

The Rufford Foundation Final Report

Congratulations on the completion of your project that was supported by The Rufford Foundation.

We ask all grant recipients to complete a Final Report Form that helps us to gauge the success of our grant giving. The Final Report must be sent in **word format** and not PDF format or any other format. We understand that projects often do not follow the predicted course but knowledge of your experiences is valuable to us and others who may be undertaking similar work. Please be as honest as you can in answering the questions – remember that negative experiences are just as valuable as positive ones if they help others to learn from them.

Please complete the form in English and be as clear and concise as you can. Please note that the information may be edited for clarity. We will ask for further information if required. If you have any other materials produced by the project, particularly a few relevant photographs, please send these to us separately.

Please submit your final report to <u>jane@rufford.org</u>.

Thank you for your help.

Josh Cole, Grants Director

Grant Recipient Details	
Your name	Chloe Harvey
Project title	Uniting governments and tourism businesses for marine conservation across the Coral Triangle through the Green Fins approach
RSG reference	1110-C
Reporting period	January 2017 – June 2018
Amount of grant	£14,990
Your email address	info@reef-world.org
Date of this report	4/7/2018



1. Please indicate the level of achievement of the project's original objectives and include any relevant comments on factors affecting this.

Objectives	Not achieved	Partially achieved	Fully achieved	Comments
Mainstreaming of GF active Malaysia	vities	within	natior	nal processes in the Philippines and
a) Output: Documented meetings with high-level officials in both countries to formulate plans for further mainstreaming within both departments.				Measurement 1: Continued funding allocated for GF activities in both Malaysia and the Philippines.
				Philippines 24 Nov 2016 - Meeting with DENR Biodiversity Management Bureau to discuss Technical Bulletin and budget allocation for 2017.* 3 March 2017 - Meeting with DENR BMB and regional focal persons for GF to discuss draft of Technical Bulletin, schedule for 2017 and budget allocation.* 24 August 2017 - Meeting with DENR national GF Team (Biodiversity Management Bureau, BMB) to discuss passing Technical Bulletin, urgency to build SCUBA diving capacity of field staff and plan the capacity building activities. * 24 Nov 2017 - Meeting with BMB and regional focal persons documenting milestones including successful issuance of Technical Bulletin and recent capacity building with field staff. Planning of 2018 activities and tracking lessons learned for future implementation. 27 Nov 2017 - Meeting with BMB at CTI-SOM13 to discuss how GF can be integrated into CTI MPA Regional Exchange agenda, and sustainable tourism framework. * 28 Feb 2017 - Meeting with BMB to plan 2018 capacity building activities



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		and engaging other government
		departments e.g. Department of
		Tourism to provide incentives for GF
		members (e.g. awards, media
		exposure). Agreement to renew
		MOU between RWF and BMB
		end-2018.* 1.3M Philippine pesos set
		for 2018 budget (Annex 1)
		<u>Malaysia</u>
		26 Sept 2017 - Meeting with Reef
		Check Malaysia and DMPM Director
		General Dr Sukarno. Mr Rahim
		expected to take over as new
		Director General in the new year.
		Strategy for handover and
		maintaining momentum was
		S
		discussed. Mr Rahim has previously
		been extremely supportive of Green
		Fins in his role as assistant Director
		General. For 2018, DMPM have
		allocated their Development Fund
		to produce GF communication
		materials (posters and guide book)
		and their trust fund for allowance to
		carry out assessments
		carry out assessments. Measurement 2: DMPM ground level
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		A total of 123 assessments have
		been conducted since Oct 2016 in
		the Philippines and Malaysia. A
		breakdown per country is below :-
		Philippines = 59
		Puerto Galera = 9
		Panglao = 19
		Dauin = 5
		Moalboal = 8
		Malapascua = 18
		Malaysia = 64
		Perhentian = 30
		Semporna = 11
		Kota Kinabalu = 4
		Pulau Redang = 7
		Pulau Tioman = 10
		Pulau Sibu = 2
		Of the 10 sites where repeat
		assessment data is available, all
		apart from one have shown overall
		improvement in scores (improved
		environmental practices). The
		following outlines the change in
		assessment scores compared to
		baseline data per site:
		Philippines *
		Puerto Galera = improved by 21.67%
		Panglao = improved by 22.93%
		Dauin = improved by 38.89%
		,
		Moalboal = improved by 23.28%
		Malapascua = improved by 38.1%
		<u>Malaysia*</u>
		Perhentian = improved by 11.7%
		Semporna = worsened by 1.39%
		Kota Kinabalu = improved by 54.21%
		Pulau Redang = improved by 17.5%
		Pulau Tioman = improved by 11.5%
		Pulau Sibu = N/A - new site so
		baseline data collected
b) Outreach and		Measurement 2: Attendance sheets
,		
awareness activities		from training sessions.
(training sessions and		
dissemination of targeted		
outreach materials)		
reaching at least 450		
representatives from the		
diving and snorkelling		
industry.		
madaily.		Philippines = 719 pax
1		Malaysia = 308 pax



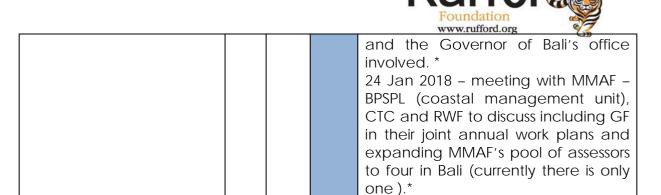
	1			www.rufford.org
				Total = 1027*
To develop capacity of	f resc	urce	mana	agers to promote compliance to
environmental best practice	e withir	n the c	diving a	and snorkeling industry in Indonesia.
a) Formalised				Measurement 1: Agreement signed,
partnership between CTC,				including details of sustainable
MoE, MMAF, UNEP and				funding mechanisms.
RWF for GF				3
implementation in				
Indonesia.				
b) Sustainable funding				During the capacity building activity
mechanisms to support				conducted by RWF in January 2018,
long term GF operations				meetings were held between CTC,
				MMAF and RWF where formal
'				
towards securing them				partnerships were discussed. Given
outlined.				the challenge of MMAF formalising a
				partnership with a non-local entity
				such as RWF, it was decided that
				CTC and MMAF would renew their
				existing MOU with the inclusion of
				Green Fins activities, and that CTC
				and RWF would engage in an MOU
				(Annex 2)
				At the time of reporting, a new
				Secretary General of MMAF has
				been appointed, which has delayed
				the renewal of the MMAF-CTC MOU
				until they are able to meet.
				Expected imminently. Whilst the
				existing MOU language will not be
				adjusted, Green Fins activities will be
				included in the subsequent work
				plan.
c) Functional local				Measurement 2: Four (4) qualified
Assessor Team available to				Assessors, actively participating in
conduct GF outreach and				GF operations.
assessments in Sanur, Bali.				or operations.
assessificing in Sandi, Dall.				22-27 Jan 2018 Assessor Training
				Programme in Bali, Indonesia with
				Coral Triangle Center and MMAF
				(Annex 3). Four new Green Fins
				assessors qualified to conduct GF
NAUL II CII			.	operations across Bali.
				n activities associated with the diving
	try in a	new	site in l	ndonesia using the GF approach.
a) Site level action				Measurement 1: Progress assessment
plan for Sanur detailing				data showing a 5% improvement
targeted outreach and				over baseline.
awareness activities				There are currently eight active
specific to local needs				members in Bali, with a further six

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and opportunities. Baseline and progress environmental performance assessments for 20 participating business operations in Sanur		businesses having signed on to the programme awaiting assessment. It should be noted that the assessor team was able to extend the reach of Green Fins beyond Sanur to include other hotspots in Bali. The trained assessor team plan to recruit more members and conduct further assessments reaching a total of 30 by October 2018. Sanur - 4 Pemuteran - 2 Padang Bai - 1 Kuta -1
b) 20 outreach and learning packs (member packs include x4 educational posters, GF Guide, 2x t-shirts, cloth bag, flag, 2x stickers, example materials here) produced and disseminated to participating business operations.		Measurement 2: Attendance sheets for 20 awareness raising and outreach sessions engaging at least 100 people.
		Sanur – 43 Pemuteran - 17 Padang Bai – 3 Kuta – 16 Total = 79
c) Outreach and learning sessions delivered to at least 100 representatives of the local diving and snorkelling community.		Measurement 3: Documented implementation of site level action plan for Sanur.
		A site level action plan (see Annex 3) was formulated during the Assessor Training Programme in January 2018. Key actions implemented from the action plan include: • Printing of 10 x GF icons posters for display at key tourist entry and exit points around Bali • Quarterly Skype meetings with Reef-World. • GF icons posters provided to Bali Professional Divers Association to disseminate to



	1	1		www.rufford.org
				diving industry.
Make the GF approach to e	enviro	nment	al best	practice for the diving and snorkelling
tourism industry available to	all div	/e cen	itres in I	Indonesia.
a) Report outlining				Measurement 1: Documentation
recommendations for				showing plan for expansion to at
expansion of operations				least one new site in Indonesia.
within Bali, across				
Indonesia and region wide				
(using the CTI-CFF				
frameworks).				
пашемогкзу.				Expansion has already taken place. New sites, members and assessment scores can be seen on the website. Activities for Timor Leste (another CTI country) have been included in the MOU between RWF and CTC (Annex
4)				2)
1) Report on steps to mainstream GF to leverage institutional support and strengthen laws, regulations and processes governing the marine tourism industry and / or coastal resource				Measurement 2: Documentation of high level meetings demonstrating commitment to policy strengthening / institutional mainstreaming.
management.				21-25 August 2017 – RWF held meetings with CTC to explore their potential to become a local management team to manage GF in Bali, Sanur. During this time, two assessments were carried out with CTC staff joining to get a more comprehensive overview of the GF approach. Final meeting on 25th August with CTC Executive Director who agreed they have the capacity and interest to implement GF in the near future. CTC also expressed interest in using GF across Indonesia and possibly in the wider region. Confirmed they are happy to use their government stakeholders, through existing MOUs, to help develop a new GF specific MOU in the future with RWF's help. This includes getting the Ministry of Environment (MOE), Ministry of



Meeting / Event documentation is available on request

2. Please explain any unforeseen difficulties that arose during the project and how these were tackled (if relevant).

Severe delays in the issuance of the Technical Bulletin in the Philippines due to changes in administration within DENR consequently delayed our capacity building activities with DENR. Therefore, it was decided to focus efforts on building capacity of assessor teams to work with existing sites in the Philippines, rather than target two new sites.

A functional team of four assessors was successfully trained in Bali, Indonesia and have begun implementation of key GF activities including recruitment, environmental assessments and targeted outreach activities. They have not yet reached the target of 20 certified members due to conflicts in the schedules of assessors and tourism low season coupled with even fewer tourists at target dive shops due to the negative media coverage of the recent eruption at Mt Agung. During the formation of the site level action plan, it was decided that the remaining assessments will be conducted in August/September 2018 and this will become the annual allotted time slot for GF activities in Bali. This represents the time period just before tourist high season which was deemed most favourable by dive shops/members.

3. Briefly describe the three most important outcomes of your project.

- Established a functional Green Fins team in Indonesia
 Building on the foundations of our previous RF grant to identify key partners to
 establish GF Indonesia we have successfully trained a cross-sector team of four
 assessors from the Coral Triangle Center, MMAF (Government) and the private
 sector to conduct GF activities. The team has already spread GF beyond the pilot
 site Sanur to new sites in Bali including Padang Bai, Lembongan and Pemuteran.
- Government staff involved in ground-level activities in Malaysia DMPM Green Fins assessors have actively participated in both assessments and awareness raising presentations for Green Fins members across all sites in Peninsular Malaysia alongside key partners Reef Check Malaysia. Likewise in Sabah, Sabah Parks staff have actively participated in activities with members in the Semporna area.
 - Established a robust institutional framework to mainstream Green Fins activities in the Philippines.



Under our last RSGF grant, GF was embedded in the Coastal and Marine Ecosystem Management Program (CMEMP) which will ensure GF activities until 2028. Under this grant, we worked with DENR to create and issue Technical Bulletin 2017-13 'Guidelines on the Implementation of Environmental Standards for Diving and Snorkelling' which is the legal instrument directing and guiding DENR field staff to include GF activities in their annual work and financial plans and mobilising staff to be trained as assessors. This adds to the ongoing sustainability of Green Fins Philippines.

4. Briefly describe the involvement of local communities and how they have benefitted from the project (if relevant).

At its core, Green Fins works to minimise the negative environmental impacts from marine tourism on coral reefs, raising awareness of, and empowering people to use local solutions to environmental threats thus building a more sustainable industry and more resilient coral reefs and associated ecosystems that will continue to provide key ecosystem services to local communities.

Throughout the course of this project a total of 1097 local dive guides were directly engaged in awareness raising sessions (719 in the Philippines, 308 in Malaysia and eight in Indonesia) where they are provided the tools and techniques to manage their divers to reduce environmental impacts and are made aware of local solutions to environmental threats such as hazardous waste management (sharing options for biodegradable cleaning products, responsible disposal of used engine oil, controlling the use of the marine toilet). Throughout these sessions, dive guides are encouraged to champion environmental protection at home as well as at the dive shop.

This Rufford Foundation grant has again allowed Reef-World to deliver educational activities and campaigns that have reached an additional 144 members of local communities outside the immediate targets of the Green Fins approach, including:-

- A beach clean-up in Panglao, Philippines organised with Green Fins members and the local government that engaged 60 people and collected 400 kg for trash from Doljo Beach.
- Delivery of a marine conservation lesson to 30 students at Cristel e-College in Panglao.
- Development and delivery of six tailored environmental best practice workshops for 50 emerging market dive staff (Chinese, Korean, Japanese) to overcome language and cultural barriers to tourist behaviour change.
- Additional capacity development focused on communication for conservation for four local environmental champion dive guides in Panglao

5. Are there any plans to continue this work?

This is our fifth Rufford Foundation project, we do not believe the current grant structure allows us to continue to work with the Rufford Foundation. However we would be very keen to do so if at all possible.



Green Fins Malaysia continues to be a model of Green Fins implementation, with DMPM and RCM assessors working together across almost all the existing tourism hotspots in both Peninsular Malaysia and Sabah to reduce the environmental impact of marine tourism. Support from The Rufford Foundation has been absolutely integral to these successes.

Green Fins in the Philippines was successfully integrated into the DENR's Coastal and Marine Ecosystem Management Program (CMEMP), ensuring the government's commitment to Green Fins implementation until 2028. With the concurrent issuance of the Technical Bulletin on the implementation of environmental standards for diving and snorkelling, there is a robust government framework, including financial mechanisms, for the implementation of Green Fins. Although Green Fins is currently active through three regional governments, the technical bulletin serves as a blueprint for the government's intended national roll out. This level of legal documentation to integrate Green Fins within governmental structures and plans is unprecedented for Green Fins internationally, and serves as a model for replication.

The establishment of Green Fins Indonesia through the collaboration with CTC and MMAF was highly successful. Demand from interested stakeholders in other diving destinations is strong as both Reef-World and the Indonesia team receive more and more frequent requests for membership by email. Whilst the initial focus of the team will be Bali, further capacity building and technical support will be required from Reef-World to extend Green Fins to reach the high number of diving hotspots found across the country.

6. How do you plan to share the results of your work with others?

Reef-World continues to write regular articles for dive and travel magazines to share the results of our work. Examples during this reporting period include:

- Green Fins How-to-videos Learn How to Save Coral Reefs While Diving.
- From Tending Bar to Checking Bar.
- On the Front Lines: The Green Fins' Approach to Coral Reef Protection.
- Promotion of the new Green Fins Posters (Japanese version).
- Promotion of the new Green Fins Posters (Chinese version).
- Green Fins IYOR 2018: #RedefineTheDive.
- A Front Row Seat to Ocean Pollution.

Reef-World publishes regular updates on Green Fins work in the news sections of the Green Fins network. A selection of key updates relating to RSGF funded activities include:

- <u>Aug 2017</u> Green Fins Philippines Panglao Assessments.
- <u>Sept 2017</u> Green Fins Philippines Technical Bulletin.
- Oct 2017 Green Fins Philippines Moalboal assessments.
- Nov 2017 CTI-CFF SOM.
- Nov 2017 Green Fins Philippines Malapascua assessments.
- Jan 2018 Green Fins Indonesia launch.



As Green Fins continues to grow into a globally recognised brand, Reef-World are being asked to present our work at international conservation events and dive expos. RWF has attended the following events since October 2016:

- 1) ADEX 2017 (Singapore) where Reef-World hosted a Green Fins booth and hosted the inaugural Sustainable Diving Think Tank and Dialogue in collaboration with Blue Ocean Network engaging industry leaders, business owners and tourists under the theme of sustainable diving tourism.
- 2) ADEX 2018 (Singapore) where Reef-World hosted a Green Fins booth and by popular demand, ran the 2nd Sustainable Diving Dialogue and secured an offer for a booth and continued coordination of the Dialogue.
- 3) DEMA 2017 in the USA.
- 4) Xiamen Recreational Fisheries and Aquarium Expo (XRFE) Oct 2016 where RWF hosted a booth and delivered a presentation on environmental best practice for divers.
- 5) CTI Senior Officials Meeting 12 in Manila, Philippines.
- 6) Participation in and presentation at the Action4Litter (SCP-RAC) Meeting (Slovenia).
- 7) Participation in and presentation at 31st (France) and 32nd (Kenya) ICRI General Meetings (Nov 2016 and Dec 2017 respectively).
- 8) RWF gave the keynote speech "Rethinking Sustainable Coastal and Marine Tourism Development" and participated in the PATA New Tourism Frontiers meeting in Nov 2016 (Bangladesh).
- 9) Design and coordination of 'Harnessing citizen behaviour change to support coral reef conservation' workshop with UNEP and WCMC (UK)

As a member of ICRI, Reef-World is a key partner in the International Year of the Reef 2018 campaign and are currently running a Green Fins IYOR social media awareness campaign that synthesises the successes of our work, published articles and community-led solutions to environmental threats posed by the diving industry to engage dive shop owners and tourists to follow Green Fins' best environmental practice.

7. Timescale: Over what period was The Rufford Foundation grant used? How does this compare to the anticipated or actual length of the project?

The timeline for this project was January 2017 – June 2018 (18 months), this project was completed within this anticipated timeline.

8. Budget: Please provide a breakdown of budgeted versus actual expenditure and the reasons for any differences. All figures should be in \pounds sterling, indicating the local exchange rate used.

9.



Item	Budgeted Amount	Actual Amount	Differenc	Comments
T		2 (12	Ф	
Travel	3,855	3,643	212	
Subsistence	1,656	888	768	Food costs were often included in accommodation price, therefore reducing subsistence expense.
Materials	980	638	342	
Office Costs	2,140	951	1,189	Secured another grant to cover office costs allowing for reallocation of funds.
Communications	624	167	457	
Bank Charges	250	13	237	Changed bank resulting in reduced banking charges.
Coordination	5,500	8,809	-3,309	Reallocated funds.
Totals	15,005	15,109		

9. Looking ahead, what do you feel are the important next steps?

- Continued capacity development in the Philippines, Malaysia, and now Indonesia as demand for membership grows. Reef-World will continue to provide ongoing capacity development to these national teams in order to sustain activities and expand Green Fins to new sites.
- Developing an online membership system to make Green Fins more widely available, Reef-World will develop a system utilising key aspects of the Green Fins Code of Conduct criteria. "e-Members" will be required to provide evidence of their environmental practices and receive remote support and feedback to drive continued improvement. This will allow Green Fins to reach remote dive operators that do not currently have access to assessor teams including the other two coral triangle countries not reached through this grant (Papua New Guinea, Solomon Islands).
- Developing symbiotic partnerships with industry businesses that contribute to Reef- World's financial sustainability whilst collaborating and adopting recommended practices to integrate Green Fins messages through their value chain and influencing the wider tourism industry to be more sustainable.

10. Did you use The Rufford Foundation logo in any materials produced in relation to this project? Did The Rufford Foundation receive any publicity during the course of your work?

The Rufford Foundation logo was included on the title slides of the GF assessor training programme presentations:





- Websites and online promotion
 Links to RGSF on both the Green Fins (http://www.greenfins.net/en/partners) and the Reef-World websites (https://reef-world.org/partners)\
- 11. Please provide a full list of all the members of your team and briefly what was their role in the project.

Reef-World

James Harvey

Operations Manager, led investigations and planning for the rejuvenation of Green Fins in Indonesia. Oversees global strategy.

Chloe Harvey

Programmes Manager, leads communication with the Green Fins Malaysia national team to support and encourage ongoing commitment to the programme. Oversees global strategy and liaising with UN Environment.

Samantha Craven

Project Manager, leading activities in the Philippines. Sam was lead Trainer for the Assessor Training Programme in Bali and has coordinated the follow up activities with CTC and the assessor team established under this grant. Provides remote technical support for Green Fins Malaysia.



Juliana Corrales

Design and Communications Coordinator, Juliana has supported assessor training and assessments in the Philippines and led the communications, events and outreach of Green Fins globally.

Anne Rutten

Intern with exceptional performance, was chosen as Assistant Trainer in the Green Fins Assessor Training Programme in Sanur, Bali, Indonesia.

12. Any other comments?

Reef-World would like to express deep thanks to The Rufford Foundation for the unwavering support since 2010. The Foundation has been our longest running donor, after the UN Environment. Your support has enabled us to implement Green Fins at tourism hotspots across SE Asia, allowing us to protect some of the most biodiverse and threatened coral reefs on the planet. With your support, our work has resulted in proven results; capacity development for local environmental practitioners, improved environmental practice at project sites, legally binding agreements committing government support for ongoing implementation.

Green Fins (BMB level)

Work and Financial Plan2018 (

Activity			Target Qtr					TOTAL BUDGET ESTIMATE		
150 March 1997		1st	2nd	3rd	4th	4A	4B	7	(3 pilot sites and BMB)	Remarks
Attendance to Quarterly meetings with Green Fins focal persons (R4A, R4B, R7) and respective ARDs, Planning	no. of meetings		1	1	1	90,000.00	90,000.00	90,000.00	270,000.00	meeting per pilot site
Hosting of GF Quarterly Meetings	no. of meetings		1	1	1	20,000.00	20,000.00	20,000.00	60,000.00	
Coordination meetings (with other NGAs. Pos, NGOs)	no. of meetings								*	pilot regions take turns to host
Popularization of GF activities (site)	no. of IEC events conducted/supported/c o-conducted		1	1	1	30,000.00	30,000.00	30,000.00	90,000.00	
Production of GF promotional materials	no of promotional materials printed and distributed					100,000.00	100,000.00	100,000.00	300,000.00	
Assessor's Training	no. of training conducted		1	1	1	200,000.00	200,000.00	200,000.00	600,000.00	dates for the assessor's training is still pending but tentatively 2nd-4th quarter
Field monitoring of GF implementation	no of field visit/site monitored		1	1	1	20,000.00	20,000.00	20,000.00	60,000.00	
TOTAL						460,000.00	450,000.00	460,000.00	1,380,000.00	

Chief Policy Programs Planning and Monitoring Section

ALBA SORIANO Chief, Budget Unit

MEMORANDUM OF UNDERSTANDING

BETWEEN

CORAL TRIANGLE CENTER

AND

THE REEF-WORLD FOUNDATION

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This **Memorandum of Understanding** (hereinafter referred as "**MOU**") made as of this <u>13</u> the day of <u>JULY</u>, Two Thousand and Eighteen (2018)

FOR A

Partnership to Increase The Protection of Corals Through Implementation of the Green Fins Approach to Reduce Human Pressure from Diving and Snorkelling Activities on the Coral Reefs and Marine Environment of The Republic of Indonesia and The Republic Democratic Timor-Leste.

BETWEEN

The Coral Triangle Center (CTC), a non-profit foundation legally established under the laws of the Republic of Indonesia having its principal place of business registered at Jalan Danau Tamblingan No. 78, Sanur, Denpasar, Bali 80228, in this legal action being represented by Safira Warili Hawari Djohani acting in her capacity as Executive Director; (herinafter referred to as CTC)

And

The Reef-World Foundation (RWF), a UK registered charity herein represented by its Trustees with its office registered at Bwthyn Banadlen, Ffordd Pwll Melyn, Brynteg, Anglesey, LL78 7JH, Wales, UK; (hereinafter referred to as RWF);

Hereinafter referred to as the Parties.

Under this MOU, the Parties hereby:

ACKNOWLEDGE

- (a) The Coral Reef Unit of the United Nations Environment (hereinafter referred to as UN ENVIRONMENT) for coral reef matters globally with the responsibility of coordinating the activities of governments, NGOs, UN and its donor agencies, and individuals in caring for the world's coral reefs;
- (b) **UN ENVIRONMENT** initiated the **Green Fins initiative (GF)** in 2004 and retains all Intellectual Property Rights (hereinafter referred to as IPR) of GFs;
- (c) The **Coral Reef Unit** through its Coordinator, Jerker Tamelander has endorsed **CTC** as **RWF's** partner agency in promoting **GF** in Indonesia and Timor Leste;
- (d) The **RWF** has been designated the International Coordinators of GF by **UN ENVIRONMENT** since 2009 to act as the Technical Implementing Partner of the Green Fins initiative on behalf of the UN Environment. This currently covers all active countries and any other future countries that may join the project.
- (e) **RWF** is the only organization that may conduct GF Assessor Training to certify qualified Assessors of **GF** and is the sole regulating body to grant qualification

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and issue the official Green Fins Assessor Identification cards that Assessors are required to show to members prior to assessments. Once trained, all Assessors are under the responsibility and coordination of the **CTC** or their associated organisation.

- (f) **RWF** is the sole organization to oversee the development of any of the **GF** educational materials, dive/snorkel operator member packs, and other associated material. When using the logos associated with **GF**, in Indonesia and Timor Leste, they must always be presented in this order from left to right; **UN ENVIRONMENT**, **RWF**, **CTC** and major donor and/or local partners. The publication of GF materials in Indonesia and Timor Leste shall be consulted with RWF and CTC prior to printing and/or distribution.
- (g) **RWF** is the sole organization to maintain and manage the GF database, via the secure section of its website (www.greenfins.net).
- (h) **GF's** mission statement is: "To protect and conserve coral reefs by establishing and implementing environmentally friendly guidelines to promote a sustainable diving and snorkelling tourism industry";
- (i) **GF** will serve as the main project to promote sustainable marine tourism in the Marine Protected Area context as well as build collaborative platform with key marine tourism stakeholders.
- (j) CTC is able and willing to partner with RWF to promote and implement the GF by overseeing and facilitating all operational commitments in Indonesia and Timor Leste and serve as a national management team of GF in the country.

Under this MOU, the Parties hereby:

2. RECOGNISE

That this MOU is intended to provide a framework for on-going cooperation, collaboration, and partnership between the parties. This MOU is not intended to limit the activities or flexibility of the parties but rather to ensure that existing areas of partnership and cooperation continue and that new initiatives are developed in a manner that benefits all parties and maximizes the effectiveness of this effort. This MOU does not restrict parties from entering into other partnerships or working closely with others.

The **Green Fins** initiative (**GF**) aims to reduce negative impacts of dive tourism on coral reefs. The approach encompasses three main elements: certification of dive centre operations based on a code of conduct and a robust, innovative assessment system weighted to identify environmental risks posed by operations; support towards development of regulatory frameworks; and strategic education and outreach to diving and snorkelling operators and their customers.

Under this MOU, the Parties hereby:

3. AGREE:

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Under this MOU to collaborate to achieve the following objectives:

Article 1 - Implementation of Green Fins in Bali.

The Parties of this MOU have agreed to collaborate on the objectives of Article 1 herein as to do so will be in their mutual best interests and agree to endeavour in good faith to the detailed principles set out in this MOU.

4. OBLIGATIONS OF PARTIES

4.1 Coral Triangle Center

- **4.1.1** Coordinate with all associated stakeholders, including but not limited to RWF, Ministry of Marine Affairs and Fisheries, the private sector, local communities and tourists both foreign and domestic, to ensure that all preparatory aspects in relation to the implementation of the **GF** are properly carried out within the Indonesia and Timor Leste.
- **4.1.2** To credit **UN ENVIRONMENT**, the **RWF** and other associated parties during any promotion of the **GF**.
- **4.1.3** Take the primary role in organising and implementing the activities and logistics associated with the Introduction Phase (outlined below from 4.2.2 to 4.2.3.3).
- 4.1.4 Cover the operational costs associated with promoting and implementing the activities of the **GF** in Indonesia and Timor Leste within its capacity and subject to fund availability, to include but not limited to the conduct of awareness raising presentations and assessments of dive centre members, production and/or printing of **GF** materials and all costs incurred by the field staff. This includes but is not limited to, travel, food and accommodation costs of the field staff while working on the **GF**.
- **4.1.5** To conduct GF awareness raising presentations, assessments and uploading of data in accordance with the trainings and guidance given by **RWF**.
- **4.1.6** Share to the Ministry of Marine Affairs and Fisheries, NGOs, and other stakeholders the data and information to be obtained and/or generated from this undertaking that is not already within the data obtained through the assessment process and uploaded to the GF database.
- 4.1.7 Update **UN ENVIRONMENT** and **RWF** on the status of the **GF**, as deemed necessary by both parties.

4.2 The Reef-World Foundation

- **4.2.1** Support and assist CTC to facilitate the promotion and implementation of the GF in the Indonesia and Timor Leste.
- **4.2.2** To make available two (2) experienced staff for a minimum of one (1) week to work full time with the CTC team to oversee and support the Introduction Phase of **GF** in Bali.
- **4.2.3** Activities to be conducted by **RWF** during 1 (one) week of Introduction phase will include, but not be limited to:
- **4.2.3.1** Conduct "The Green Fins Assessor Training Programme" to qualify four (4) individuals as Green Fins Assessors (individuals to be selected by

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- CTC and approved by RWF in advance). Individuals must meet the minimum requirements outlined by RWF.
- **4.2.3.2** Offer human resources to conduct trainings and assist with the assessments of the **GF** dive centre members.
- **4.2.3.3** To provide the **CTC** team with a final report outlining recommendations for implementation of **GF** upon completion of the Introduction Phase.
- **4.2.4** To provide remote technical assistance and advice for organising and conducting ongoing GF awareness raising presentations for GF members.
- **4.2.5** To provide remote technical assistance and advice for conducting annual GF assessments of participating dive centers (including on-going training for Assessors through e-modules).
- 4.2.6 To make the core GF 'Materials' (i.e.: Softcopies of the Green Fins Code of Conduct, the Green Fins icons poster, and other previously designed Green Fins posters and printed materials) available to CTC, including the logos of those organisations whom will contribute resources for production and operations (logos must be presented in this order from left to right UN ENVIRONMENT, RWF, major donor for production and /or local partners).
- **4.2.7** Share to other government agencies, NGOs, and other stakeholders the data and information to be obtained and/or generated from this undertaking.

5. PROJECT AREA

5.1 Indonesia and Timor Leste

6. CONFIDENTIALITY

- 6.1 Each party shall keep confidential and shall not disclose to any other person, nor use for any other purpose except the purposes of the Objectives of Article 1 herein, any information obtained from the other party as a result of negotiating, entering into or implementing the Objectives of Article 1 other than information which:
- **6.1.1** is publicly known without any fault of either party;
- 6.1.2 is reasonably required to be disclosed in confidence to a party's professional advisers for use in connection with the Objectives of Article 1 and/or the matters contemplated herein;
- 6.2 No public announcement or press release in connection with the objectives of Article 1 of this MOU shall be made or issued by or on behalf of either party without the prior written approval of the other, except such as may be required by operation of law or by any governmental authority.

7. COPYRIGHTS AND MATERIAL USAGE

7.1 Both parties shall have mutual rights on title and interest (including without limitation to all patent, trade mark, copyright, registered design or unregistered design right, and any other intellectual property right) in and to any documents or works, reports, written materials, sound and video recordings (including films), maps, photographs created or produced during the period of this MOU undertaken within the project area stated in this document.

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7.2 RWF will have copyrights of the 'Materials', defined as the Green Fins Code of Conduct, the Green Fins icons poster, and other previously designed Green Fins posters and printed materials supplied to CTC. RWF will allow CTC to reproduce these materials. However, CTC will have mutual copyrights on any 'Materials' locally produced to support the Green Fins initiative in the project area, and will credit RWF in the 'Materials' as follows:

The Reef-World Foundation or Reef-World (along with supplied logos as outlined in 4.2.6)

- 7.3 Any still images and/or video footages supplied by CTC shall be photo credited by RWF as follows:
 - ©, Coral Triangle Center / [insert photographer's name]".

8. USE OF CTC BRAND

Joint Obligations

Neither party shall be entitled to use the trademarks, logos, or trade names of the other without such party's prior written consent; provided that, both parties agree to grant each other the right to use trademarks, logos, and trade names in connection with the promotion of joint activities. All parties must ensure that both parties' logos appear on all communication materials produced and distributed in the project implementation areas.

9. SETTLEMENT OF DISPUTES

9.1 Any difference or dispute between the parties concerning the interpretation and/or application of any of the provisions of this MOU shall be settled amicably through mutual consultation and/or negotiations between the Parties.

10. DURATION

10.1 This MOU shall take effect from the date herein stated and shall remain in full force for a period of ONE (1) YEAR with an option to renew for another ONE (1) YEAR.

11. TERMINATION CLAUSE

- 11.1 Subject to Clause 10, this MOU may be terminated with immediate effect by CTC without further obligation on CTC's part on the occurrence of any of the following events:
 - **11.1.1** any incapacity, inability, refusal, failure or breach on the part of **RWF** to perform the objectives of Article 1 in the manner as may be directed or required by **CTC**
 - **11.1.2** any suspension, postponement or interference with the MOU by reason of act of nature, governmental action, regulation or for any other customary force majeure reason; or
 - **11.1.3** by mutual written agreement from both parties.

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12. Upon termination in accordance with Clause 11 above, CTC and RWF shall have no further obligations to each other pursuant to this MOU.

13. GOVERNING LAW

This MOU shall be governed by Indonesia law.

14. PROCEDURE

Upon execution of this MOU, the parties will proceed immediately with the preparation and negotiation of the relevant agreements in connection with nature of this MOU

15. STATUS

This MOU represents the good faith of the parties to proceed with the proposed objectives of Article 1 but is not legally binding and creates no legal obligation on either party save for clauses 5, 6 and 10. Its sole purpose is to set out the principles on which the parties intend in good faith to negotiate relevant agreements in connection with nature of this MOU.

16. ENTIRE AGREEMENT

This MOU constitutes the whole agreement between the Parties here to and that no variation here of shall be effective unless made in writing.

17. TIME

Time wheresoever mentioned in this MOU shall be of the essence inclusive of any dates and periods mentioned herein which may have been substituted or amended in accordance with the provisions of this MOU or by agreement in writing between the Parties.

18. SEVERABILITY

The invalidity or unenforceability of any term or provision of this MOU shall not affect the validity or enforceability of the other terms and herein contained which shall remain in full force and effect and that term or provision shall be deemed not to form part of this MOU.

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IN WITNESS WHEREOF THE PARTIES HAVE UNTO SET THEIR HANDS ON THE DAY AND YEAR FIRST ABOVE WRITTEN:

Signed by Authorized Representative:

	RWF	СТС
Name	ANNE PARANJOTI	Safira Warili Hawari Djohani
Signature	Haranjoti	CORAL TRIANGLE CENTER
Date	13 JULY 2018	12 JULY 2018
Address	The Reef-World Foundation BwthynBanadlen, FforddPwllMelyn, Brynteg, Anglesey, LL78 7JH, Wales, UK	Coral Triangle Center (CTC) Jl. Danau Tamblingan No. 78 Sanur, Denpasar, Bali 80228 Indonesia
Witness (Name and Signature)	13/7/18	Marthen Welly
	MARK PARANJOTI	12 July 2018



Green Fins Assessor Training Workshop Summary Report Bali, Indonesia 22-27 January 2018

Contents

- 1. Outline of Activities & Key Recommendations
- 2. Workshop Achievements
- 3. Key discussion points and decisions made
- 4. Challenges
- 5. Action Plan Bali
- 6. Capacity Development Questionnaire analysis

1. Outline of Activities

- 6-Day Green Fins (GF) Assessor Training Programme conducted by Samantha Craven and Anne Rutten in Bali, Indonesia from The Reef-World Foundation (RWF).
- Four (4) assessors successfully passed and completed activities to become certified Green Fins assessors.
- Assessment, reporting and feedback completed for four (4) GF members.
- Awareness raising presentations completed for four (4) GF members, reaching 44 pax (16% female).
- Recruitment of three (3) new GF members.
- Adaptation of GF awareness raising presentation Tier 1 to address local threats.
- Discussions between CTC, MMAF and BPDA.

Key Recommendations include:

- Quarterly Skype meetings between RWF and Assessors to assess capacity needs
- Finalise MOU between RWF and CTC
- Integrate GF messages into combined MMAF and BPDA dive guide competency training/exam
- Include MMAF on GF Indonesia certificate
- Ensure 1-week notice is given to MMAF of upcoming assessments
- Produce dual-language GF icons for display in key tourist entry spots (i.e. Tulamban, Nusa Penida)

Green Fins Assessors

Assessor Name	Role	Organisation
Marthen Welly	Green Fins Focal	Coral Triangle Center
2. Sanjaya Wira	Assessor	Coral Triangle Center
3. I Made Suwena	Assessor	Vice Chairman - Bali
		Professional Divers Assoc.
4. Demas Derian	Assessor	Ministry of Marine Affairs and
		Fisheries, BPSPL

2. Workshop Achievements



Between the 22 and 27 of January 2018, RWF staff Samantha Craven and Anne Rutten conducted the Green Fins assessor training programme in Bali, Indonesia. Four assessors were successfully trained and certified, and a clear site level action plan (section 5) was created. As part of the training, GF activities were conducted with members in Bali. Green Fins was well received by relevant stakeholders including the diving industry and government partners. This work delivers on the UN Environment contract with RWF (UNEP/SSFA/ECOSYSTEMS/2017/MCEB-MCE/052 – activity XIV) and the Rufford Small Grants Programme Project 1110-C.

An agenda of the assessor training programme can be found under Annex 1.

The following achievements from the workshop are:

- Certified four (4) Green Fins Assessors.
- Assessment e-scenarios were marked, and four trainees scored an average of 83%, above the pass mark of 70%.
- Established a functional Green Fins Local Management Team from CTC, BPDA and MMAF with capacity and skills needed to implement GF in Bali.
- All participants feel comfortable about their role within GF, and to give the awareness raising presentation.
- Assessment and administration completed for four (4) Green Fins members.
- Successful recruitment of three (3) new Green Fins members (Diving-Indo, Bali Scuba and Bali Aqua).
- Awareness raising session adapted for local context and delivered to four GF members (44 pax, 16% female)
- Meeting between CTC and MMAF to discuss long term plans for Green Fins Indonesia.



Photo 1. GF Bali Assessors, Rili Dhojani (CTC) and RWF trainers



3. Key Discussion points and decisions made

Key threats identified by participants on Day 1:

- i) Fish feeding by snorkelers
- ii) Kicking coral/ bad buoyancy
- iii) Chasing and touching Manta's (by snorkelers and divers) at Manta Point
- iv) Limited mooring buoys (floats are often stolen)
- v) Collecting starfish
- vi) Flash photography with *Mola mola's*, and blocking it's path out of cleaning station. Noted that Mola's are staying deeper to clean, all assume it is to avoid divers. Participants say diving industry thinks so too.
- vii) Large amount of disposable packaging used throughout industry

Three key issues to promote in the Tier 1 Awareness Raising Presentation were identified as:

- 1. Pre-diving environmental briefings
- 2. Use of reusable containers for food and drinks on dive trips
- 3. Promote marine life (Manta and Mola) interaction Code of Conduct

The adapted GF awareness raising presentation is included as Annex 2.

- All participants asked for clarity on the business incentives for a dive shop joining as a member.
 RWF believe they are now clear on the current incentives,
- CTC is very interested in TTT in the long-term but understand that it will not be rolled out, nor will Marthen have the required experience for another couple of years. Rili indicated strong interest as it is in-line with making the CTC Training facility a hub for nation-wide training programmes.
- Some of the key questions asked by participants also indicates the depth of their understanding of the programme
 - Could they do secret-shopper style assessments? RWF explained this is up to management, and it has been requested in the past but is not implemented as standard due to logistical challenges (paying up front as guests etc).
 - What happens if you are friends with dive staff, does informing management of bad practices risk them getting fired? RWF explained that you don't always have to name the staff, but you can present the information in a way that focuses on the support staff need to do their job, rather than pointing fingers.
 - O How do we get everyone onboard / what happens if they decline membership? RWF explained the value of quality over quantity of members, and that other sites have seen a 75% sign up rate in the first year. Dive shops may decline, but the team can build incentives for membership that eventually brings these dive shops into the network.
- All participants understand Green Fins as a 'tool' for their jobs/roles and at the end of Day 1
 expressed the value it would bring to them.

Coral Triangle Center – Although Rili Djohani (CTC Executive Director) was unable to join Day 6 for the action plan, she joined part of the training on Day 1, and organised a meeting with Sukor Wadono head of BPSPL-Denpasar (Coastal Management Unit of MMAF for Bali and surrounding provinces), on Day 3.

- She repeatedly expressed her support for GF and CTC's commitment and prioritisation of the programme. She was impressed with how low-cost and effective the programme was and how there was easy entry into the target industry. RWF's persistence is the only reason the training took place – sends her gratitude to Chloe and JJ.
- CTC is thinking of further incentives to promote GF members a prize at DEEP Indonesia (similar to ADEX BG360 Awards), a side event at the 2018 Our Ocean Conference in Bali (Sept 2018).



- o CTC is very interested in regional exchanges with other GF Country teams.
- o MOU between CTC and RWF could be based on their template MOU for partners.
- GF would sit very well in the CTI-CFF MPA working group and Sustainable Tourism Taskforce however MPA WG not so active, and STT has no funding for operations. STT TOR has already been approved by SOM but it is a working document.

ACTION: RWF has received this template, RWF to review and reply to CTC. – pending feedback from CTC ACTION: SC to receive STT Terms of Reference from Rili/Leilani and review to see if wording already covers GF.



Photo 2. BPSL-Denpasar, CTC and RWF meeting on 24/01/18

Ministry of Marine Affairs and Fisheries (MMAF) – the relevant department is BPSPL-Denpasar (the coastal management unit). Assessor Demas Derian is from this department. On 24 January CTC, RWF and BPSPL met at the CTC Training Hub (Photo 2). BPSPL was represented by Head of Department Mr. Sukor Wardono and his deputy Mr. Yudiarso Permana. CTC lead the conversation, conducted mostly in Bahasa but key points included:

- MOU between MMAF and CTC is due for renewal. Mr. Wardono reiterated the need to include GF work within it. He was pleased there were no plans to have a tri-partied MOU with RWF as this would cause legal complications as RWF is not an Indonesia entity. This is already covered as sustainable tourism is part of CTCs work plan but Rili was pleased that he specifically mentioned it
- Mr. Wardono liked and supports the initiative. He indicated interest in getting other BPSPL staff trained as assessors in the future (at least 4 from Bali office). He asked Made if GF increases your capacity as a diver, guide or instructor.
- Mr. Permana indicated the importance of branding when it came to promoting GF members.
- Mr. Wardono said that the BPDA and MMAF dive guide competency standards should be combined, and GF messages incorporated.



- Made agreed to include GF messaging in the examination for 2019. The questions for the 2018 exam has already been finalised.
- Rili explained her preference for three signatures on the certificate, UN Environment, CTC and a key person from MMAF. She explained this would give further clout/weight but there may be issues getting the e-signature from a high level official.

ACTION: RWF to share protocol how Jerker's signature is managed, follow up with who from MMAF should sign the certificate. Add MMAF logo to certificate and core materials **when MOU is renewed**.

Bali Professional Divers Association – a <u>non-profit association</u> with local divers, instructors as members. There is a membership fee. Made is Vice-Chair and an assessor of dive guides. According to Made, the Bali Professional Divers Association ensures all dive guides must

- o be certified to at least Rescue Diver
- o undergo training provided by BPDA
- o pass an assessment by BPDA

There is also a training/test from MMAF, and the Ministry of Manpower. Made sees the opportunity to incorporate GF messages and materials into BPDA's training. He would like to have the icons laminated and printed to distribute to all their members (~220 individuals).

ACTION: RWF received BPDA logo on 6 Feb, RWF to create ~A5 icons poster with BPDA and CTC logos, send to Made by 23 Feb.

GF Bali Management Roles key decisions

- Marthen Welly will be the lead communicator with RWF and the assessment team.
- All assessors will be able to log in and see lndonesia@greenfins.net through gmail and send if necessary. The group will communicate through the GF Indonesia WhatsApp group (SC is part of this).
- Marthen received the instructions from RWF to send and receive indonesia@greenfins.net through his regular email and will take the lead in replying to emails.
- Marthen will request certificates from RWF.
- Initially, assessors agreed to conduct assessments in pairs.
- CTC should send an invitation letter requesting his assessor services one week in advance to Mr. Derian's boss to enable him to join.
- GF Indonesia GDrive has been set up to store assessment reports, member logos, the contacts spreadsheet and other related admin. All assessors have access, SC and JH included.





Photo 3. Marthen Welly and I Made Suwena present the GF Awareness Raising Presentation - Tier 1 to new member Aqua-Marine Diving Bali staff in Bahasa

National Expansion: While all assessors see value in expanding GF nationally, they are keen to focus on the Bali industry and become confident and comfortable with implementation before considering how to expand. The GF network maps were presented to bear in mind for the future. Initial thoughts lean toward site management teams. CTC staff may be able to conduct GF assessments in Ambon as part of a grant this year (2018). Participants wanted clarification on the ability to certify members in other areas. RWF clarified that this was possible, outlined the pro's (network expansion, brand visibility, drumming up support) and con's (managing expectations from a small team, ability to annually assess etc). All were encouraged to think of future assessor trainees within their networks who would fit into the team maintaining quality over quantity).

4. Challenges for training programme delivery

There were no significant challenges to programme delivery. Participant's English was very good and fruitful discussions were had allowing an in-depth exploration of the approach and the challenges assessors faced. CTC's training hub was well run and provided all necessary amenities including good (enough) internet. The skills session was conducted in their training pool, which was adequate. Due to the small size of the deep area, the skills session was done with two trainees at a time. Despite the high level of diving experience, RWF recommends that future assessor trainings do take the time and resources to do a "field" dive to better demonstrate the 'assessor position' – a key skill for GF assessors. It is recognised that there is very little local diving available in Sanur and this may need to be conducted in Padang Bai – a nearby site where many training dives are conducted. This is a 30-minute drive away, and would need the cooperation of a local dive operation there. In future, GF members who run trips there could be tapped to support this activity.

The assessment days were long due to members shops being located in Sanur but non-Sanur based dives, meaning marking the assessment criteria, feedback and training were done following the return travel to Sanur. Trainees were tired but it was not a major issue and it was explained to them that they could choose to conduct feedback and training the day following the dives in future assessments.





Photo 4. Materials produced by CTC included A3 G3COC Tarpaulin, GF Guide, Briefing Cards and Save Our Reefs stickers

5. Action Plan - Bali

- Recruitment will be conducted bi-annually in March and October (the peripherals of high season)
- Activities will be conducted during the same period.
- 30 packs will be disseminated by end-2018 (CTC has already produced them, Photo 4).
- 30 active members (from any Bali destination) targeted by **end 2018** (remaining target after Aug '17 and Jan '18 activities is 24).
- CTC will produce 10 large posters with BPDA and CTC logos designed by RWF. Team will consult with BPDA and GF members about where they should be displayed. Team agreed dual-language English/Chinese. Team will inform RWF of slogan to accompany posters e.g. Welcome to Tulamben.
- Made will include more detailed environmental content (i.e. must include 3-5 environmental points) in the BPDA dive guide exam (**Jan 2019**).
- BPDA will print and disseminate the following posters (icons, diver do's and don'ts) to all members. Made to email RWF their logo, RWF to finalise poster by **20 Feb.**
- Team will hold quarterly Skype meetings with RWF (to be organised by Marthen) and any further capacity building can be discussed then.
- Made will summarise laws (and penalties) and disseminate to other assessors by email. To be included in USB Member Pack **15 Feb**
- Demas to summarise how MPA zoning system works document to be emailed and included in USB member pack – 15 Feb
- Jaya to contact MOE, BDA Sanur office, AMD-B to find out where batteries go. Solution found to be told to all GF members by email/in awareness raising ppt/ announced on Facebook page – 28 FFR
- Jaya to identify systems available for responsible disposal of used oil, same information dissemination as batteries – 28 Feb
- Assessors to inform members on Nusa Lembongan and Nusa Penida to use newly opened plastic recycling facility – include contact number in awareness raising presentation – **During** assessments

6. Capacity Development Questionnaire analysis

All participants identified diving as a resource for coastal management at the beginning of the training and maintained that position in the progress questionnaires. Their opinion of the threat posed by climate change increased by one points (average 8.75 to 9.75) as did their perception of marine tourism as a threat to reefs



(7.75 to 8.5). All participants agree that GF addresses threats from marine tourism and can correctly identify/describe what and who GF is. They all feel confident to describe GF to the industry and correctly identified their roles within the team.

Key quotes from progress questionnaires:

Wira Sanjaya

"GF is how you act by following the GF icons [it] will minimise the negative impacts to marine life and keep the environment healthy and sustainable business"

"Spread the GF approach to all dive centres at Nusa Penida and encourage them to become members and work together. Become a role model implementing GF icons on my personal activity"

Marthen Welly

"GF is a management approach to improve diving industry regarding coral reef and marine biota protection. GF provide guidelines, icons and COC as well as training and assessment for dive centre and come up with realistic feedback and solutions from dive centre itself"

Demas Derian

"GF is a management approach, is a tool for us to use for assessing impact by the tourism (especially diving) for the coral reef. In short GREEN FINS IS US!

"As an assessor we are one of agent of change"