis**

**Methodology**

Both formal and informal discussions were used as a methodology to collect data from stakeholders. Initial introductory meeting was held with the Acting Regional Director of the National Heritage Conservation Commission (NHCC). Follow up meetings were held with Site manager - Victoria Falls World Heritage (NHCC) - Mr. John Zulu; Director Conservation Services (NHCC) - Mr. Simon Musonda; Senior Conservation Officer (NHCC) - Mr. Munyumbwa Ndiyo; Mr. Perey Ngwira - Ministry of Tourism, Environment and Natural Resources, South West Region; Africa Now Senior Project Coordinator - Mr. Highland Hamududu; former Executive Director (NHCC) Mr. Donald Chikumbi; Project Coordinator Africa Now - Mr. Brian Siame; District Agricultural Coordination Officer South West Region - Mr. Richard Nambwalu; project coordinator Mukuni Victoria Falls Craft Village Market - Mr. Richard Nambwalu; Mukuni Victoria Falls Craft Village Market; Environment Officer Sun International Hotel (Royal Livingstone) - Mr. Simon Tembo. A visit to Mukuni village was also organized to gather information on socio economic activities.

**Site description and context**

The Victoria Falls World Heritage Site was inscribed on the World Heritage List in 1989 as a trans-boundary Property shared between Zambia and Zimbabwe. The property is located on 25°55' East and 17°56' South and extends over 6,860ha, (Mosi-oa-Tunya National Park (Zambia), 3779ha; Victoria Falls National Park (Zimbabwe), 2340ha; riverine strip of Zambezi National Park (Zimbabwe), 741ha the remaining area of these protected areas is considered as the buffer zone) on either side of the Zambezi River in the Southern Zambia and North-Western Zimbabwe. The spectacular waterfall stands at an altitude of about 915m above mean sea level (a.m.s.l) and spans to about 1,708m wide with an average depth of 100m and the deepest point being 108m. Sprays from this waterfall can be seen from a distance of 30km from the Lusaka road, Zambia and 50km from Bulawayo road, Zimbabwe. This property also contains Basalt formations dating back 200 million years in addition to a series of 8 spectacular gorges that serves as breeding sites for birds.
Conservation challenges

Victoria Falls WHS is experiencing various conservation challenges related to urban development, tourism pressure; invasive species; poaching; Water pollution and abstraction; and, institutional challenges.

Urban development

There has been increased development within the Victoria Falls World Heritage Site after the inscription to the world heritage list though some of the structures were built before the site was granted the status. While the site is managed by National Heritage Conservation Commission the land planning and development is controlled by Maramba District Council. There are several structures within the site which include hotels, some built very near the falls, lodges, chalets, field museum, boat club, curio sellers shelters, hydroelectric power station and villages. The road and rail links between Zambia and Zimbabwe goes through the WHS, crossing the river by the falls bridge. The railway line and road between Maramba and Kazungula also run through the world heritage site. The Zambian customs and immigration structures are within the boundaries of the world heritage site. The Joint Management plan which is supposed to address some of the negative impacts of development has not been implemented. This has been due to lack of cooperation between the national authorities (National Heritage Conservation Commission of Zambia, Zimbabwe Parks and Wildlife management Authority and the National Museums and Monuments of Zimbabwe. The town of Maramba in Zambia is experiencing rapid population growth which calls for more land for settlement.

To address the problem both States Parties (Zambia and Zimbabwe) have put measures in place to minimize urban development. Three committees namely; the Joint Ministerial Committee, the Joint Technical Committee, the Joint Site Management Committee are in place
following the signing of the Joint/Integrated Management Plan of November 2007 between Zambia and Zimbabwe. This has resulted into minimal developments taking place within the world heritage site. Developments that have recently taken place are within the parameters of the JIMP. The States Parties have also upheld the decision by the World Heritage Committee to control urban development within the Victoria Falls World Heritage Site. Livingstone town is developing eastwards in line with the approved Integrated Development Plan. The States Parties are observing the height of all buildings being constructed to 11metres and this has controlled the visual impact of the property. A Tourism Area Action Plan has also been developed and awaits cabinet approval.

Institutional challenges

In Zambia, Victoria Falls WHS is administered by the National Heritage Conservation Commission (NHCC). There has been high institutional staff turnover as a result of changes in political appointments. Currently, most of the senior managerial positions are not filled. NHCC is also severely constrained to effectively perform its operations at the site including: limited funding; lack of adequate monitoring and surveillance equipment (vehicles – NHCC has only one vehicle used by all staff); and, limited staff capacity and technical expertise. The organization is underfunded and barely administers itself from the little resources from the central government. The gate collections go directly to the central government. The gate collections are used for other activities rather than to improve the management of the site.

Tourism pressure

It is estimated that the sites receive up to 6000 visitors per day. About 20 boats and 9 helicopters are currently operating in the property. There is bungee-jumping and gorge-swing at the property (see 3).

Invasive Species

Threat from *Lantana camara* and other invasive species continues to be serious problem to the property. *Lantana camara* is displacing the native vegetation within the property and its buffer zones. This has also threatened the stability and visual appearance of the gorge walls, as well as impacting on nesting sites of the rare Taita Falcon. However, some measures have been taken to address the issue of invasive species. Mechanical control of *Lantana camara* is continuing. About 20% of the infested area within the World Heritage Site has been cleared. Natural regeneration of the species has been noted. The other method - *Trials on bio-control agents* is also employed. A total of 200 species of *uroplata girardi* (Chrysomelidae) have been introduced into walk-in cages at the Sun International Hotels greenhouse which serve as a breeding facility.
Poaching

Wildlife poaching and illegal wood harvesting is a serious problem. There is a considerable amount of poaching in the area for animals, fish and trees. This has a huge impact on the property’s ecosystem. The animals are being hunted for their meat and skins. Some of the wildlife species commonly targeted are Elephants, Rhinos, buffalo and impala. The locals and hotels depend on fish from the Zambezi River. The trees are cut down for firewood and for the ever-growing wood carving industry. To address this challenge several measures have been taken including joint operations between the two States Parties, combined security meetings, ranger training courses and the provision of fencing to control access.

Water pollution and abstraction

The Livingstone main sewerage ponds constructed in the 1980s have not been rehabilitated of recent. As a result the ponds leak through the basement and embankment and sewerage finds its way to Zambezi River. Another source of pollution is sewerage discharge from boats on the Zambezi River. However, some measures have been put in place. The Environmental...
Management Authorities - Environmental Council of Zambia and Environmental Management Authority, monitor the Sewerage treatment companies on the discharge of effluents. Boats are not allowed to have flush toilets but are strictly required to use chemical toilets.

The effects of water abstraction from the Zambezi for power generation are visible when the Zambezi river flows fall below 400 cubic meters. To ensure there is equitable sharing of the Zambezi River waters, Zambia Electricity Company (ZESCO) has put in place a generation reduction scheme. During the dry period when the river flows fall below 400 cubic meters, ZESCO reduces generation by a maximum of 40% while maintaining the Zambezi river water level at the water intakes upstream of the eastern cataract at 881.6 m.a.s.l. The generation reduction is meant to allow water flow over the eastern cataract of the falls during the low flow periods.
3. **Tourism at Victoria Falls**

Victoria Falls World Heritage Site is the main tourist destination in Southern African Development Community (SADC) region. Under SADC, a Tourism Protocol was signed in 1998 spearheaded by Mauritius. The plan involved making SADC the tourist destination. The Protocol involved creating a tour circuit that includes unique attractions such as Victoria Falls. The existence of this natural asset, the Victoria Falls and the Zambezi River itself provides opportunity for tourism industry to grow in Zambia. The development of tourism is the responsibility of the Zambia Tourist Board (ZTB) under the guidance of the Ministry of Tourism, Environment and Natural Resources.

Latest statistics of tourists arrivals at Victoral Falls indicate close to 761,814 visitors in between 2004 and 2009 (Figure 2). This has been attributed to the political instability in Zimbabwe. According to the National Heritage Conservation Commission (Zambia) records Victoria Falls Word Heritage Site received a total of 761,814 tourists between 2004 and 2009 (Figure 2). However, the figure only indicates visitors (both local and international visitors) who passed through the main access points of the falls on the Zambian side.

The main attractions is the Victoria Falls and related activities including: Scenic flights (helicopter and micro-lights flights); sightseeing at Victoria Falls Bridge; Bungee-jumping and gorge-swing, Bird watching and Bush walks in the rain forest; Lion/Elephant walk at Mukuni village, Sunset and Lunar Rainbow; Boat cruise on Zambezi River and, game drive at the national park among others. Though Victoria Falls is the main attraction in the region, tour packgaes include visits to other attarctions in neibhbouring countries like Zimbabawe Botswana and Namibia. The major source markets are South Africa, UK and Germany which has resulted into considerable new investment in hotels on the Zambian side of the Victoria Falls.
Apart from privately owned tourism initiatives at Mukuni village private ranch and Mukuni Victoria Falls Craft Village, there is hardly involvement of local communities in the tourism industry in the area. Individual tourists and some organized tours visit villages within the WHS. About than 18 hotels and lodges operate around Victoria Falls and most of them import their food stuffs and supply for guests from Lusaka and neighbouring countries like South Africa.
4. **Opportunities and challenges**

The tourism opportunities at Victoria Falls have largely remained untapped despite its enormous potential. There are opportunities in the hospitality business such as hotels, lodges, and tourist camps. Others include goods and service provision in tourism enterprises such as hotels, farming and agro-business that supply food, car hire services, curio and handicrafts manufacturing, fuel stations, local tourists’ shops among others. Though the opportunities have not fully been utilized, the Zambian government through the Ministry of Tourism, Environment and Natural Resources has recognized this and has now placed emphasis on developing Zambian Tourism.

To promote tourism in the south west region, Livingstone town has become a tax free zone for investments in tourism enterprises. As an incentive for local car hire and tour operators the government has waived visa fees to tourists that they bring in. To make tourism succeed many organization have been put in place. These include: Zambia National Tourist Board (ZNTB); Zambia Wildlife Authority (ZAWA); Tourism Council of Zambia (TCZ); National Heritage Conservation Commission (NHCC); the Environmental Council of Zambia (ECZ) and, the Ministry of Tourism, Environment and Natural Resources. These players have different functions (see 5).

The table below summarizes how tourism can bring benefit to the local community and contribute to the management and conservation of Victoria Falls World Heritage Site.

| Enhance economic opportunity | • Increase in job opportunities for local residents - employment of the local community in tourism establishments (hotels and related enterprises)  
• Increase in income - supply of goods and services to tourism enterprises by the local community. Offering more locally-made goods for sale to visitors helps increase visitor expenditure and local incomes.  
• Direct sales of goods and services to visitors by the local community (informal economy)  
• Establishment and running of tourism enterprises by the local community - e.g. micro, small and medium sized enterprises (MSMEs), or community based enterprises (formal economy).  
• Generation of local tax revenues - Enhance tax and levy on tourism income or profits with proceeds benefiting directly the local community.  
• Improves local facilities, transportation and communications  
• Investment in infrastructure (roads) stimulated by tourism which will in turn benefit the local community. |
| Protection of natural and cultural value | • Development of good environmental practices and management systems to influence environmentally friendly tourism businesses.  
• Communicate and interpret conservation principles to visitors and local community through education. This will encourage local people to value their local culture and environments.  
• Promotion of aesthetic, spiritual, and other values related to Victoria Falls. |
Challenges

Some of the reasons why tourism has not developed in south west region and Zambia as a whole relates to other sectors. It is hard to get financial incentive to start any business. Other problems are related to poor infrastructure and communications (especially in rural areas), and the lack of trained workers. The tourism business also suffers from the bureaucratic load of licenses, permits and fees. Zambia is an expensive destination and there are few activities and choices for tourists, making other destinations more attractive.

The tourism development policy is based on the private sector leading the growth of the tourism sector. The Government role is to help the private sector to develop the tourism business, by improving infrastructure, making the investment process easier and identifying where investors can get loans for developing new facilities. A major impediment to the rapid growth of the sector is poor infrastructure (impassable roads), inadequate, outdated facilities at airports that do not have the capacity to handle an influx of tourists. Since the liquidation of Zambia Airways Corporation the nation has had no dedicated airline.
5. Stakeholders

The stakeholders around Victoria Falls World Heritage Site can be divided into three categories: private sector, government and communities. The private sector consists of several accommodation establishments within the boundaries of the property and tour operators based in Livingstone town. Government stakeholders include the regional offices for government ministries, the local authority as well as the national parks authority. There is also recognised traditional authority, Mukuni Chiefdom that makes up the community around the site. The Chiefdom is led by senior Chief Mukuni.

Local Community

Mukuni Village originally called Gundu is about seven kilometres from Victoria Falls. The village was established in the 13th century by Bedyango the Leya tribal matriarch. It was renamed in the seventeenth century to Mukuni Village in honour of Mukokalya Mukuni N'gombe. The village has a population of about 7000 people and is the main village of the Mukuni Chiefdom. Because the soils are unproductive the local people have turned to tourism as the main source of livelihood. Mukuni Village has now become a tourist destination because of the curio industry. The tourists are attracted by the wood carvings, stoneware, jewellery and baskets which are locally made and sold at Mukuni village curios craft market.

Other community initiatives include the Mukuni Environmental, Cultural and Economic Development Trust (MDT) formed in 1998. The trust is composed of civic leaders, representatives from villages and local community organizations. The trust aims to raise funds from local resources and use these funds for the betterment of the local people. The trust in collaboration with Volunteer Zambia has initiated tourism activities at Mukuni village. Volunteer Zambia has been given 2 hectares of land on the outskirts of the village to develop into a cultural and tourism centre where the manufacture of local printed fabric can take place and tourist can see the manufacture of the items and purchase them from the shop. Such
arrangements give the village a viable income where the land is not suitable for cultivation. As tourism is the community’s main source of income, Volunteer Zambia is working with the MDT to help the village realize their full potential. Chief Mukuni has been instrumental in linking the village with MDT and Volunteer Zambia to promote the village and its people.

Africa Now operates in Livingstone and is committed to poverty reduction by enabling poor rural households to generate income and protect the environment. Africa Now supports farmers and small businesses to produce and sell better products. Africa Now not only helps local framers expand their existing product range, but also provides training on new innovations and technologies, links to local banks for loans, and assistance in seeking out reliable markets where their products can be sold.

Africa Now also promotes equitable and sustainable work and jobs for rural Africans through projects, services and advocacy which enable them to take advantage of market opportunities and fairer trade to achieve a decent standard of living.

The Elephants and Chillies Project - Africa Now and others partners work with farmers to develop their ability to market chillies, and build the capacity of farmer organizations to negotiate and secure trade with regional and international buyers. In areas of Livingstone and Kazungula drought and crop invasions from elephants are persistent problems. In response to these persistent problems of drought, the resulting deprivation and invading elephants, Africa Now local partner - The Elephant Pepper Development Trust initiated Chilli paper project to deter animals from raiding food crops by making elephants sneeze, yield high prices and are drought resistant. Thus, the aim of the Elephants and Chillies project has essentially been to address the issue of deprivation in Southern Zambia through using innovative, sustainable solutions that help the local population to reduce poverty, deprivation and malnutrition in the area.

The Organic and High Value Vegetables Project- Africa Now is working with farmers in Southern Zambia to diversify their crops and grow organic vegetables, enabling them to access a growing demand from the tourism industry and increase their earnings. The Organic and High Value Vegetables Project is one of the initiatives designed to enable disadvantaged communities in Zambia to improve their livelihoods and increase their household incomes through building the capacity of farmers to trade within local and cross border economies and by providing access to high value markets, with intention of reducing poverty among the locals.
Private sector

The private sector around Victoria Falls consists of accommodation establishments and tour operators/travel agents based in Livingstone town. Accommodation establishments include: Chrismar Hotel; Bush Front Lodge; Prana Lodge; David Livingstone Lodge; Waterfront Lodge; Zambezi Sun Hotel; Royal Livingstone Hotel; Chuma House Safari Lodge; Islands of Siankaba; Sussi Lodge; Thorntree River Lodge; the River Club Lodge; Tongabezi River Lodge; Taita Falcon Lodge; Waterberry Zambezi Lodge and Stanley Safari Lodge. Most of these hotels are located within the boundaries of the proclaimed site. Tour companies operating in Livingstone include: Abseil Africa; African Extreme/Vic Falls Bungee; African Horizons (African Queen); Angle Zambia; Bushtracks Africa; Batoka Sky; Bundu Adventures; Bwaato Adventures; Chundukwa Adventure Trails; Gwembe Castle Crocodile Farm & Gwembe Safaris; Wild Side Tours & Safaris; Jet Extreme; Kalai Safaris; Kayak-the-Zambezi; Livingstone Quad Company; Makora Quest; Raft Extreme; Safari Par Excellence; Taonga Safaris; Touch Adventure; United Air Charters; United Touring Company.
Government institutions

Ministry of Tourism, Environment and Natural Resources

The government ministry deals with policy issues and ensures a level-paying field for all parties involved. Matters dealing with the law and investment in tourism are dealt with at the ministry level.

Zambia National Tourist Board (ZNTB)

Zambia National Tourist Board is a government department charged with the responsibility of marketing and licensing tourism enterprises. ZNTB was established through an Act of Parliament number 24 of 2007 with a mandate to promote and market Zambia as a tourist destination within and outside Zambia. ZNTB also deals with implementation of government policy and registration of enterprises in the tourism industry. As part of its function ZNTB provides information on the Zambian tourism sector and other related activities such as accommodation, national parks, game management areas, etc. They are custodians of information on infrastructure in areas of tourist attractions. ZNTB also provide information on areas that have been earmarked for tourism development.

National Heritage Conservation Commission

The National Heritage Conservation Commission (NHCC) is a national institution entrusted with the conservation of Zambia’s natural and cultural heritage which operates under Zambia’s Heritage Act. Together with its antecedents, the Heritage Act has been in existence since 1912 when it was known as the Bushman Relics Proclamation, changing in 1930 to the Protection of Archaeological Objects Ordinance, in 1948 to the Commission for the Preservation of Natural and Historical Monuments and Relics Act and then in 1989 to the present National Heritage Conservation Commission Act. The Commission itself has been in existence since 1948 and has five main structures namely: Executive Director; Regional Directors (South West, East & central, Northern, North west regions); Administration and accounts, 4) Education/information; and, Director Conservation. Tourism related management by NHCC at Victoria Falls is only limited to essential visitor services - collections of visitor entry fees, sanitation, security and litter collection.
Zambia Wildlife Authority (ZAWA)

The Zambia Wildlife Authority is a corporate body established by an Act of Parliament, the Zambia Wildlife Act No. 12 of 1998. Its mission is to contribute to the preservation of Zambia’s Natural heritage, ecosystem and biological diversity for present and future generations through the conservation of Zambia’s wildlife. ZAWA is governed by the Zambia Wildlife Act, No. 12 of 1998. The primary objectives of ZAWA are:

- To improve the quality of the life among local communities neighbouring wildlife parks and maintenance of sustainable biodiversity in national parks and game management areas;
- To improve wildlife resource management to a level which will secure sustainable flow of benefits from the resources; and
- To considerably improve the wildlife resource base investment in co-operation with the private sector and local communities.
**Environmental Council of Zambia (ECZ)**

The Environmental Council of Zambia (ECZ) is a Statutory Body created under an Act of Parliament 'the Environmental Protection and Pollution Control Act of 1990', Cap 204 of the Laws Zambia. The ECZ established in 1992 is mandated to protect Zambia’s environment and control pollution levels so as to provide for the health and welfare of persons and the environment. The mission of the council is to regulate and coordinate environmental management, promote awareness and ensure environmental protection through enforcement of regulations and the prevention and control of pollution in support of sustainable development.

**National Museums Board of Zambia (NMB)**

The National Museums Board of Zambia (NMB) is a corporate body which has a principal role of preserving the nation’s history and movable heritage. The Board is mandated to collect, document, present to the public and to preserve for posterity Zambia’s movable heritage. It is one of the statutory Bodies under the parent Ministry of Tourism, Environment and Natural Resources.

**Other key stakeholders**

- Community Markets for Conservation (COMACO) – innovative support for rural development through sustainable natural resource management, trade in local products and tourism development;
- Robin Pope Safaris – safari operator that provides support to local communities
- Tourism Council of Zambia – represents private sector interests in tourism.
- Environmental Conservation Society of Zambia – NGO that lobbies for sustainable development policies and is involved in ecotourism development that benefits communities.
- Zambia Electricity Supply Company-ZESCO
- Livingstone tourism Association(LTA)
- Southern Water Sewerage Company
- Livingstone Lodges association
# Contact details of Resource Persons

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