



RTSOI Self-Audit Tools

Guidance to Self-Assessment of Sustainability Performance and Development of Sustainability Initiatives for Accommodations and Travel Service Providers.

**Guide to Become a Responsible
& Sustainable Tourism Provider**

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Responsible & Sustainability Self-Audit Tool

Target Group and Objectives

RTSOI believes that it is the responsibility of every tourism business owner/manager to make their businesses sustainable, based on environmental, socio-cultural and economic parameters.

The Responsible & Sustainability Self-Audit Tool is designed for Tourism Micro, Small and Medium Enterprises (MSME). The objective of the Tool is to help tourism MSME determine their performance across the key areas of responsible and sustainable tourism. It focuses on the establishment's internal policies and practices. It showcases existing practices that support responsible and sustainable tourism and highlights where improvement is needed.

The Tool is based on the commonly understood parameters of Sustainable & Responsible Tourism as practiced by RTSOI and accepted as the Standard by the Ministry of Tourism, Government of India (GoI) viz the Sustainable Tourism Criteria of India (STCI)

These criteria provide common understanding of what "sustainable and responsible tourism" means and represent the minimal requirements which any tourism establishment should inspire to meet. The Self-Audit Tool is structured around the following five sections:

- Sustainability planning and sustainable management
- Maximizing social and economic benefits to local communities
- Maximizing sustainable tourism benefits for cultural heritage
- Reducing negative impacts on the environment
- How to become a responsible traveler.

The table below shall help you rate yourself

TABLE 1: METRIC'S INDICATOR

SCALE	METRIC	DESCRIPTION
4	Highly engaged	Comprehensive and part of the stated establishment policy.
3	To a large extent	Solid progress is made in implementing this task
2	To a small extent	Initial conceptual and planning work related to this task has just started
1	None	Implementation of this task has not been started yet
0	Not applicable	This task is not related to my operations

Self-Assessment of Sustainability Performance

The Self-Audit Tool may be used both as part of the Responsible Tourism Society of India (RTSOI) certification, and in the context of real-life operations of tourism MSME.

The RTSOI foresees carrying out self-assessment of responsible & sustainable performance as a first step of certification. It aims to help users reflect on sustainability of their respective businesses, identify areas of under performance, and focus on the exploration of potential solutions for improvement. The Self-Audit Tool could be used at any time by any tourism stakeholder for evaluating their sustainability performance and planning potential improvements in their accommodation establishment.

The self-assessment involves the following steps:

1. Read the criteria and indicators in the Self-Audit Tool carefully.
2. Answer the questions by choosing the most appropriate metric – the degree to which your establishment complies with each indicator.
3. Think about the evidence you have available to support your responses. *Evidence may include any document/photograph which proves your compliance with the indicator.*
4. If the self-assessment results show that your establishment has under performed in certain areas then you could engage with RTSOI to get ideas on possible improvement on the sustainability performance of your establishment.
5. Set priorities and plan improvement.
6. Develop an action plan with objectives, activities, budget, schedule and responsibilities.
7. Undertake the second self-assessment after taking actions to see how you have managed to improve your sustainability performance.

Self-Assessment Questionnaire (for Travel Service Providers)

A1. Are you a Responsible Travel Establishment?

- Does your establishment explore destinations and get acquainted with local nature and biodiversity?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A
- Is your establishment certified for various safety pledges and have them displayed?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A
- Does your establishment use 'green' transportation that is fuel efficient, safe, reliable and feasible and promote activities such as cycling, hiking and walking where possible?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A2. Do your Accommodation Partners promote Responsible Practices?

- Do your accommodation partners operate in-house 'green' programs (a 'green' hotel should support the three pillars of sustainable tourism: environmental, social and economic)? Are these displayed on their website?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A
- Does your accommodation partner promote reuse of towels and bed linen on a daily basis?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A
- Does your accommodation partner promote 'to refuse' non-reusable straws, coffee stirrers and cutlery that are made of single use plastic?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A
- Does your establishment prefer to share information electronically instead of paper and printouts?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A3. While Traveling

A3.1. Choosing the Mode of Transportation

Does your establishment advise its clients to select a mode of transport that allows them to offset carbon?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A4. At Destination

A4.1 Bring their Own Personal Supplies

Does your establishment request its customers to carry refillable bathroom toiletries, refillable insulated stainless-steel tumblers., etc?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A4.2. Promote Local Cuisine

Does your establishment support a local entrepreneur/business and promote local dishes to appreciate the local culture and support the local economy to its customers?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A4.3. Cut Down on Waste and Conserve

Does your establishment conserve water and electricity and encourage its employees and customers to do the same?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A4.4. Shop Local

Does your establishment promote and purchase handicrafts, souvenirs directly from the local community or authorized/ recognized emporia?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A4.5. Explore Destinations Beyond

Does your establishment promote less frequently visited destinations to help in the sustainable growth of the region and support local economy?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A5. While on a Wildlife Safari

A5.1. Does establishment use established or existing tracks/paths for nature walks while visiting a national park/sanctuary?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A5.2. Does your establishment follow the forest department guidelines while visiting a national park/sanctuary?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A6. While on an Adventure Holiday

Does your establishment follow the principles of 'pack in, take back out' for the management of waste in remote regions and protected areas & use established trails while on a hike or trek?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A7. While Camping

A7.1. Does your establishment maintain a minimum distance 100 ft from fresh water sources while camping, In order to avoid pollution?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A7.2. Does your establishment use bio-degradable washing agent for washing while camping?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A7.3. Avoid/Limit Camp Fires

Does your establishment promote campfires?

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A8. Protect your Planet

A8.1. Guardian of Natural resources

Does your establishment reduce environmental impact by being a guardian of natural resources, and all habitats including forests and wetlands. In protected areas, access only the places open to visitors and avoid disturbing fragile environments and locations such as coral reefs and archaeological finds etc.

☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A8.2.1 Promote Responsible Disposal of Waste

- ♦ Does your establishment inform its clients to segregate and dispose their plastic or paper waste responsibly?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A
- ♦ Do the vehicles of the travel establishment dispose their plastic or paper waste responsibly?
☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A8.3. Leave No Trace

Does your establishment follow recycling rules of the destination?

- ☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A9. Animal Welfare

Does your establishment prioritize animal welfare by being ethical and choosing tours and attractions that do not cause suffering or abuse to animals?

- ☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A10 Local Community and Culture

A10.1. Does your establishment take time to learn about local customs, norms, traditions and treat local communities and their culture with respect? While visiting religious and cultural sites permission sought from local communities before taking photographs or interacting with them?

- ☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

A10.2. Does your establishment support the local community in whatever way is appropriate (education, health etc)?

- ☐ Highly Engaged ☐ To a large extent ☐ To a small extent ☐ None ☐ N/A

NOTES

You may add any explanation to this section, with reference number (eg. D3.1...)

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Evaluation & Self-Assessment Results

Overall evaluation and recommendations

Kindly evaluate if your organisation is a sustainability (CHAMPION/ACHIEVER/FOLLOWER/BEGINNER/NOVICE) by checking your score ...% in responsible sustainability self-assessment.

SCORE RANGE	LEVEL OF PERFORMANCE	DESCRIPTION
100% - 90%	Excellent	<i>Champion</i>
89% - 70%	Good	<i>Achiever</i>
69% - 50%	Average	<i>Follower</i>
49% - 30%	Fair	<i>Beginner</i>
29% - 0%	Poor	<i>Novice</i>

Novice (0-29%)

Overall evaluation:

There is a clear need for your company to improve prerequisites for sustainable performance. You are in the very beginning of the middle to long-term process of developing your internal policies and practices towards increased sustainability. At this point, it may be helpful for you to seek an external advice about improving sustainability of your company. You can reach out to RTSOI for getting more information.

Beginner (30-49%)

Overall evaluation:

Your company has made a few initial steps towards responsible and sustainable performance. However, there is still a lot of room for improvement. You are in the beginning of the middle to long-term process of developing your internal policies and practices towards increased sustainability. At this point, you should think whether it would be useful for your company to work together with an external advisor such as RTSOI who could suggest ways for improving sustainability of your tourism company.

Follower (50-69%)

Overall evaluation:

Your company has already made important steps towards sustainable performance. You are going through the middle to long-term process of developing your internal policies and practices towards increased sustainability. However, you will have to deal with even more challenges in this process. At this point, you should think whether it would be useful for your company to work together with an external advisor such as RTSOI who could give suggest ideas for improving sustainability of your tourism companies.

Achiever (70-89%)

Overall evaluation:

Your company has already built a strong foundation for sustainable performance. Your internal sustainability policies and practices are advanced. However, some further improvements are needed. At this point, you should decide the improvement of which specific areas of sustainability may require collaboration with an external advisor such as RTSOI which equipped with relevant knowledge and skills.

Champion (90-100%)

Overall evaluation:

Your company has a robust foundation for sustainable performance. Your internal sustainability policies and practices are well advanced. Nonetheless, evaluate in which areas your company can improve its current position. Consider collaborating with an external advisor RTSOI who could suggest solutions for further sustainability improvement.

References

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Posters and Signage (Covid-19)

COVID-19 Guidelines

Do you have these symptoms?

- Fever
- Cough
- Colds
- Headache
- Diarrhea
- Shortness of breath
- Sore throat
- Joint and Muscle Pain

Have you had Exposure?

- Travelled to other countries in the past 14 days
- Exposure to a confirmed COVID-19 patient
- Travelled to, reside, or work in local areas with reported COVID-19 cases
- Exposure to a Person Under Investigation (PUI) for COVID-19

With Exposure + With Symptoms:

- If young (<60 years old), with no other illnesses and mild symptoms: Conduct home quarantine.
- If elderly (>60 years old), with other illnesses and/or severe symptoms: Proceed to the Emergency Room for assessment.

With Exposure + No Symptoms:

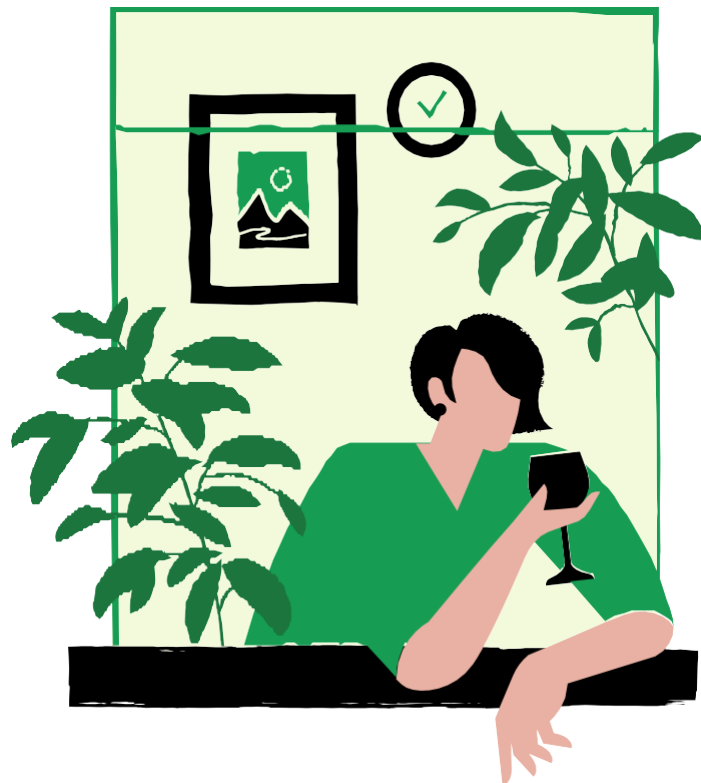
- Conduct home quarantine for 14 days and monitor symptoms.
- Should symptoms start to develop, proceed to the Emergency Room for assessment.

No Exposure + With Symptoms:

- Manage symptoms accordingly. Proceed to the Emergency Room for assessment.

SELF-DISTANCING IS THE NEW SELF-CARE

STAY HOME TO HELP STOP THE SPREAD



BUT IF YOU NEED TO GO OUT, REMEMBER:

Keep a distance
of 6 feet (2 meters,
or about one body
length) away from
other people

Stay away
from mass
gatherings

Avoid touching
other people,
and that includes
handshakes

#StopTheSpread

Proper
hygienestops
the spread of
the virus.

Handwashing

Source:
World Health
Organization

01

Wet your hands before
applying soap.



02

Bring your palms
together and rub soap
all over the palms and
backs of your hands,
including between the
fingers.



03

Wash your hands for at
least 20 seconds.



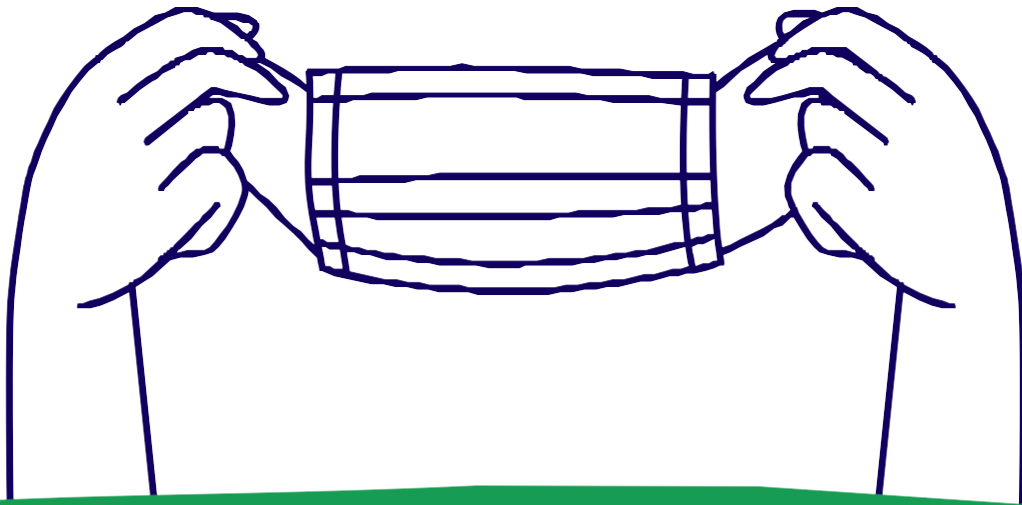
04

Wipe your hands with a
clean towel or paper
towel and avoid rubbing
too vigorously.



How to Safely Wear a Medical Mask

Source: World Health Organization



Do's

- ✓ Thoroughly wash hands with soap and water before touching the mask
- ✓ Check the mask for any tears or holes
- ✓ Find the top side where the metal piece or stiff edge is
- ✓ Ensure that the colored side faces outwards
- ✓ Place the metal piece/stiff edge over your nose
- ✓ Cover your mouth, nose, and chin.

Do's

- ✓ Adjust the mask without leaving gaps on the side
- ✓ Avoid touching the mask
- ✓ Use the straps to remove the mask
- ✓ Keep the mask away from you or any surface when removing it
- ✓ Discard the mask immediately after use, preferably into a closed bin
- ✓ Wash your hands after



Dont's

- ✗ Don't use a ripped or damp mask
- ✗ Do not wear the mask only over mouth or nose (both must be covered)
- ✗ Do not wear a loose mask
- ✗ Do not touch the front of the mask
- ✗ Do not do other things that will require touching the mask
- ✗ Do not leave used mask within the reach of others
- ✗ Do not re-use the mask