

Kilimanjaro Porters Assistance Project Monitoring Report Porter Surveys 2010

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BACKGROUND

Since 2003 the Kilimanjaro Porters Assistance Project (KPAP) has been attempting to improve the working conditions of Kilimanjaro porters by:

- Lending donated clothing at no charge to the porters for use while climbing.
- Offering free classes for the benefit of the mountain crew in English, First Aid, HIV/AIDS Awareness, Money Management, and Porters Rights.
- Educating the public on the working conditions of the porters and providing Guidelines for Proper Porter Treatment.
- Monitoring climbing company practices and highlighting those adhering to the Guidelines for Proper Treatment through the International Mountain Explorers Connection's Partner for Responsible Travel Program.

In 2006 KPAP began collecting information regarding salaries, tip amounts, baggage weights, food provisions and other items related to the porter's work. With this data each year a report is created to provide information to government ministers, park authorities, tour operators, mountain crew, and the general climbing public regarding current porter working conditions on Mount Kilimanjaro.

Based on KPAP's aim and activities highlighted above, and in consultation with KINAPA (Kilimanjaro National Park), TATO (Tanzania Association of Tour Operators) and KIATO (Kilimanjaro Association of Tour Operators), the objective for the KPAP Monitoring Report is to investigate the extent to which Kilimanjaro porters are receiving proper treatment while working on the mountain.

PARTNER FOR RESPONSIBLE TRAVEL PROGRAM

The International Mountain Explorers Connection, a U.S. 501(c)3 nonprofit organization, has created a Partner for Responsible Travel Program acknowledging those companies adhering to KPAP's Recommended Guidelines for Proper Porter Treatment.

Recommended Guidelines for Proper Porter Treatment:

Wages – Debate regarding the minimum wages for the crew continued in 2010. KPAP is basing this report on the payment of at least 8,000Tsh/day for porters on all routes, the wage amount last agreed upon in January 2010 with representatives from KINAPA (Kilimanjaro National Park), TATO (Tanzania Association of Tour Operators), KIATO (Kilimanjaro Association of Tour Operators) and KPA (Kilimanjaro Porters Association).

Loads carried for the climbing company should not exceed 20 kg – Porter carries 20 kg for the company plus their own gear in addition to this.

Porters receive the full amount of tip intended for them – A transparent tipping procedure in which each crew member receives their tip directly from the climber is the best method to ensure this.

Porters are outfitted with proper clothing and equipment

Porters have proper shelter and sleeping equipment – Each porter is required to have a sleeping bag and sufficient space in sleeping quarters is available.

Porters are provided with food and water – Porters should be given access to adequate water and at least two meals a day while climbing Kilimanjaro.

Sick or injured porters are properly cared for – An ailing porter should receive the same treatment as a sick climber.

MONITORING ACTIVITIES

Acceptance into the Partner for Responsible Travel Program is based upon compliance with the majority of the Proper Treatment Guidelines. KPAP performs monitoring activities, upon request, of those companies wishing to participate with the Partner Program. These activities provided by KPAP, at no charge to the local outfitter, include:

- Porter questionnaires
- Porter interviews
- Participation in company's client briefing
- Observation of company's tipping procedure
- Examination of company's salary distribution
- Surveillance by KPAP porter representative working as porter on a climb
- Post-climb survey reports obtained from climbers

In 2010 there were 19 Local Partner for Responsible Travel companies adhering to the majority of KPAP's Guidelines for Proper Porter Treatment. Since data for this report was also collected from porters working for these Partner companies, differences between their porter responses and the responses of porters from other companies are highlighted.

DATA COLLECTION

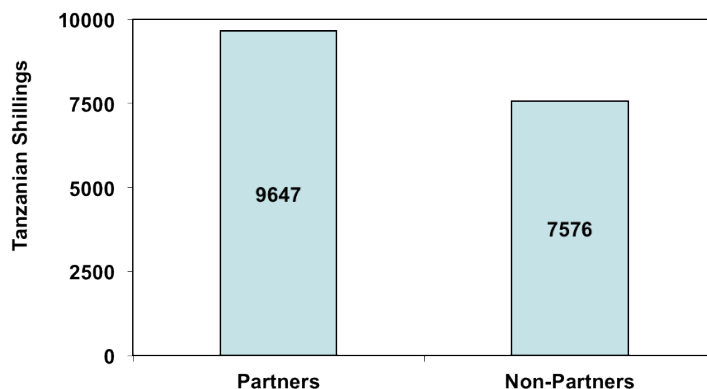
Data collection efforts were conducted with porters at the gates of Kilimanjaro with the company's permission, outside of the park gates with the general porter population, during classes provided by KPAP, and in the village areas where porters reside. Due to staff limitations KPAP conducts research through a random sampling, therefore this report does not include data on all of the companies climbing Mount Kilimanjaro.

For the purposes of this report, surveys were taken from the time period January 2010 – December 2010. The total number of surveys is from 2,285 porter responses in which 839 surveys were from 19 Partner companies and 1,446 surveys represented 62 Non-partner companies. The survey asked respondents to document reported salary and tip amounts and their distribution methods, bag weights, and food provisions (see Appendix 1 for sample survey).

RESULTS

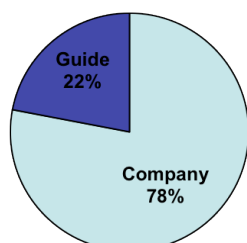
1. Reported Salaries and Salary Distribution Method

Average Salary Per Day

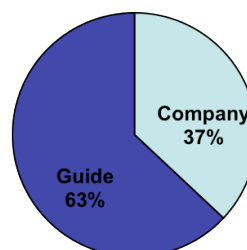


Who Paid Salary?

Partners:



Non-Partners:



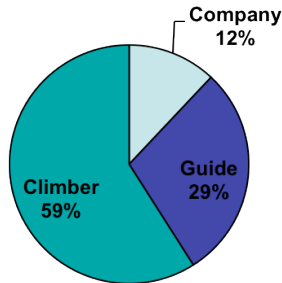
Comments:

- The average wage, although still not quite at the minimum rate of at least 8,000Tsh, is increasing among the Non-Partner companies. As more companies are realizing the importance of fair treatment and as more companies are participating with the Partner for Responsible Travel Program, minimum wage payment amounts are improving. 16 Non-Partner companies were undergoing KPAP's monitoring activities during 2010. Their increasing the salary amount to meet the minimum wage is helping to increase the general average.
- In 2006 KINAPA and TATO agreed that a representative from the company office should distribute the salaries directly to the crew to avoid the possibility that the guide may not give the full amount. While some companies pay their porters at their respective offices or at the descent gates, a percentage of companies have their guides distribute the salaries.

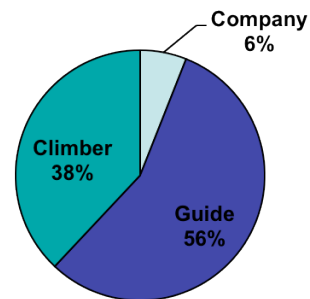
2. Tipping

Who Paid Tip?

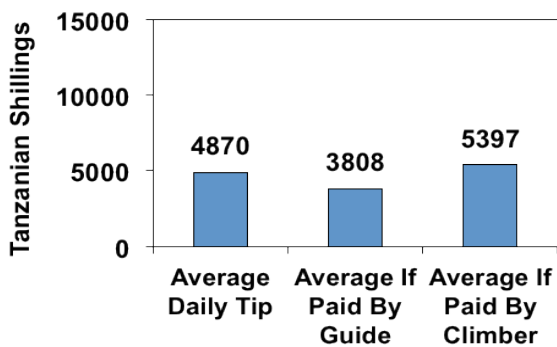
Partners:



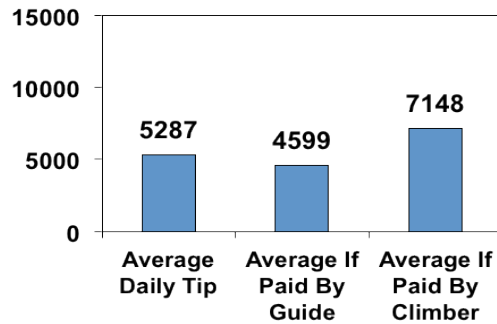
Non-Partners:



Partners:



Non-Partners:

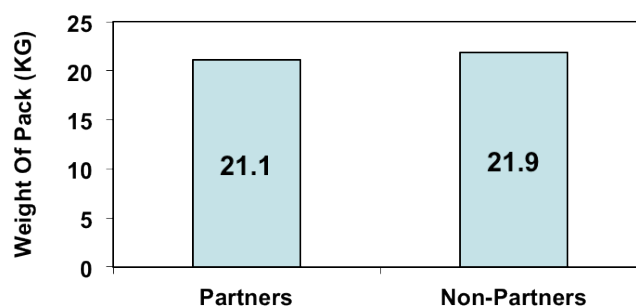


Comments:

- Tip amounts continue to be higher if paid directly by the climber. Payment of the tips to the guide results in a lesser amount of the tip.
- Average daily tip amounts are higher for Non-Partner companies as tip amount recommendations tend to be higher to make up for lower wages.

3. Baggage Weight

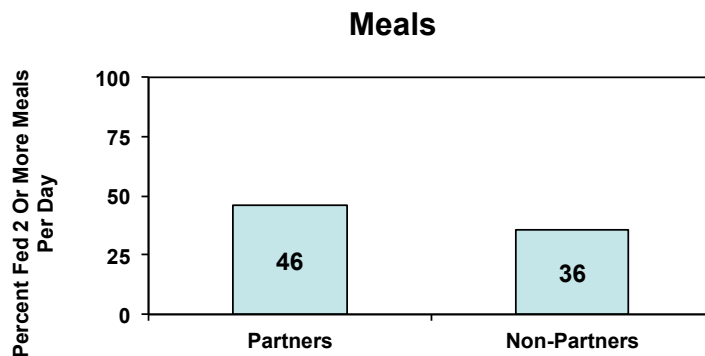
Weight Of Pack



Comments:

- Average weight of bag is over the 20 kg limit for both Partner and Non-Partner companies.
- Complaints have been reported regarding problems with accurate measurements by KINAPA scales.
- Reports have been received that KINAPA staff may accept payments to allow higher than the 20 kg weight to be carried by an individual.

4. Food Provisions

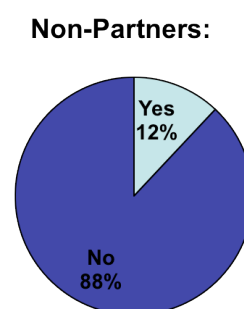
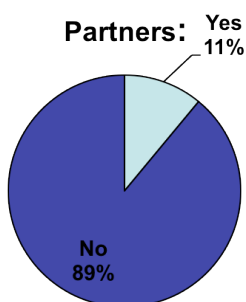


Comments:

- Food provision needs to be examined with both Partner and Non-Partner companies. The Tanzania Tour Operator Associations recommend 3 meals per day. A significant percentage of porters' meals consist only of chai kavuu in the morning and ugali in the evening.
- Providing for the body's nutritional needs ultimately helps porters to safely and effectively perform their job.

5. Payment of Bribes

Was A Bribe Paid?

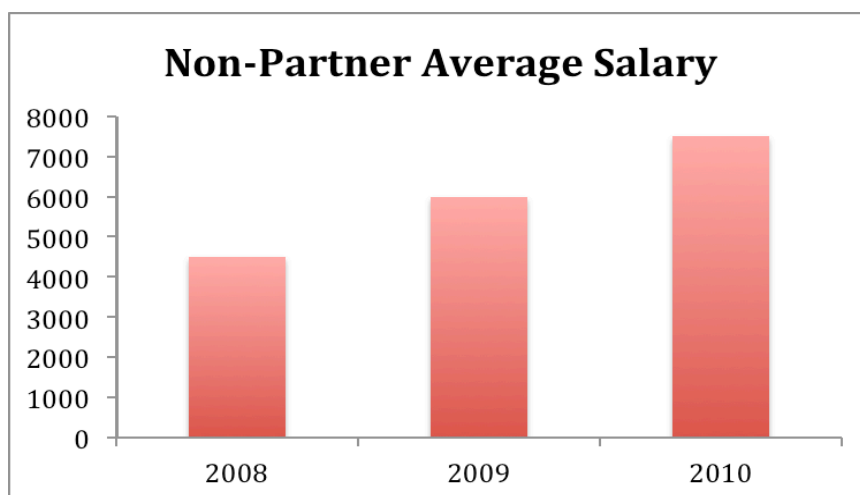


Comments:

- The payment of bribes to a member of the crew or office staff person in order to be assigned to a climb continues to be a common cultural practice with both Partner and Non-Partner companies. Payment of a bribe reduces the amount of take home compensation for the climb.
- Four of the nineteen Partner companies account for having large bribe payments among the Partner company data. This issue was addressed with these companies and they have taken steps to eliminate this practice in 2011.

SUMMARY

Fair treatment practices have become very important to the climbing public especially over the past few years. Potential clients are seeking to climb Kilimanjaro with responsible companies. More climbing companies are recognizing the importance of fair treatment towards the crew. More local outfitters are participating with the Partner for Responsible Travel Program, providing them with a mechanism in which their practices related to the crew are monitored. Since KPAP's first report in 2008 improvements in wage amounts and provisions for the crew are gradually being attained.



Advances in practices towards the crew have been gradual and significant but further attention is needed. Cultural, operational and organizational problems can interfere with fair treatment standards on Kilimanjaro:

1. Confusion continues regarding the actual minimum wages for the mountain crew. There are differences in the amounts declared by the Minister of Natural Resources and Tourism, the Tour Operators Associations and the Porter Unions.

2. Some companies do not pay the minimum wage that was established in 2006. Although many organizations are involved – KINAPA, TATO, KIATO, KPA – no one is ensuring that the minimum wage is being paid. Some members of TATO and KIATO are not paying the minimum wages.
3. Individuals who are in the position to pay the wages for the company may not give the full amount paid by the company.
4. Payment of the tip to the guide may not be distributed fairly. This would upset the climbing public if they knew that the guide is taking advantage of his position in the payment of tips.
5. Porters can carry greater than the 20 kg weight regulation established by KINAPA. Weighing procedures within the park and problems with KINAPA staff may contribute to the problem.
6. Food provision for the crew needs to be a priority for all climbing companies.
7. The cultural practice of the payment of bribes reduces the financial compensation for the climb. The payment of bribes is not common within the clients' cultures and would be disturbing if the truth were known.
8. The practice of Kirunje has come to the forefront and may be commonplace on Kilimanjaro. When guides pretend that there is more crew than in actuality, the climbers are robbed of extra tip money. If guides report additional crew who did not work on the climb, the company is cheated out of salaries.
9. The Porter Unions may not possess the skills to perform the work expectations. Financial accountability for the porters' fees especially needs to be demonstrated.

Considerations to Improve the Kilimanjaro Porter Working Conditions

- Formal agreement among the stakeholders of Kilimanjaro regarding the minimum wage amounts.
- Establishment of minimum acceptable standards of fair treatment, authorization of a specific organization to oversee the implementation of fair treatment standards, and repercussions for those climbing companies not in compliance.
- Development of operational systems within the climbing companies that safeguard fair treatment including:
 - Salary payment by a reputable company employee.
 - Briefing the climbers on ways they can tip the crew directly or developing a transparent system that ensures that the full and fair amount of tip is received.

- Proper weighing procedures of all bags by the company prior to the climb.
 - Purchase and assurance of the appropriate amounts of food for the crew.
 - Selection of crew for the climb assigned by the company to eliminate the payment of bribes.
 - Complaint mechanism in which the crew can report any problems to the company.
- Assessment of areas in which KINAPA can play a major role in ensuring fair treatment, in particular with the weights of the bags and stopping the practice of kirunje.
 - Regular calibration of KINAPA's scales.
 - Proper work performance at all of the weighing sites on Kilimanjaro.
 - Development of a system to eliminate the practice of kirunje
 - Provide the Unions with the necessary training, skills and support in order to function properly and effectively with particular attention to financial management.

It is important to understand that a collaborative effort among all stakeholders and governing authorities – TANAPA, KINAPA, TATO/KIATO, Guide and Porter Unions, Tour Operators – is necessary to work towards improving these conditions. Kilimanjaro has become one of the most popular mountain climbing destinations in the world. The climbing public assumes that fair treatment practices are in place on Mount Kilimanjaro. If the climbers knew the actual situation of treatment standards, they may choose to not climb Kili and select another destination. Guaranteeing fair treatment of the crew will advance the reputations of all stakeholders involved, improve the local economy and health of the crew and their families, as well as secure Kilimanjaro as a sustainable setting for future tourist visits and income generation.

Appendix 1. Porter survey sample - Swahili

**UKUSANYAJI WA TAARIFA ZA WAPAGAZI
WA MLIMA UNAOFANYWA NA
KILIMANJARO PORTERS ASSISTANCE
PROJECT**

Jina la kampuni: _____

Jina la njia uliyopandia: _____

Idadi ya siku ulizofanya kazi: _____

Tarehe ulioteremka: _____

MSHAHARA:

Ulipokea fedha tasilimu kiasi gani

kama mshahara? _____

Nani alikukabidhi mshahara?

Kampuni Kiongozi wa mlimani

Je ulitoa hongo ili upewe kazi?

Hapana Ndiyo - Shilingi ngapi? _____

TIPU/MBONEKA:

Ulipewa kiasi gani? _____

Nani alikupatia tipu/mboneka?

Kampuni Mtalii Kiongozi wa mlimani

MZIGO NA VIFAA:

Uzito wa mzigo uliubeba wa kampuni

Ni kilo ngapi? _____

Je, mzigo ulipimwa gatini? _____

CHAKULA:

Je, ulikula milo mingapi kila siku? _____

Kama una maoni tafadhali yaandike nyuma ya
hili karatasi

Appendix 2. Porter survey sample – English translation

**PORTER SURVEY COLLECTION FOR REPORT
ON PORTERS WORK ON KILIMANJARO BY
THE KILIMANJARO PORTERS ASSISTANCE
PROJECT**

Name of company: _____

Name of route climbed: _____

Number of days of climb: _____

Date of descent : _____

WAGES:

What amount did you receive for the salary? _____

Who paid you the salary?

company guide

Did you pay a bribe to get the job?

No Yes - How much? _____

TIPS:

You were given what amount? _____

Who gave you the tip?

Company Tourists Guide

LOADS:

How many kilograms was the bag you carried for the
company? _____

Was the bag weighed at the gate? _____

FOOD:

How many meals did you eat each day? _____

If you have any additional comments please write them
on the back of this paper