



Labl Fashion

RESPONSIBLE FASHION • DIGITAL EVIDENCE • MARKET ACCESS

www.lablfashion.co.ke • info@lablfashion.co.ke

CONTROLLED OPERATIONAL MANUAL

Community Tourism and Benefit-Sharing Manual

Protect community authority, revenue, dignity, knowledge and accountability in off-site community visits, cultural interpretation, guiding and hiking linked to Labl Fashion.

Document control	Approved treatment
Document code	LF-MAN-11
Owner	Managing Director / designated manual owner
Version	1.0
Effective date	Upon Board/management approval
Review	Annual and after material legal, operational, incident or strategy change
Classification	Controlled internal and approved partner-use document

Labl Fashion LTD | Registration PVT-3QU23XV | Prepared July 2026

1. Purpose, scope and authority

Protect community authority, revenue, dignity, knowledge and accountability in off-site community visits, cultural interpretation, guiding and hiking linked to Labl Fashion.

SCOPE Applies to all community-led activities outside the Labl Fashion facility, including community visits, local history/customs interpretation, hiking, ranch/community-land experiences and related guiding.

This manual supports the Labl Fashion Strategic Plan and Comprehensive Business Plan 2027–2030. It does not replace applicable Kenyan law, binding customer/partner requirements, professional advice or a more stringent approved control. Where requirements conflict, work must pause and the manual owner must obtain an authorised decision.

2. Governing principles

- Communities understand their customs, history, places and norms best and control their interpretation.
- Activities are organised and delivered through qualified, formal community organisations.
- One hundred per cent of disclosed community-visit and hiking fees goes to the relevant community organisation.
- Labl Fashion does not recognise those fees as revenue or deduct an undisclosed commission.
- Any Labl Fashion facility or coordination fee is separate, itemised and agreed before purchase.

3. Roles and accountability

Role	Core accountability
Community organisation	Own experience design, guide selection, cultural boundaries, delivery, records and benefit decisions.
Community governing body	Authorise accounts/signatories, fees, benefit use, complaints and reporting.
Community guide	Deliver safe, accurate and respectful interpretation within approved routes/protocols.
Labl Fashion liaison	Due diligence, booking interface, disclosure, hand-off, settlement evidence and escalation.
Visitor coordinator	Separate on-site and community components, fees, responsibilities and cancellation terms.
Finance officers	Maintain direct payment or agency payable, reconciliation and proof of full remittance.
Safety focal persons	Coordinate route risks, weather, emergency contacts, incidents and conservation rules.

4. Standard operating procedure

The following sequence is the minimum controlled workflow. The owner may add risk-based checks, but may not omit a required approval, evidence or safeguard without an authorised exception.

4.1 Organisation qualification

Confirm formal status, authorised leadership/account, guide system, records and complaints route.

4.2 Experience design

Community selects route, stories, customs, access limits, seasons, group size, fee and visitor conduct.

4.3 Agreement

Define roles, separate fees, payment route, cancellations, safety, consent, data, complaints and audit.

4.4 Booking disclosure

Show community organisation, activity, fee, guide, conditions and any separate Labl Fashion charge.

4.5 Payment

Prefer direct payment; if agency collection, record community fee as payable and do not net commission.

4.6 Delivery

Community guide leads off-site activity; visitor safety, consent, culture and conservation rules apply.

4.7 Settlement

Remit 100% by agreed deadline; reconcile booking, receipt, charges/refunds and community acknowledgement.

4.8 Review

Community-led review of safety, visitor conduct, complaints, income, benefit use and desired changes.

5. Control matrix

Control point	Required control
Fee ownership	Community fee is never Labl Fashion revenue.
Separate pricing	Quotation/receipt separately identifies facility, community, hiking and optional coordination fees.
No hidden deduction	Gateway/bank/mobile-money charge treatment agreed and disclosed; no undisclosed commission.
Community account	Verified organisation account/mobile-money arrangement with authorised signatories.
Cultural consent	No story, site, recording, knowledge or image beyond community and individual permission.

Control point	Required control
Guide/safety	Approved roster, route/weather check, group limits, first response and escalation.
Complaint and remedy	Visitors and community can report; community organisation participates in resolution.

6. Exceptions, incidents and escalation

1. Stop or contain any condition that presents immediate danger, illegality, serious harm, uncontrolled loss, material product risk or unauthorised disclosure.
2. Notify the supervisor/manual owner promptly; preserve people, physical and digital evidence without obstructing urgent care or legal duties.
3. Classify the event, assign an owner, document immediate correction and determine customer, worker, community, regulator, insurer, funder or Board notification.
4. Investigate proportionately, identify contributing and systemic causes, approve corrective/preventive action and verify effectiveness before closure.
5. Record authorised deviations with reason, scope, duration, compensating controls and expiry; repeated exceptions require system change or escalation.

7. Records and evidence

Records must be accurate, dated, attributable, legible, protected, retrievable and retained under the approved retention schedule. Personal, customer, community, financial, research and security information receives access proportionate to risk.

Required record	Minimum evidence expectation
Community organisation due diligence	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Experience and cultural protocol	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Agreement	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Guide/route register	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Booking and fee disclosure	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Community payable ledger	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Remittance and receipt	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Incident/complaint	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Community review and benefit report	Owner, date/period, subject, decision/status, source or attachment,

Required record

Minimum evidence expectation

approval where required and retention location.

8. Performance indicators and management review

Indicator	Review question
Community fee remitted in full/on time	What does community fee remitted in full/on time show about effectiveness, risk, trend, root cause and required decision?
Community organisations current	What does community organisations current show about effectiveness, risk, trend, root cause and required decision?
Qualified guides	What does qualified guides show about effectiveness, risk, trend, root cause and required decision?
Safety incidents	What does safety incidents show about effectiveness, risk, trend, root cause and required decision?
Consent/privacy complaints	What does consent/privacy complaints show about effectiveness, risk, trend, root cause and required decision?
Community satisfaction	What does community satisfaction show about effectiveness, risk, trend, root cause and required decision?
Visitor learning	What does visitor learning show about effectiveness, risk, trend, root cause and required decision?
Settlement exceptions	What does settlement exceptions show about effectiveness, risk, trend, root cause and required decision?
Community-led changes adopted	What does community-led changes adopted show about effectiveness, risk, trend, root cause and required decision?

The manual owner reviews indicators monthly or quarterly according to risk, reports material exceptions through the management pack and proposes changes during annual management review. A positive metric never overrides evidence of harm, legal breach or stakeholder grievance.

9. Competence, communication and training

- Identify roles that require induction, supervised practice, formal qualification, refresher training or independent authorisation.
- Assess competence through observed performance, records, tests, work results or authorised sign-off—not attendance alone.
- Communicate changes before their effective date and confirm affected users can access the current controlled version.
- Withdraw access or require supervision where competence has expired, changed or proved insufficient.
- Retain training, assessment, authorisation and refresher records.

10. Review, change and approval

Trigger	Required action
Annual review	Confirm continued suitability, legal/contractual alignment, evidence, indicators, incidents and user feedback.
Material incident or audit finding	Review affected control immediately and implement approved corrective change.
Legal, market or system change	Obtain competent review before the new requirement or release becomes effective.
Process/organisation change	Update roles, records, training, permissions and continuity arrangements.
Manual revision	Issue new version, change summary, approval, effective date and superseded-version withdrawal.

Appendix A — Operational templates

The following templates form the minimum annex set. The manual owner may issue controlled electronic equivalents in LaDOS or another approved system.

A.1 Community organisation qualification

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.2 Experience design form

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.

Field	Required entry
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.3 Community partnership schedule

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.4 Fee disclosure/booking form

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.5 Community payable ledger

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.

Field	Required entry
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.6 Settlement statement

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.7 Guide route/weather check

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.8 Community review template

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.

Field	Required entry
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

Appendix B — Approval

This manual becomes controlled when approved by the authorised Labl Fashion authority. Printed copies are uncontrolled unless specifically registered.

Approved by	Capacity	Signature	Date
	Board Chair / delegated authority		
	Managing Director / Venture Lead		
	Manual owner		