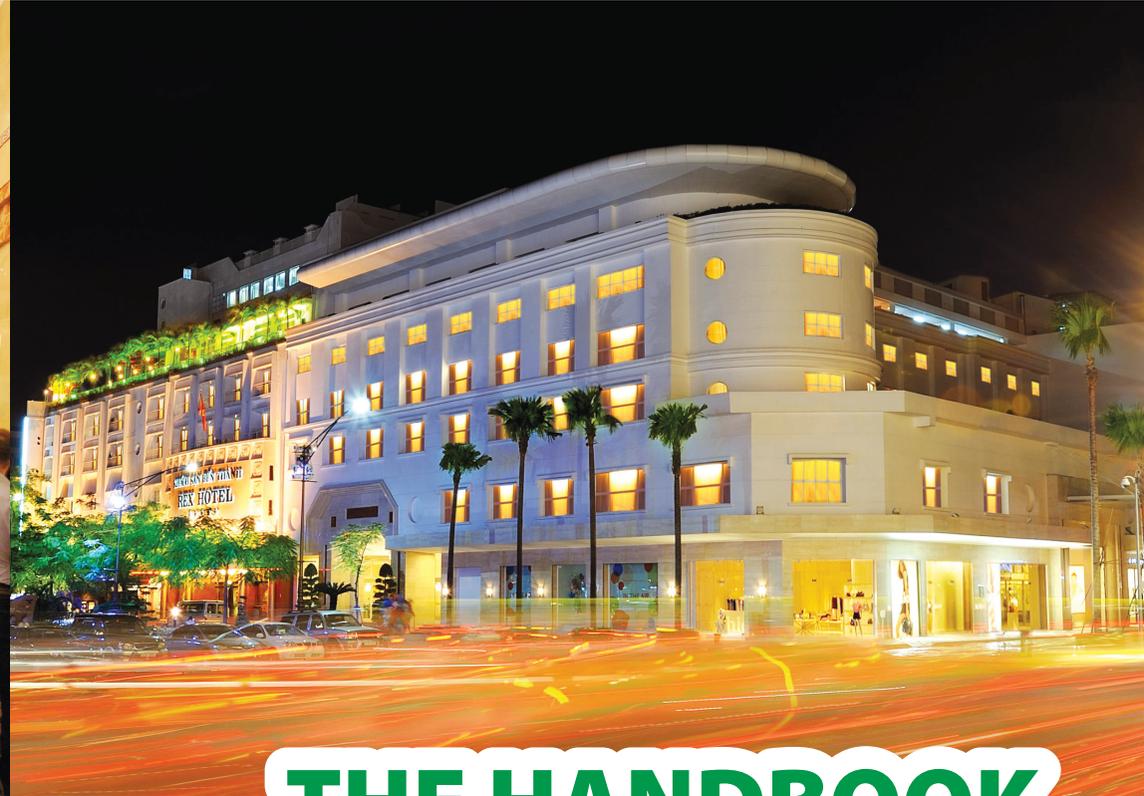




MINISTRY OF CULTURE, SPORTS AND TOURISM
VIET NAM NATIONAL ADMINISTRATION OF TOURISM



THE HANDBOOK

INSTRUCTION FOR TOURISM ACCOMMODATION
TO IMPLEMENT THE TOURISM SUSTAINABLE
GREEN LOTUS LABEL



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FOREWORD

Environmental protection is an urgent task of the world, the duty of every organization, every citizen who living in this planet to ensure sustainable development for the future generation. Therefore, many countries, international organizations and business have initiated and implemented different positive methods to manage and protect environment. One of the tools to manage sustainable development is implementing environmental label or Eco-label/ Sustainable Tourism Label. This tool was already applied in many countries and achieves remarkable results.

The concept of tourism development of the Communist Party and the Government is sustainable development in Vietnam. The tourism industry has been interested in implementing many activities, missions which related to environmental management and protection. There are more and more tourist accommodation establishments which concerns and gives out many good ideas and implements many good international methods and experiences to prevent pollution, improve environmental quality.

The Ministry of Cultures, Sports and Tourism has issued the criteria of Tourism Sustainable Label for Accommodation – Green Lotus Label. This is a tool to evaluate, manage the environmental protection in Vietnam’s tourist accommodation establishment system to improve the awareness, knowledge and consciousness in environmental protection towards sustainable development in tourism industry of Vietnam.

The implementation of building and applying to grant Green Lotus Label for tourism accommodation in Vietnam will be the beginning step, to contribute to the standardization of the environmental management and protection for tourist accommodation establishment system in particular and for the tourism industry in Vietnam in general, to continue implementing, building tourism sustainable label for other tourism services.

This handbook was created with the best attempt to explain Green Lotus Label Standard in all aspects so that it brings the clear understanding and the best benefits to hotel accommodation entrepreneurs, including their staffs on duty and consultants, as well as Green Lotus Label’s auditors. Should there be any comments or advises leading to the improvement of Green Lotus Label, it is greatly appreciated if such valuable feedback will be informed to Vietnam Administration of Tourism. Finally, we are thankful to all cooperation on the establishment of this handbook.

OBJECTIVES

1. To explain the best practice in conformity with Green Hotel Standard’s requirements categorized by the various audit sections.
2. To explain the guidelines for the assessment according to Green Lotus Criteria.
3. To explain the criteria for scoring and classifying an entity according to Green Lotus Criterias.

SCOPE

This handbook shall be used as a guideline for the assessment of Vietnam Green Hotel in order to encourage and be a referenced practice for hotel businesses with consideration for sustainable environment in Vietnam.

IMPLEMENTATIONS

This handbook shall be used as a guideline in the standard’s establishment and assessment processes.

1. This handbook shall be used as a guideline for conformance and self assessments with reference to Green Lotus Sustainable Tourism Criterias. When the practices presenting non-conformity with the standard’s requirements are spotted, this handbook shall be consulted to create corrections, including improvement and prevention plans.
2. This handbook shall be used as criteria for decision making over the underlined practices to judge whether or not they conform to the standard’s requirements. It therefore is a tool for the standard’s auditors and a reference for decision making processes.

I. THE INTRODUCTION OF GREEN LOTUS LABEL:

1.1 The Definition of Green Lotus Label:

• Green Lotus Sustainable Tourism Label (herein after referred to as Green Lotus Label) is the label which is granted for the tourist accommodation establishments that meet environmental protection and sustainable development requirements. The tourist accommodation granted with the Green Lotus Label is the unit which has made effort in protecting the environment, using resources and energy effectively and helped to protect the heritages, develop the local economy, culture, society and sustainable tourism.

• The Green Lotus Label has 5 levels, from 1 Green Lotus to 5 Green Lotuses. The number of Green Lotus acknowledges the level of environmental protection and sustainable development of the tourism accommodation establishment, not dependent on the type or classification of the establishment that has been recognized.

1.2 The benefits of tourist accommodation from applying Green Lotus Label:

• Improve the awareness and consciousness of people in the tourist accommodation establishments about saving resources, energy, environmental protection through the training courses and practices.

• Help the tourist accommodation establishment reducing the cost through effective resource management.

• Through the network and promotion's methods, the tourist accommodation will be helped to promote, especially to tourists who have awareness in environmental protection and local society.

• The tourist accommodation will be encouraged by the local authorities about the environmental protection and supported the activities that related to environmental protection.

II. THE CRITERIA OF GREEN LOTUS LABEL

2.1 Timeline:

After three years from the effective date, the criteria of the Green Lotus Label shall be amended and supplemented if necessary to suit with the levels of science, technology and knowledge about environmental issues.

2.2 Structure:

The criteria of the Green Lotus Label consists of 81 criteria with a total of 154 points and 25 bonus points and are divided into 3 levels:

- Standard level: 30 criteria.
- Superior level: 29 criteria
- Premium level: 22 criteria

Criteria at standard level are necessary ones, easily implemented and mainly for internal management purposes.

The superior and premium-level criteria are more demanding and difficult, requiring more investment with a view to encouraging tourist accommodation establishments to keep innovating and accelerating to higher levels.

The bonus criteria with a total of 25 points shall be applied for tourism accommodation establishments which have achieved the certificate of Green Building – Lotus (15 points) issued by Vietnam Green Building Council or the certificate of ISO 14001 certifying that international standards on environmental management system have been met (10 points).

The criteria of the Green Lotus Label shall be categorized under 4 main groups: A; B; C and D.

Group A/ Sustainable management

Group B/ Maximization of socio-economic benefits for local communities

Group C/ Elimination of negative impacts on cultural and natural heritages

Group D/ Elimination of negative impacts on the environment:

2.3 Scoring principle:

Each basic -level criterion: 1 point.

Each superior- level criterion: 2 points.

Each premium-level criterion: 3 points and above.

2.4 Scores and criteria to be granted with Green Lotus Label:

Label ranking	1- Green Lotus level	2 - Green Lotus level	3 - Green Lotus level	4 - Green Lotus level	5 - Green Lotus level
Range of score	62-80	81-100	101-122	123-143	144-154
Standard-level criteria	30	30	30	30	30
Superior-level criteria	Above 9	Above 14	Above 18	Above 23	Above 26
Premium- level criteria	Above 3	Above 6	Above 10	Above 14	Above 19

III. METHODS FOR AUDITING

The Green Lotus Label only apply for tourism accommodation which legally operates in Vietnam (means tourist accommodation with fully legal operation's document in Vietnam).

A. Sustainable Management

A1. Availability of plan(s) in written document and implementation of the management system for sustainable development according to actual conditions and scale of the tourist accommodation establishment. Above mentioned plans shall include a plan for natural and social environmental protection.

To develop sustainable business, the first step is establishing a sustainable man-

agement system including planning document's system, policies, implementation's procedures and communication's activities of the tourist accommodation. The sustainable policies of the business has to clearly indicate the objectives of the business in natural, cultural, social environments management and protection and support the local economic development as well as in the remote, less developed economic regions. In addition, the main objective of sustainable management plan is orienting the business to make decisions in sustainable management and operation.

A1.1. Availability of notice of policies on environmental protection. Such notice is displayed at an easily recognized place, say, at the lobby and staff's area

Instruction

- Environmental policy shall be defined and documented by top management of the organization and widely diffused to staffs in tourist accommodation.
- The environmental policies expressed the commitment of the tourist accommodation about the environmental issues, in which priority is given to energy, water saving, waste minimization, hazardous waste management, air pollution and noise management v.v.
- The organization shall communicate environmental policy to staffs, clients and suppliers to participate. Notification about the policy has to be put in prominent position.

Audit guidance:

Inspection of objective evidence for environmental policy. Interviews with staffs and observation of communication channels in hotel's properties, such as, advertisement boards at lobby, staff areas, Brochures, websites etc.

Assessment: Maximum point: 1

A1.2. Availability of notice of policies on participation in cultural and social activities. Such notice is displayed at an easily recognized place, say, at the lobby and staff's area.

(priority given to activities which bring socio-economic benefits for local communities, such as: policies on recruitment of local labour, usage of locally-supplied products (goods and services), commitments to participate in social programmes or activities which help reduce the negative impacts on local cultural and natural heritages...)

Instruction

- Policies on participation in Cultural and social activities shall be defined and documented by top management of the organization and widely diffused to staffs in tourist accommodation.
- The cultural and social policies expressed the commitment of the tourist accommodation about the cultural and social issues, in which priority is given to ensure the local cultural and social benefits.
- The organization shall communicate environmental policy to staffs, clients and

suppliers to participate. Notification about the policy has to be put in prominent position, in lobby area, reception, lifts...which is easily seen by guests.

Notices about the cultural and social activities of the tourist accommodation can be combined with the notice of environmental protection to become the general notice.

Audit guidance:

Inspection of objective evidence for environmental policy. Interviews with staffs and observation of communication channels in hotel's properties, such as, advertisement boards at lobby, staff areas, Brochures, websites etc.

Assessment: Maximum point: 1

A1.3. The tourist accommodation has annual plan on implementation of management and environmental protection activities (both inside and outside the tourist accommodation).

Instruction

To ensure the environmental policies are implemented, every year, the Board of Directors directly or indirectly make implementation's plan for environmental protection and management with clear objectives and targets, time, money and resources allocation for environmental activities.

(consult the book: "how to perform environmental management and protection in the tourist accommodation establishment", abbreviate guidebook, chapter 3, part 1 "Conducting action plan for environmental protection").

Audit guidance:

Inspection of annual plan, documented plans for environmental activities, in which allocate the resources for environmental protection activities such as timeline, expenses, manpower...

Assessment: Maximum point: 1

A1.4. Availability of annual plan on implementation of social and cultural activities (both inside and outside of the tourist accommodation establishment)

Instruction

Conduct action plan which based on social and cultural policies of tourist accommodation establishment as well as based on the criteria on Section B and C, in which required time, money and resource allocation for activities.

(Consult guidebook chapter 3, part 1 "conducting action plan for environmental protection").

Audit guidance:

Inspection of annual plan, documented plans for environmental activities, in which allocate the resources the resources for social and cultural activities such as

timeline, expenses, manpower...

Assessment: Maximum point: 1

A1.5. Assignment of staff who have been trained on environmental management to take a role as “environmental secretary” or “environmental coordinator” to coordinate environmental management and protection activities inside the tourist accommodation establishment

Instruction

Environmental Secretary (or environmental coordinator) of the tourist accommodation is the role appointed by the Director. It can be a specialized or concurrently position which is responsible for environmental protection (might be technical manager or HR to be in charge of environmental protection).

The environmental secretary (or environmental coordinator) of the tourist accommodation is responsible for supervising and monitoring the implementation of the plans, environmental protection policies of the tourist accommodation, he/she also acts as a bridge between environmental representative board (including Board of Director, Head of Department) and staffs of the tourism accommodation.

It is needed to have a written staff assignment for environmental secretary/coordinator, together with job descriptions and responsibilities.

Audit guidance:

Inspection of staff assignment decision for “environmental secretary” or “environmental coordinator” the accommodation, together with the job descriptions and responsibilities.

Assessment: Maximum point: 1

A1.6. Development of annual report on evaluating the tourist accommodation’s implementation of environmental protection, cultural and social activities.

Instruction

The annual reports on results of environmental protection, cultural and social activities will help the Board of Director of the tourist accommodation to be able to evaluate the implementation of the objectives and targets, then adjust or make the action plan for next year environmental, cultural, social programs.

(How to make a report, consult the guidebook, chapter 4 “evaluation of the implementation’s results on environmental management and protection in the tourist accommodation establishment”).

Audit guidance:

Inspect the annual reports on results of environmental protection, cultural and social activities of the tourism accommodation in recent 3 years.

Assessment: Maximum point: 1

A2. The staff are given periodical training on the importance of and the solutions to protecting the environment, the issues of culture, society and health.

The success of the sustainable management system depends on the awareness, knowledge and consciousness about the environmental management and protection of the employees in the tourism accommodation.

A2.1. The staff are trained on environmental issues (once a year)

Instruction

Three staffs in the tourism accommodation need to be trained on the following issues:

- The benefits of environmental protection activities.
- The importance of using effective resources, energy (saving, reduce cost but still keep the good quality of the service, improve the business efficiency).
- The solution, practice and good behaviors on using effectively the resource and energy.
- The current legislative document and regulations on environment, as follows:
 - + Law on Environmental Protection and concerning Decree, Circular.
 - + Law on Biodiversity and concerning Decree, Circular
 - + Directive of Prime Minister on The Urgent Solution to Protect and Develop the Wild Animals.

+ The Government Decree No 48/2002/NĐ-CP issued on 22 April, 2002, amending and supplementing the list of precious and rare wild plants and animals, issued together with Decree No. 18/HDBT of January 17, 1992 of the council of ministers prescribing the list of precious and rare forest plants and animals and the regime of management and protection thereof.

+ The Government Decree No 29/2011/NĐ-CP issued on 18 April, 2002, providing strategic environmental assessment, environmental impact assessment and environmental protection commitment.

+ Vietnam Criteria on Water, Waste Water and Noise.

(Consult the book: guidebook, chapter 3, part 1, page 57 and 83. Using the electronic training tool – etool in the CD: “implementation guideline for tourism accommodation establishment to carry out the environmental protection methods).

Audit guidance:

Inspect all the objective evidence and records of training courses/ activities with staff to participate in recent 3 years such as pictures, registration forms, the lists with signatures of the experts – lecturers and staffs who have participated in the training class.

Assessment: Maximum point: 2

A2.2. The staff are trained on cultural and social issues (once a year)

Instruction

Equipped the cultural and social knowledge to help staffs to improve the aware-

ness to support the tourist accommodation establishment improving the quality of the service through the quality of the staffs.

The content of cultural and social training includes:

- The knowledge about local and foreign culture (behavioral cultures, traditional customs and practices of some countries, the meaning of the heritage – tangible and intangible cultural heritage, cultural event on the year v.v.).
- The knowledge about society: the civilized communication skill with guests, with colleagues, family and society; the psychology of guests in some countries which are the target of the establishment...the convincing skill, fairness of gender, prevention of infectious diseases, HIV, the effects of smoking;).
- The current legislative document and regulations on environment, as follows:
 - + Vietnam Law on Cultural Heritage and concerning Decree, Circular.
 - + The Marriage and Family Law and concerning Decree, Circular.
 - + The Intellectual Property Law and concerning Decree, Circular.
 - + Labour Law and concerning Decree, Circular.
 - + United Nations Convention on the Right of the Children

Audit guidance:

Inspect all the objective evidence and records of training courses/ activities with staff to participate in recent 3 years such as pictures, registration forms, the lists with signatures of the experts – lecturers and staffs who have participated in the training class.

Assessment: Maximum point: 2

A3. The tourist accommodation supports and encourages guests and staff to participate in environmental protection, collects guests' opinions about environmental issues, services provided by the tourist accommodation in order to have appropriate adjustments accordingly; requires suppliers to support the it in environmental protection.

A3.1. Guests and staff are informed of the tourist accommodation's on-going environmental management and protection activities, such as: local environmental problems, environmental management and protection activities; guests are guided to participate in environment protection...

Instruction:

The tourist accommodation could use tools, such as:

- Brochures about the local environmental issues and management and protection activities (issued by itself or by other organization such as Cultural Department, travel agents...).
- Information board to encourage guests to participate in environmental protection (such as: board encourage reducing changing cover sheets in the bedroom or reducing changing towels...in the bathroom, saving energy and water in the service departments v.v).

(Consult the guidebook, chapter 3, part 4, page 83. Consult the design of the bro-

chures inside the electronic tool – etool, section “good behaviours for environment”, part – Media)

Audit guidance:

- Inspect all the Brochures about the local environmental issues and management and protection activities issued by accommodation or by other organization.
- Inspect the information board to encourage guests to participate in environmental protection (such as: board encourage reducing changing cover sheets in the bedroom or reducing changing towels...in the bathroom, saving energy and water in the service departments v.v).

Assessment: Maximum point: 2, in which 1 point for each activities.

A3.2. Guests' opinions of environmental, cultural and social issues are collected via books or questionnaires.

Instruction

The tourist accommodation often use book or questionnaires to collect the customers' opinions about the quality of the service. It is needed to supplement some questions for customers so that they can contribute their opinions on environmental, cultural and social protection for the tourist accommodation as well as for local society, for examples:

- Do guests participate in environmental protection activities (culture, social) of the tourist accommodation establishments? What activities are they?
- The guests' opinion about the environmental protection activities (culture, social) of the tourist accommodation? Which activity needs to be expanded? Which activity needs to be canceled?
- Is there guests' innovation which contribute to the environmental activities (culture, social) of the tourist accommodation establishments?

Audit guidance:

- Inspect whether there are questions on environmental quality, on cultural and social issues in the book or accommodations' questionnaires to collect the customers' opinions or not?

Assessment: Maximum point: 2, in which 1 point for questions on environmental quality, 1 point for questions on cultural and social issues.

A3.3. Availability of measures to encourage guests when they participate in the tourist accommodation establishment's activities of resources saving and environmental protection .

Instruction:

Introduction of the activities about saving resources, environmental protection that the tourist accommodation establishment can participate in.

Publishing the regulatory documents of the tourist accommodation about the encouragement's method: by giving service or product voucher, gifts or reduce the

service prices for guests.

The establishment needs to show its regulation on encouragement's methods to the evaluation team such as: voucher, gifts, discounts.

Audit guidance:

Inspect the objective evidence related to encouraging activities and which inform the encouragement's method: by giving service or product voucher, gifts or reduce the service prices for guests.

Assessment: Maximum point: 2, in which 1 point for a method, 2 point for accommodation having above 2 methods.

A3.4. Improvement is made according to guests' advice about the environmental, cultural and social issues and achieved results are propagated.

Instruction

- Base on the guests' opinions in the book or accommodations' questionnaires, the tourist accommodation needs to consider the guests' contribution about the environmental, cultural and social issues to be suitable with its policies and conditions, then make a implementation's plan.

- Diffuse the achieved results to customers through media channel such as news or establishment's website...

Audit guidance:

- Inspect the Improvement of tourism accommodation following guests' comments on environmental, cultural and social issues.

- Inspect the place where accommodation inform the achieved results to customers (news or website...)

Assessment: Maximum point: 2, in which 1 point for the innovation and Improvement, 1 information methods.

A3.5. Has Availability of a written document regarding assignment of staff to participate in environmental protection and measures to reward and encourage staff who have enthusiastically participated in the tourist accommodation's environmental protection activities

Instruction

The tourist accommodation need to build the framework for environmental protection activities which lists all the environmental activities that need to be implemented such as: classify the waste, diffusion, tree protection, not use product made from wild animals, having Forest management certification FSC for products made from wood...then having an specific work assignment board for each staff. In order to encourage staffs to participate in the environmental program and have many innovation or good contribution, the tourist accommodation need to have contests or reward policy for staffs who did the environmental management and protection methods well.

Audit guidance:

Inspect the written document regarding assignment of staff to participate in environmental protection and measures to reward and encourage staff who have enthusiastically participated in the tourist accommodation's environmental protection activities

Assessment: Maximum point: 2, in which:

- 1 point for the document regarding assignment of staff to participate in environmental protection.

- 1 point for the measures to reward and encourage staff who have enthusiastically participated in the tourist accommodation's environmental protection activities

A3.6. Suppliers are requested to support the tourist accommodation to implement environmental activities.

Instruction

The tourist accommodation needs to build the framework for environmental protection, simultaneously inform the list of requirement that suppliers are requested to support, such as do not supply products made from wild animals, having the certification of managing forest FSC for suppliers of wooden products... All those requirements must be included in the written document and send to the suppliers.

Some tourist accommodation face many difficulties in solving the toxic wastes such as collecting the old light bulbs which contain mercury, old batteries having lead, reducing packages or environmental friendly chemicals...

The tourist accommodation should require the suppliers to support them to solve the difficulties in order to achieve the Green Lotus Certificate or supply the products, equipments which meet the environmental criteria v.v..

Audit guidance:

Inspect the written document, articles of contracts that requested suppliers to support the tourist accommodation to implement environmental protection activities.

Assessment: Maximum point: 3, in which:

- 1 point for a document/contract requested suppliers to support the tourist accommodation to implement environmental protection activities

- 2 point for 2 (two) document/contract requested suppliers to support the tourist accommodation to implement environmental protection activities

- 3 point for over 2 (two) document/contract requested suppliers to support the tourist accommodation to implement environmental protection activities

B. MAXIMUM THE ECONOMIC AND SOCIAL BENEFITS FOR LOCAL SOCIETY.

B1.The tourist accommodation takes an active role in supporting activities serving public interests with the target of developing the local economy and society.

B1.1. Contribution (in terms of finance, manpower or materials) to development

activities of local society.**Instruction**

The tourist accommodation can participate in activities targeted to local society development by some methods such as:

- Giving the the finance, manpower or materials support to local economic, social, cultural programs and activities, to create the good cooperation with local community.

- Giving the finance support to educational fund, nourish or develop the local traditional culture funds (dances, songs, music, costumes...)v.v.

(Consult guidebook, chapter 3, part 4, page 84).

Audit guidance:

Inspect the objective evidence and records of such as bill, check, invoice, pictures that presented the accommdations' activities to local community development ie environmental cleaning campaign, village road building, village school construction, funding local educational fund.

Assessment: Maximum point: 1

B1.2. Development of annual or long-term plans or programs to support local community development activities.**Instruction**

The tourist accommodation can support the local community on its own initiatives by making an annual plan for local community development programs, for examples:

- Identify the annual priority activities or programs for local community development.

- Prepare the human resource, finance budget, and method to cooperate with the local authorities v.v

- Organize on its own initiatives the environmental protection campaign; propaganda, promotion through media to improve the awareness of the community citizens, to educate the pupils or students about the consciousness of local environment protection, or building the livelihood infrastructures (villages's roads, schools...)...

(Consult the guidebook, chapter 3, page 56).

Audit guidance:

Inspect the documented plans for local community support of the accommodation approved and signed by the Director.

Assessment: Maximum point: 3.

B2. Priority in recruitment of laborers having local residence cards or people coming from less developed economic regions and provision of additional training if necessary.

The world's curent trend of tourism development is enable to connect tourists

and local community. The local people recruitment and training is considered as the key to maximize the community's benefits, to encourage positive community cooperation and to facilitate the business activities of the tourism accommodation, therefore the problem of job's demand can be solved.

The policies on recruiting local people, people from remote regions and less developed economic regions also contributes to reduce the poverty, support the society in a practical way.

B2.1. Availability of policies on recruiting local people, people from remote regions and less developed economic regions**Instruction**

- There should be presented the priority policies on recruiting local people, people from remote regions and less developed economic regions

- The percentage of local labour, labour from remote regions compared to the total number of employees in the tourist accommodation need to be over 70%.

Audit guidance:

Inspect the recruitment form, information, the list of accommodation staff, does the percentage of local labour, labour from remote regions compared to the total number of employees over 70% or not?.

Assessment: Maximum point: 3, in which:

- In the recruitment forms, information have the priority policies on recruiting local people, people from remote regions and less developed economic regions: 1 point.

- The percentage of local labour, labour from remote regions compared to the total number of employees over 70%: 2 point

B2.2. Has availability of policies on on-the-job training for local people and priority in recruiting them when necessary**Instruction**

Recruitment of local labour will help the tourist accommodation having a stable source of labour. Therefore, they should have policies to support and train skills, professional knowledge, foreign language, communication...for local people, then recruit them when necessary. It can cooperate with the Labour, Invalids and Social Affair department, the tourism training schools, the local or central tourism authorities to do these training activities. This is also a chance to improve the service quality, then improve the possibility to attract more guests to tourist accommodation.

The tourist accommodation must keep to show to the audit team the evidence documents approved and signed by the Director about the tourist accommodation policies on training for local people.

Audit guidance:

- Inspect the documents approved and signed by the Director about the tourist

accommodation policies on training for local people.

- Inspect objective evidence of training activities for local people such as pictures, registration forms etc.

Assessment: Maximum point: 3.

B3. Priority in usage of services and goods which are domestically or locally produced in the tourism accommodation business activities .

It is necessary to preferentially use and buy environment friendly service and products that are supplied locally, thereby contributing to the local socio-economic development, for examples:

- Development and job's creation for local people.
- Local residents are directly achieved the benefits from the service and products which they supplied for the tourism accommodation, then these benefits will be re-divided in the community.
- Reducing the carbon footprinting because of reducing the transportation's distance. The suppliers are increasingly forced to limit the emission of carbon gas as committed to the business partners, the compliance has to be done on both supply chains. The buyers are more and more aware of the violation of the labour rights, human rights and environmental degradation can cause negative impacts on their credibility, therefore the suppliers need to directly have more control over what's happening from their dealer and contractor to ensure the traceability of the source of the final products.
- Increase the tourists' experiences with the local region.
- The low cost for producing local goods and services because of reducing the cost of intermediaries and cost of transportation.

B3.1. Priority in usage of locally made products or local raw materials without exhausting natural resources

Instruction

In the process of building and running business, the tourist accommodation should have Priority in usage of locally made products or local raw materials without exhausting natural resources (for the tourist accommodation located in the city, domestic products can be understood as local products), for examples: building materials, agricultural products, food and beverage, decorations, handicraft goods, electronic products, stationery, tools using in tourism service accommodation (bedrooms, restaurants, other services v.v.).

It's needed to keep and show to the auditing team documented policies or regulations related to procedures in product procurements from local suppliers and all objective evidences such as receipts and other purchasing document

Audit guidance:

- Inspect the documented policies or regulations related to procedures in product procurements from local suppliers and objective evidences such as receipts and other purchasing document .

Assessment: Maximum point: 2, in which 1 point for a set of 3 local products..

B3.2. Priority in usage of services which are provided locally.

Instruction

The tourist accommodation should have priority in usage of local services (not applying for compulsory service such as collecting solid wastes v.v.), for examples: gardening or supply fresh flower, computer' maintenance, cleaning, rental transportation (only the environmental friendly vehicles such as bicycles, pedicab or, cyclo is considered v.v.), printing v.v..

It's needed to keep and show to the auditing team documented policies or regulations related to procedures in service procurements from local suppliers and all objective evidences such as receipts and other contracting document

Audit guidance:

- Inspect the documented policies or regulations related to procedures in product procurements from local suppliers and objective evidences such as receipts and other purchasing/contracting document .

Assessment: Maximum point: 2, in which 1 point for a set of 2 local services in 2 department.

B4. The tourist accommodation supports local suppliers to develop, promote, exhibit and sell local products inside the accommodation (including food and beverage, handicrafts and agricultural products, etc.)

Instruction

The tourism organization or accommodation need to introduce the local special high values of cultures, encourage guests to buy the local handicraft products, goods and services. This action also helps to develop the local economy, promote the local culture as well as facilitating the diversification of products to serve customers, increase revenue for tourist accommodation, contribute to attract customers and make them stay longer, then will increase the spending of guests in the tourism accommodation. This is the premise to form the areas that selling the local products or develop the community cultural activities.

B4.1. Collaboration with local enterprises to develop typical local products (to exhibit or sell inside the tourist accommodation establishment).

Instruction

- The tourism accommodation cooperates with local enterprises to develop typical local products such as the handicraft products, cloth, ceramics, candies and cakes, pictures v.v. and sell inside the tourist accommodation .

- Beside, the tourism accommodation can cooperates with the local community to organize the special local traditional music performance, take part to conserve, exploit and develop the local unique value of culture

It's needed to keep and show to the auditing team all objective evidences such as

receipts, contracting document, pictures, images or practical checks.

Audit guidance:

- Inspect the contracting document with local enterprises to develop the products and check these products (the producing place and material...), the contract on organizing the special local traditional music performance at accommodation...

Assessment: Maximum point: 3.

B4.2. Introduction to guests the local typical products through the tourist accommodation establishment's programs .

Instruction

- Through the weekly or monthly special programs in the tourism accommodation such as music performance, charity auction, culinary festival, the exchanges between villages v.v... The tourist accommodation can introduce the local typical products by displaying booth or gifts delivering to the participant customers who win the contest...to promote the local products.

It's needed to keep and show to the auditing team all

Audit guidance:

- Inspect the objective evidences such as receipts, products shown and sold at the accommodation, website, press, souvenir, contracting document, pictures, images, program to support local community...or practical checks.

Assessment: Maximum point: 3.

B5. Fairness in recruitment of local women and ethnic minority people living in the locality, including manager position; no child labour usage.

Women and ethnic minorities are facing the difficult condition in achieving the fairness in gender in the working environment, especially the manager positions. Therefore, the tourist accommodation needs to pay attention and have the fair recruitment policy in order to reduce the difference between male and female employee's incomes, and between different ethnic people. In addition, comply with the Convention on the Rights of the Child, the tourist accommodation do not recruit the child labour. In the special case, if recruit the child labour under 18 years old, the tourist accommodation need to ensure the education and life's quality of child labours.

B5.1.Existence of gender-equality regarding staff employment

Instruction

- Facilitating training and supporting the labor of the tourist accommodation.
- The female employees are more than 40% of the total employees will gain the maximum points.

Audit guidance:

Inspect the book registered at Department of Labor Invalids and Social Affairs and evaluate the percentage of female employees.

Assessment: Maximum point: 3. If the female employees are more than 40% of the total employees, tourism accommodation will gain the maximum points.

B5.2. Availability of policies to support female employees (maternity, training, consultation on reproductive health, etc.)

Instruction

Beside the mandatory requirements of Labour Act (see chapter 10 "private regulations for female workers"), the tourism accommodation can set up special program to improve the knowledge or support female employees, for examples:

- Programs about the reproductive health.
- Periodic Program for gynecological health check.
- Activities to celebrate the Women's days (8/3 and 20/10).
- Regulation for pregnant, raising children v.v..

The tourist accommodation need to demonstrate the evidence of conformity with activity plans to audit team, ie. the picture (training, special talks v.v.), stored documents or policies of the tourism accommodation to support the female employees.

Audit guidance: Inspect objective evidence of conformity with activity plans, for example, activities reports, pictures, stored documents or policies etc.

Assessment: Maximum point: 3. If the tourism accommodation have the special program for female employees beside Labor Law, it will get from 0.5 to 3 point, based on the result of the program.

C. MINIMIZATION OF ADVERSE IMPACTS ON CULTURAL AND NATURAL HERITAGES.

C1. No selling, trading or exhibition of national relics, precious object and antiques and cultural relics which are under state ownership unless otherwise allowed by law.

Sustainable tourism aims at protecting and respecting local tradition. Currently, the laws and agreements clearly define the protection of cultural and historical heritage and antiques. Tourism Accommodation play an important role in introducing, promoting and protecting the local and national heritage.

C1.1. No illegal trade, exchange and transportation of national relics, precious objects and antiques and cultural relics which are under state ownership; no illegal transportation of national relics, precious objects and antiques overseas; no encroachment of land belonging to historical and cultural heritages or famous landscape

Instruction:

Refer to the Law on Cultural Heritage 28/2001/QH10, chapters 1 and 2 and Law amending and supplementing some articles of the Law on Cultural Heritage No 32/2009/QH12, Decree No.98/2010/ND-CP of the Governemnt, and related Circular.

Audit guidance: Inspect the origin of the goods/objects in the lobby, corridor, sou-

vernir shops, restaurant.

Assessment: Maximum point: 1

C1.2. Staff and guests are informed of the fact that national relics, antiques and treasures which are under ownership of the State, political organizations or social-political organizations are supposed to be managed in the museum; are not allowed to be traded or donated

Instruction:

- It is need to demonstrate the policy of tourism accommodation in the rules for guests and staff to prohibit purchasing, exchanging and transporting national antiques, relics and treasures. It also should be shown on the internal notice board for employees.

Audit guidance:

Inspect the regulation of the tourism accommodation for guest and staff, the information method such as written note for guest at the receptionist or guest room or notice on the internal board for employees.

Assessment: Maximum point: 1

C2. Application of local traditional culture in the tourist accommodation establishment's architecture, decoration, preparation, presentation of food and musical performance activities, etc.

Focusing on and maximizing the use of local intangible cultural values and traditions in the activities of tourism accommodation in order, on one hand, to make a difference and uniqueness of the tourism accommodation's products to introduce and increase attractiveness toward customers; on the other hand, to increase the steadiness between tourism and the community, contributing to preserve and develop local cultural identity and traditions.

C2.1. Expression of local culture and traditions in the tourist accommodation establishment's architecture, activities and services it provides

Instruction:

Applying typical values of culture and local traditions in services and cultural exchange activities (such as food, music, traditional games, etc.) and in the architecture of tourism accommodation (such as using rattan, bamboo and leaf in decorating jobs, etc.).

Audit guidance:

Evaluate the local traditional characteristic of tourism accommodation styles in term of architecture, culinary art, performance activities...

Assessment: Maximum point: 2, in which 1 for a suitable activity.

C2.2. Availability of activities to support the locality to develop local cultural identities

Instruction:

- Tourism accommodation should have policies, commitments or plans to support the locality to develop local cultural identities.

- Support the locality to develop local cultural identities by the following activities: integrating various types of traditional culture into the accommodations' activities, contributing to the fund that preserve and develop folk culture or organizing local culture performances at the tourism accommodation.

It is needed to show objective evidence of conformity with activity plans, for example, confirmation of local partner, activities reports or picture etc.

Audit guidance: Inspect objective evidence of the organization's plans and activities towards supporting the locality to develop local cultural such as confirmation of a local partner, pictures, invoice or other document...

Assessment: Maximum point: 3

C3. Guests are provided with information about the cultural and natural heritages in the locality; guidance and explanation to have suitable manner when visiting such heritages

Tourist's activities could affect the environment, local culture, scenic spots and relics. Therefore, the tourism accommodation need to provide tourists the information, guidance and explanation on the local customs, culture, rituals and beliefs, on one hand, to help the guests to have appropriate behavior and respect local character; on the other hand, to contribute to preserve the environment, local culture, scenic attractions and relics; to strengthen the pride of the tourism accommodation employees and the communities citizens.

C3.1. Availability of documents (information board, flyers...) which update information about cultural and natural heritages in the locality for guests.

Instruction:

Information Notice or brochure or leaflets can be issued by the traveling agency or by the Tourism Accommodation. It's necessary clearly present the information of the destination or local cultural heritage to clients.

Tourism Accommodation need show to the audit team all related documents.

Audit guidance:

Inspect the Information board or brochure or leaflets issued by the traveling agency or by the Tourism Accommodation and check the information of the destination or local cultural heritage.

Assessment: Maximum point: 3, in which 1 point for each Information board or brochure or leaflets.

C3.2. Availability of documents introducing about local customs and beliefs; guiding guests to have suitable behaviors when in the locality.

Instruction:

Documents that introduce the local customs and beliefs or cultural suitable behaviors at the local could be shown in the information board, brochures, leaflets or posters published by the Culture and Information Department, or by the local cultural organizations, agencies; or drafted by the hotels or traveling companies. Through these documents, tourists will have compassion and quickly integrate in the locality as well as in the Tourism Accommodation.

Tourist Accommodation need show to the audit team all related documents.

Audit guidance:

Inspect the Information board or brochure or leaflets issued by the traveling agency or by the Tourism Accommodation and check is there information of the destination or local cultural heritage.

Assessment: Maximum point: 3, in which 1 point for each Information board or brochure or leaflets.

C4.Reservation of the biodiversity, ecosystems and landscapes

Many Tourism Accommodation and shops are using wood and coral, etc. in decoration or construction. Several restaurants are selling or serving products from wild animals and plants (such as sea turtles, wood, etc.). In order to avoid the excessive use (unsustainable use) of products derived from the wild, Tourism Accommodation must comply with the provisions of national and international laws on the conservation of biodiversity, ecosystems and landscapes. (See the Biodiversity Law 20/2008/QH12, CITES Convention listing).

C4.1. Do not catch the wild animals – excepts that activity relates to conservation and is allowed by the laws.

Instruction:

- Refer to the Biodiversity Law 20/2008/QH12
- Refer to the directory in the CITES Convention (the convention on International Trade of Endangered Species and Endangered Wildlife).

Audit guidance:

Inspect is the animal in Tourism Accommodation have been listed the wild animal list or not. If yes, the Tourism Accommodation should inspect the license of functional organization.

Assessment: Maximum point: 1.

C4.2. No selling of souvenirs and food made from wild animals and plants protected by law and international protocols

Instruction:

This activity will contribute to protect the wildlife, preserving Vietnamese ecosystem and biodiversity. If requested by a tourist, the Tourism Accommodation employee need to explain about their purpose and introduce them other products.

Audit guidance:

Inspect goods in the souvenirs shop and menu...

Assessment: Maximum point: 1.

C4.3. Availability of policies or training programs on propagation of the law and regulations on exploitation or trading of wild animals for the tourist accommodation establishment's staff..

Instruction:

- Training programs could be combined in periodical internal in-the-job training of the Tourism Accommodation.

- Contents to be informed: Biodiversity Law and CITES Convention (the Convention on International Trade in Endangered Species of Wild Fauna and Flora) can be published on the employee information board.

Tourism Accommodation need to present to the audit team all related documents: information board, training images, training materials or official documents sent to employees.

Audit guidance:

Inspect objective evidence for the organization i.e information board, training images, training materials or official documents sent to employees...

Assessment: Maximum point: 2

C4.4. Existence of policies or legal information board about exploitation or trading of wild animals to guests.

Instruction:

Existence of policies or legal regulation can be noted in the tourism accommodations' regulation, put at the lobby or guest room.

Tourist Accommodation need to present to the inspecting team related documents: information on the notice board, posters, regulation of the businesses for tourists.

Tourism Accommodation need to present to the audit team all related documents: information board, training images, training materials or official documents sent to employees.

Audit guidance:

Inspect objective evidence for the organization i.e information board, training images, training materials or official documents sent to employees...

Assessment: Maximum point: 2

C4.5. Existence of policies or training programs on conservation of biodiversity, ecosystem and landscape for the tourist accommodation establishment's staff

Instruction:

Training programs help employees to be aware of preserving the Vietnamese biodiversity, ecosystem and landscape.

Collaborating with experts on the conservation of wild animals and plants, organizing training sessions or tour of the reserving area.

Tourist Accommodation need to present to the inspecting team related documents: training images, training or official documents sent to employees/ sending employees for training, etc

Audit guidance:

Inspect objective evidence for the organization i.e information board, training images, training manual, materials or official documents sent to employees...

Assessment: Maximum point: 3

D. MINIMIZATION OF NEGATIVE IMPACT ON THE ENVIRONMENT

D1. Resource conservation

D1.1. Purchase of products packaged in bulk (wholesale) in order to reduce packaging and waste

Instruction:

Tourism accommodation should contract with providers to buy products (goods and services) in bulk to reduce packaging and save packaging costs as well as reducing production costs.

Audit guidance:

Inspect bag, sack, pack of some products such as soaps, cleaning chemist, cooking oil, material of the kitchen...

Assessment: Maximum point: 1

D1.2. Availability of small notices/ posters to remind staff of saving resources, energy and materials.

Instruction:

To enhance the awareness of saving energy and resources for employees so that there's no need for constant reminder from the manager, Tourism accommodation can put on the notice board or poster to remind the staff at visible areas, living or working areas such as the locker rooms, cafeteria, kitchen, etc.

(Refer to the form in etool in the CD published by the VNAT, telecommunication part).

Audit guidance:

Inspect notice board to remind staff of saving resources, (energy, water, electricity...) and pay attention to the environmental hygiene.

Assessment: Maximum point: 1

D1.3. The temperature of hot water in guests' rooms is set at 50 - 70oC

Instruction:

- Normally, ideal temperature installed in the water heater is 60oC. At this temperature, bacteria (causing skin diseases) in the pipe do not grow. If a Tourism accommodation were to install a higher temperature, it would consume more electricity. 70oC applied for the older model of water heater (low heat capacity) or applied for a few rooms where guests request for higher temperature (for example: Japanese guests).

- Technical staffs responsible for utility will install appropriate temperature for all water heaters in the Tourism accommodation.

- Housekeeping staffs need to be instructed to check for the temperature installed in the water heaters after finishing their cleaning routine

Audit guidance:

Inspect the arrow showing the temperature for all water heaters having button to adjust the temperature.

Using the temperature measurement machine to check temperature of the running water line at the maximum hot. Otherwise, inspect the arrow on the body of water heaters, at medium means temperature is around 60oC.

Assessment: Maximum point: 1

D1.4. The temperature of hot water in the laundry room is set at 70oC.

Instruction:

Using hot water for washing would help reducing the use of detergent. Also, if the water used for cooling down the air conditioning system or the hot water from solar energy was to be used in the washing system, it would be a tremendous power saves.

Audit guidance:

Inspect the temperature of all water heaters in the laundry.

Assessment: Maximum point: 1. If the tourism accommodation have no laundry, it also get 1 point.

D1.5. Guests' room temperature is set at 24 – 26 oC (in the summer) and 20-21 oC (in the winter)

Instruction:

- Setting the air conditioner temperature too low does not make the room cool down faster but it rather cost more electricity. The speed of cooling down a room depends on speed of the cooler's fan. Also, setting a room's temperature too low would create a high level of temperature difference between the inside and the outside of the room which could cause guests to catch a cold or sunstroke upon going in and out.

- Instruct the housekeeping staff to check and re-set the appropriate temperature

for each season for the air conditioners in the bedroom after completing their cleaning routine.

Audit guidance:

Inspect the temperature on the remote of air conditioners (individual or on the wall of guest room)

Assessment: Maximum point: 1.

D1.6. Consumption of electricity at guests' rooms is monitored by usage of magnetic key; main power switch (or equivalent solutions).

Instruction:

To avoid wasting power consumption when guests are out of the room without turning off electric equipments in the room, the Tourism accommodation should use the magnet key or the main switch board system (located in the lobby or the housekeeping department).

Audit guidance:

Inspect the solution of tourism accommodation to control the power consumption of the guest room.

Assessment: Maximum point: 1. for a suitable solution.

D1.7. Periodic maintenance of the tourist accommodations equipment is conducted as recommended by manufacturers

Instruction:

- If the filter of the air conditioner is contaminated due to lack of routine care would not only decreased the AC performance but also would be a place for bacteria to grow.

- If the lighting system is not cleaned and checked periodically it would reduce the brightness and consume more electricity.

- Electrical board that is not well maintained would create a grimy layer, creating electricity to run from the wires through the walls and into the ground. This leakage will cause power waste and dangerous to the user.

Therefore, the technical department must schedule periodic maintenance depending on frequency of use of the equipment or the manufacturer's recommendations which is to be presented to the inspecting team. For example, air conditioners lint needs to have regular clean in the summer.

Audit guidance:

Inspect the plan or maintenance schedule of the technical department

Assessment: Maximum point: 1. .

D1.8. Bathrooms are renovated to save water by: adjusting water level in the water tank of the toilet or installation of low-flow faucets inside the tap (or other equivalent solutions)

Instruction:

There are many old uneconomical water tank equipment in the Tourism accommodation such as the 12 liters flush, faucets and shower, etc. However, due to these Tourism accommodations' inability to fully replace their equipment, they should be encouraged to improve their old equipment to use water economically. Following are few suggested solutions:

- Adjusting the taps' flow rate by adjusting the water pressure or installing the water flow constraining net/ low-flow faucets.

- For the old model of 10 – 12 liters per flush toilet, adjusting the water flow by re-adjusting the water float or by putting a bottle inside the water tank. It is recommended to use the appropriate volume of water discharged of about 6 – 8 liters per flush.

- Installing a good blocking valve to prevent leakage.

(See DIY, Part 3, chapter 3, page 78).

Audit guidance:

Inspect the water level in the water tank equipment at the lobby toilet, toilet for staff of guests' room.

The water level after adjusting should be from 5-7 liters per flush toilet.

Assessment: Maximum point: 1. .

D1.9. Plants are watered early in the morning or late in the afternoon .

Instruction:

Watering plants in the early morning (6 – 7am) or late in the afternoon (after 4pm) will help tourism accommodation to reduce water consumption due to evaporation. The gardening department needs to schedule specific and well monitored watering time to be presented to the audit team.

Audit guidance:

Inspect the timetable / schedule of plant watering of gardening department.

Assessment: Maximum point: 1. .

D1.10. Monthly index electrical consumption is recorded and management index for electrical consumption (kWh/room per night) is established

Instruction:

- Recording monthly electricity consumption indicator to manage the electricity consumption based on the consumption indicator (kWh/room. night) would help the manager to compare the power consumption rate between months of the year, between the same months of two years or between the same-level Tourist accommodation Establishments. In addition, the power consumption rate can help the manager to generally assess the Tourist accommodation Establishment's energy use and it also can be used as a base for business evaluation.

- Technical staff needs to have monthly record of electrical indicator. To calculate

a Tourist accommodation establishment's monthly power consumption rate, divide the electrical indicator by the number of room times the number of rented nights in that month (kWh/room. night).

(See in etool, storage and processing hotel data).

Audit guidance:

Inspect the daily report or record electricity consumption indicator and analyzing table (kWh/room. night) in recent 3 years.

Assessment: Maximum point: 2.

D1.11. Electrical meters are installed at service departments with high electrical consumption to monitor power consumption

Instruction:

There are many different areas in a tourism accommodation that consume power. The installation of electricity meter in areas with high energy consumption will help tourism accommodation to determine the amount of power consumption of each area, which will assist the analyzing and calculating process when needed. Power meter can be installed for guest rooms, restaurant kitchen, and other areas.

Audit guidance:

Inspect electricity meter in areas with high energy consumption, such as guest rooms, restaurant, kitchen, lobby and other areas

Assessment: Maximum point: 2, in which 1 point for an area installed electricity meter. . .

D1.12. Sensor control or chronometer are installed to explore area without customers to switch off electricity.

Instruction:

Sensor equipment for lighting system can be installed in public areas where guests don't visit often, such as the rest room in the lobby, corridors, garden, yard, stairs, etc. to automatically switch on or off when guests come and go, which would help reduce power consumption.

Audit guidance:

Inspect Sensor equipment for lighting system at the tourism accommodation.

Assessment: Maximum point: 2.

D1.13. In case the three-price mechanism is applied, water pumping is avoided in peak hours

Instruction:

- The majority of tourism accommodation applies three-price mechanism using electricity with rates from high to low, following 3 frame hours: peak hours (9:30 – 11:30, 17:00 – 20:00 Monday to Saturday), normal hours (4:00 – 9:30, 11:30 – 17:00,

20:00 – 22:00 Monday to Saturday; 4:00 – 22:00 on Sunday) and off-peak hours (22:00 – 4:00 the next morning).

- Tourism accommodation is required to install high volume water storage tank and perform water pump in the early morning or late afternoon to avoid peak hours.

Audit guidance:

Inspect does Tourism accommodation set up the the timetable / schedule for pumping water or not.

Inspect does the timetable / schedule of water pumping fall in peak hour or not.

Assessment: Maximum point: 2. .

D1.14. In case the three-price mechanism is applied, laundry or dry cleaning are avoided in peak hours.

Instruction:

Set up a schedule with specific time for washing, drying and ironing at off-peak hours and to be reviewed by the audit team.

Audit guidance:

Inspect does Tourism accommodation set up the the timetable / schedule for washing, drying and ironing or not.

Inspect does the timetable / schedule of washing, drying and ironing fall in peak hour or not.

Assessment: Maximum point: 2. .

D1.15. Curtains with insulation layer (or equivalent solution) are used

Instruction:

- Window curtain usually contains only 1 or 2 layers including a light layer and a decorative layer. However, another insulating layer, it would help preventing sunlight and heat entering the room which would reduce power consumption of air conditioners.

Audit guidance:

Inspect does curtain of the guest room or lobby..., where sunlight directly go through, have 3 layers (light, decorative and insulating layer)?

Assessment: Maximum point: 2. .

D1.16. Energy saving mode is set for computers or computer screens and "energy saving label" put on office equipment

Instruction:

- Desktop screen is accounted for 60% the total amount of energy consumption of a computer. Therefore, it should be turned off or be putted to "sleep" mode after a specific amount of time unused (normally about 15 minutes) instead of the "screen saver" mode.

- Instruction for setting up:

- For Win XP: Start menu/ Settings/ Control Panel/ Power options, then select the right item such as “Turn off monitor” or Sleep, setting time.
- or Win Vista: Right click on the battery icon, select Power options, then select responding items.
- Tourism accommodation should use office equipment that is qualified and labeled as energy efficient by the Ministry of Trade and Industry following the Ministry of Science and Technology’s standards.

Audit guidance:

Inspect does curtain of the guest room or lobby..., where sunlight directly go through, have 3 layers (light, decorative and insulating layer)?

Assessment: Maximum point: 2. .

D1.17. Water consumption is recorded on a daily basis and water consumption index (m³/guest per night) established

Instruction

Every month, the technical staffs record the water consumption index in the water consumption’s monitoring table. To calculate the monthly water consumption, take the water consumption index divide the multiplication of number of guests and rented nite in that month of the tourist accommodation establishment (m³/guests.days).

(Consult the E-tool, part ‘Store and process the hotel’s informations).

Audit guidance:

Inspect the monthly water consumption’s monitoring table and analysing table of water consumption index (m³/guests.days).

Assessment: Maximum point: 2, in which :

- 1 point for monthly water consumption’s monitoring table .
- 1 point for analysing table of water consumption index (m³/guests.days)

D1.18. Water meters at service departments with high water consumption are installed in order to monitor water consumption

Instruction

Except the main water meters, the tourism accommodation should install the water meters in each areas such as rooms, kitchens, restaurants, gardens v.v. to monitor the consumption of water and detect the leak on time.

Audit guidance:

Inspect the water meter at service departments with high water consumption such as rooms, kitchens, restaurants, gardens...

Assessment: Maximum point: 2, in which 1 point for 1 meter.

D1.19. Water saving equipment, such as: water tap (with low-flow faucets), showers, 3l – 4.5l toilet tanks, sensor equipment, cordless showers to increase water pressure, basins attached with toilets, dry toilets to reduce direct dumping to the environment are installed. The average water flow of the water taps or showers, except taps in the kitchen or bathroom, is not allowed to exceed 9 L/minute.

Instruction

Base on the current water consumption of the equipments, the tourism accommodation should consider to install saving water equipments, for examples:

- Tap: having the low-flow faucets inside the tap.
- Shower: install the air filter or flow control device, or cordless shower to increase the water pressures.
- The toilet tanks: the saving water type such as 3 L or 4.5 L type.
- The urinals: sensor type.
- Basins attached with toilets, dry toilet.

Audit guidance:

Inspect do the toilets of guest room, lobby or staff areas install saving water equipments or not.

Assessment: Maximum point: 2, in which 0.5 point for each saving water equipment.

D1.20. Energy audit to be conducted in three consecutive years.

Instruction

Periodical energy audit will help the tourism accommodation to evaluate the energy consumption amount and the current consumption’s condition of the equipments, then determine the saving energy solutions.

It is needed to keep the energy audit reports of three consecutive years conducted by the accommodation or auditing consultation company to show to the audit team.

Audit guidance:

Inspect the most recent energy audit reports conducted by the accommodation or auditing consultation company

Assessment: Maximum point: 3.

D1.21. Implementation of energy saving activities as suggested by the energy auditor or application of new energy saving technology.

Instruction

Base on the energy experts’ opinions in the energy auditing reports, the tourism accommodation should invest in implemeting the energy saving solutions (except the above listed solutions in this set of criterias).

(Consult guidebook for environmental management and protection in the tourist

accommodation establishments " chapter 3, part 2).

Audit guidance:

Inspect the energy saving solutions conducted by the accommodation base on the energy experts' opinions in the energy auditing reports except the above listed solutions in this set of criterias.

Assessment: Maximum point: 3.

D1.22. Usage of renewable energy (such as solar energy, hydro electricity or wind power etc.)

Instruction

In the current condition of increasing price, scarcity of electricity and fossil fuels, renewable energy can be consider as a sustainable energy. However, in order to suit with the current system of the tourism accommodation or new equipments, the tourism accommodation needs to update the knowledge and information about the system through the consultation or suppliers.

Audit guidance:

Inspect the renewable energy of the tourism accommodation.

Assessment: Maximum point: 3.

D1.23. Installment of central energy monitoring and management system

Assessment: Maximum point: 3.

D1.24. Water consumption audit has been conducted in the latest recent 3 years and saving solutions implemented according to auditor's suggestions.

Instruction

Water consumption audit helps the tourism accommodation to determine the current water consumption condition and current condition of the water equipments, then be able to determine the appropriate solution to save water. The water consumption audit can be done by the technical department of the tourism accommodation or outside experts.

(Consult guidebook chapter 2, part 2).

Audit guidance:

- Inspect the water consumption audit report of recent year conducted by the tourism accommodation or outside experts.

- Compare the curent water saving solution with the suggetion of water consumption audit report

Assessment: Maximum point: 3, in which:

- Having water consumption audit report: Maximum 1 point.

- Having water saving solution: Maximum 2 point

D1.25. Automatic water taps are installed in public areas.

Instruction

In the public areas, the guests sometimes forget to turn off the water taps when not using or not turning off the valve properly which lead to waste water. Automatic/ sensor water taps help the tourism accommodation closely monitoring the water consumption in the public areas to avoid wasting.

Audit guidance:

Automatic/ sensor water taps.

Assessment: Maximum point: 3

D1.26. Rain water is collected and used and water from wells limited

Instruction

Collect the water from the rain and contain it for later use. Normally, rain water is collected from the roof of the building and contained in the rain water tank. Rain water can be collected to rain water tank when drop down to the earth's surface.

If water from the wells is not treated in the right method, the quality of the water will not ensure good to human health. The arbitrary, widespread, unscientific, un-planned of well drilling and extraction of groundwater will affect the quality of water and make the water source become polluted and depletion...

Audit guidance:

- Inspect the rain water collection system and the purpose of it using.

- Does the tourism accommodation use water from well drilling?.

Assessment: Maximum point: 3

D2. Pollution minimization.

The operation of the tourism accommdation will emit to the environment the hazardeous chemical which including gas, liquid and solid wastes, that will adversely affect the air, water and soil environment. Therefore, the control and reduction of the emission will contribute to reduce the negative affect on the environment.

D2.1. No usage of CFC substance in the tourist accommodation establishment's business operation (CFC is present in the refrigerant chemicals of refrigerator, freezer and aerosol, etc.)

Instruction

CFC is the chemical which contain the Clo atom, when emit to the air, it will be the reason to destroy the ozone layers. CFC is in the coolant of the refrigerator or spay equipments. In September 2006, the Ministry of Natural Resources and Environment issue the Decision 15/2006/QĐ-BTNMT about not import the coolant chemical CFC 12 (R12).

When buying the refegerator or spray equipment, please pay attention to product with label "non-CFC" or "Free CFC".

Audit guidance:

Inspect are there CFC (R11, R12, R22, R123) in coolant of the refrigerator or spay equipments or not? The equipment has label “non-CFC” or “Free CFC” or not?

Assessment: Maximum point:1.

D2.2. Recommendations to guests to select smoking/non-smoking room.**Instruction**

- The tourism accommodation need to separate the non-smoking or smoking room so the guests can choose when book the room; encourage guests to choose non-smoking room to help the tourism accommodation to reduce the costs of odor treatment and prevent the environmental pollution.

- Remind guests not to smoke in the public areas by putting the notice board “non-smoking” as well as create a separate space for smokers.

Audit guidance:

Inspect are there the non-smoking or smoking room in the tourism accommodation or not?

Assessment: Maximum point:1.

D2.3. Re-usage of toilet paper and soap left-over in guests’ rooms.**Instruction**

Some methods to reduce the wastes from toilet papers and left-over soap in the guests’ bathroom, bedroom:

- For the room which is currently occupied by guests, the housekeepers do not collect the toilet paper or left-over soap, only clean, re-arrange, replace new soap and put extra toilet paper for guests, let the guests finish the toilet paper and left-over soap to avoid wasting.

- For the room which was checked out by guests, the housekeepers collect the toilet papers and left-over soap into a certain place with requirement of ensuring the hygiene factor to reuse in the public area or for other purposes.

Audit guidance:

- Inspect left-over soap collection bin and its usage purpose.
- Inspect toilet paper collection area (it should be meet the hygien requirement) and its usage purpose.

Assessment: Maximum point:1.

D2.4. Utilization of old bed sheet and cloths for other purposes**Instruction**

To reduce the waste, the tourism accommodation should collect the old cover sheets, pillow and cloths (cover sheet, blanket cover, cloth, towel v.v.) to utilize as a wiping cloths for employees or as a laundry bags v.v..

Audit guidance:

Inspect the old cover sheets, pillow and cloths collection process and its usage purpose.

Assessment: Maximum point:1.

D2.5. Usage of grease traps to reduce the load of drain water system.**Instruction**

- Install the grease traps in the kitchen’s sinks, it helps to block the fat/grease from entering the sewer pipe, reducing the block-up condition in the sewer pipes.

- Contact the suppliers to calculate the volume of grease traps according to the flow capacity of the sewage.

Audit guidance:

Inspect does the grease traps in the kitchen is in operation or not.

Assessment: Maximum point:1.

D2.6. Usage of two-sided printing paper and reduction of printing by using online information.**Instruction**

- Use two-side paper means utilizing the paper that already used 1 side and print into the other blank side, this helps to reduce the remarkable amount of using paper. There should be a paper basket for collecting 1 side paper in the office so the staffs can easily use.

- Information exchange between internal departments, the managers and staffs should use email or software such as Skype to reduce the printing.

Audit guidance:

Inspect are there any collection bin of 1 side paper or internal lan system the tourism accommodation.

Assessment: Maximum point:1.

D2.7. Restoration of chemicals in bottles with labels of each chemical and strict implementation of instructions for each chemical.**Instruction**

- Strictly comply with the maintenance and chemical using process which was recommended by the suppliers; detail label on each chemical container to reduce the risk when using the chemical, fire prevention and worker’s health protection.

- The tourism accommodation should have the regulation board for using chemicals and solution for troubleshooting in the chemical mixing areas.

Audit guidance:

Inspect chemical store: labeled chemical container, regulation board for using chemicals.

Assessment: Maximum point:1.

D2.8. Regular check, cleaning and maintenance during maintenance progress to avoid gas or toxic chemicals leaking.

Instruction

Having the periodic maintenance schedule according to the producer's requirement and show to the audit team.

Audit guidance:

Inspect maintenance schedule or maintenance assignment of technical department.

Assessment: Maximum point:1.

D2.9. Availability of appropriate methods to manage toxic wastes

Instruction

Having collecting system and transportation for the hazardous wastes. Having a contract with the organization which have licence of hazardous wastes collection and transportation (used cooking oil, battery, chemical box, anti insect chemical box...)

(Consult guidebook chapter 3, part 4, page 78).

Audit guidance:

Inspect collecting system and transportation for the hazardous wastes inside the tourism accommodation.

Inspect contract with the organization which have licence of hazardous wastes collection and transportation

Assessment: Maximum point:1.

D2.10.. Implementation of methods to minimize the noise so that noise in the bedroom does not exceed 45 dBA from 6 am to 9 pm and noise in other areas, not over 55 dBA between 9 pm and 6 am and 70 dBA from 6 am to 9 pm.

Instruction

Notice to measure the noise and apply the solutions to reduce the noise (of central air conditioner, generator, tap, pump engine, karaoke area, meeting room, kitchen, restaurant, discotheque...)

(Consult guidebook , chapter 3, part 5, page 82 and consult the tool E-tool).

Audit guidance:

Measure the noise in the time from 6 am to 9 pm and from 6 am to 9 pm at the guest room, lobby, meeting room, kitchen, restaurant, entertainment area.

Assessment: Maximum point:1.

D2.11. Installation of waste water treatment system to ensure the quality of out-

put water in accordance with the Environmental Protection Law and other legal regulations

Instruction

- Study the QCVN 14:2008/BTNMT to install appropriate sewage system. (Consult book: guidebook, chapter 3, part 3, page 75).

Audit guidance:

Inspect sewage system, process and analyses of quality of output water of functional organization. If necessary, the treated output water should be sent to laboratory to analyse.

Assessment: Maximum point: 2.

D2.12. Classification of rubbish: recycled rubbish for sale, organic rubbish for husbandary or compost and toxic waste for specific treatment.

Instruction

- For the kitchen, put 2 rubbish bins with the label: "dry waste for sale" and "breeding food".

- For the rooms' areas, put 1 rubbish bin with label "dry waste" inside the room and "wet waste" in the bathroom.

- Instruct the housekeeping department to separate the saleable waste and non-saleable waste from the cleaning room process.

- For the technical department, having a "hazardous waste" bin to contain batteries, light bulb v.v.

- Notice, rubbish bins need to have lids to ensure the hygiene.

Audit guidance:

Inspect system of rubbish classification into 2 or 3 kinds: recycled rubbish , organic rubbish for husbandary or compost and toxic waste for specific treatment, the label or separate color of each kind of dust bin.

Assessment: Maximum point: 2.

D2.13. Recycle of used bottles of shampoo, conditioner, shower gel and soap .

Instruction

- Normally, the soap's containers are 50% of the products' price. Therefore, recover the soap's container after using will help the tourism accommodation to reduce the buying cost of soap and waste treatment.

- Discuss with the soap suppliers to accept the "recover the container" method (for examples: recover the soap or shampoo's container v.v.) and reduce the product's price. To avoid difficulty when dealing with the suppliers, the tourism accommodation should cooperate with the other tourism accommodation to create the power to negotiate with a supplier.

Audit guidance:

Inspect contract with soap's and amenities suppliers, interview housekeepers.

Assessment: Maximum point: 2.

D2.14. Record of the monthly amount of waste discharged from the tourism accommodation**Instruction**

The tourism accommodation should record the monthly amount of waste discharged from the tourism accommodation and the amount of purchased recycle waste, organic waste (ie for pig breeding) and show records to the audit team.

(Consult guidebook, Appendix 1).

Audit guidance:

Inspect record of monthly amount of waste discharged from the tourism accommodation

Assessment: Maximum point: 2.

D2.15. Usage of rechargeable batteries or non-mercury batteries or collection of used batteries.**Instruction**

- Batteries discharged from the TV remote or air-condition, telephone or camera of the tourists. Batteries contain mercury which is a toxic chemical for the environment. Therefore, the tourist accommodation establishment should put the recycle bin to collect the batteries in the lobby areas or in the living room (if convenient). The maintenance department must have the hazardous rubbish bin to collect the batteries for separate treatment.

- In addition, if convenient, the tourism accommodation should use the rechargeable batteries to reduce the toxic waste to the environment.

Audit guidance:

Inspect batteries using in the tourism accommodation and the methods of used batteries collection.

Assessment: Maximum point: 2.

D2.16. Participation in local and international environmental or climate change campaigns, such as Earth Hours, tree planting or cycling Instruction

- The participation in the local and international environmental or climate change campaigns is helping the tourist accommodation establishments expressing the willing to protect the environment with the society, guests and staffs. In addition, these activities contribute to improve the local awareness about environment.

- When participating in the environmental campaign, the tourism accommodation should have the particular action plan, inform the guests and staffs widely by different methods to attract the attendants.

Audit guidance:

Inspect objective evidences related to the activities such as pictures, articles, internet, website, staff interview...

Assessment: Maximum point: 2.

D2.17. Collection of grey water for usage (grey water includes water collected after dish washing, cloth washing or bathing but excludes waste water from toilets) or water after treatment for non-sanitary purpose.**Instruction**

Grey water is the water after cleaning the dishes, washing clothes, not including the sewage water in the bathroom. After running through treatment system, grey water can be used for watering plants or flushing water in the toilets.

(Consult guidebook, chapter 5, part 3, page 118).

Audit guidance:

Inspect grey water collection tank, output water of sewage treatment system and its usage purpose.

Assessment: Maximum point: 3.

D2.18. Supervision over the amount of Clo for water treatment of the swimming pool or usage of sodium chloride for water treatment of the swimming pool or usage of ozonizing method**Instruction**

Using Clo excessively out of permission or not right according to the supplier's regulations recommended when treating the swimming pool can cause skin diseases and effect the health of swimmers. Therefore, the swimming pool department should strictly comply with the chemical using description for swimming pool or try to use sodium chloride or ozonation method v.v.

Audit guidance:

Inspect monitoring description of swimming pool chemical using according to the requirement of supplier, filter and clean system of the swimming pool.

Assessment: Maximum point: 3.

D2.19. Usage of environmental friendly products (products from recycled materials, organic detergent, green label products)**Instruction**

- It is needed to use the products having green/eco/energy saving/ resource saving label which granted by Ministry of Natural Resource and Environment to reduce the waste and environmental pollution.

- Products made from recycle materials such as recycle papers (office's papers), rubbish bins made from recycle plastic v.v.

- Detergents contain organic components which include easy to disintegrate, non-toxic component. Way to recognize is looking at the label “Bio-degradable” or “using enzymes”.

(Consult the tool E-tool, part “good behaviours with environment”, section “purchase policies”).

Audit guidance:

Inspect environmental friendly products, evaluate the information of the box or container such as the producer, chemical ingredient, certificate of environmental friendly products...

Assessment: Maximum point: 3, in which:

- 1 point for 1 environmental friendly product.
- 2 point for 2 environmental friendly product.
- 3 point for accommodation having 3 or over 3 environmental friendly products

D2.20. Packing of food left-overs or un-used food (such as food from buffet, wedding...) for the host, staff, poor people or charity groups.

Instruction

- The food left-overs and not serving food from the banquets still ensure the safety and hygiene for the users if storing hygienically. Therefore, after the banquets, the restaurant managers should ask the host of the party to take away the non-serving food and wrap them for guests. If the customers do not take away, the tourist accommodation establishment has the plan to pass them to staffs or the charity to reduce the waste.

Audit guidance:

Inspect objective evidences related to the activities such as pictures, articles, internet, website, staff interview, guest interview...

Assessment: Maximum point: 3.

IV. PROCEDURES:

Follow the Decision No 1356/QĐ-BVHTTDL dated 12 April 2012 of Ministry of Culture, Sport and Tourism

MINISTRY OF CULTURE, SPORT AND TOURISM

SOCIALIST REPUBLIC OF VIETNAM
Independent – Liberty – Happiness

No: 1356/QĐ-BVHTTDL

Ha Noi, 12 April 2012

DECISION

On the procedure to audit, evaluate and issue the Certificate of Tourism Sustainable Label named Green Lotus for Vietnam Accommodation.

THE MINISTER OF MINISTRY OF CULTURE, SPORT AND TOURISM

Pursuant to the Law on Protection of the Environment dated 29 November, 2005 and Decree No 80/2006/NĐ-CP dated 09 August, 2006 of the Government providing detailed regulation for implementation of Law on Protection of the Environment, Decree No 21/2008/NĐ-CP dated 28 February, 2008 of the Government amending and supplementing a number of articles of the Government Decree No 80/2006/NĐ-CP of 09 August, 2006 providing detailed regulation for implementation of Law on Protection of the Environment;

Pursuant to the Law on Tourism dated 14 June 2005 and Decree No 92/2007/NĐ-CP dated 01 June 2007 of the Government providing detailed regulation for implementation of Law on Tourism;

Pursuant to Government's Decree No 185/2007/NĐ-CP dated 25 December 2007 promulgating the functions, tasks, rights and the structural organization of the Ministry of Culture, Sports and Tourism;

Pursuant to Decision No 3705/QĐ-BVHTTDL dated 16 November năm 2009 of the Minister of the Ministry of Culture, Sports and Tourism approving the Project of Green Lotus Ecolabel Program for Vietnam Tourism Accommodation and Decision No 138/QĐ-BVHTTDL dated 17 January 2012 of the Minister of the Ministry of Culture, Sports and Tourism on approving the result of Project of Green Lotus Ecolabel Program for Vietnam Tourism Accommodation;

Having considered the proposal of the Chairman of Vietnam National Administration of Tourism,

DECIDES:

Article 1. Governing Scope

This Decision regulating the procedure to audit, evaluate and issue the Certificate of Tourism Sustainable Label named Green Lotus (herein after referred to as Green

Lotus Label) for Vietnamese Accommodation.

Article 2. Applicable entities

1. This Decision applies to Vietnamese Accommodation with legal operations in the territory of the Socialist Republic of Vietnam, volunteer for registering and applying Tourism Sustainable Label named Green Lotus (herein after referred to as Green Lotus Label)

2. All organization relating to the procedure of auditing, evaluating and issuing the Certificate of Vietnam Green Lotus Label.

Article 3. Application dossier for issuance of Certificate of Vietnam Green Lotus Label

1. An application dossier for issuance of a Certificate of Vietnam Green Lotus Label shall contain the following documents :

a) Official letter to apply for a Certificate of Vietnam Tourism Sustainable Label (form in appendix 1)

b) Report of the tourism accommodation according to the Set of Criteria of Vietnam Tourism Sustainable Label, issued with the Decision No 1355/QĐ-BVHTTDL dated 12 April 2012 of the Minister of the Ministry of Culture, Sports and Tourism (herein after referred to as Set of Criteria of Green Lotus Label)

c) Notarized Copy of the following papers:

- Certificate of Business Registration on tourism accommodation.

- Decision on classifying the tourism accommodation.

- Environmental Impact Assessment Report or Environmental Protection Undertakings of the tourism accommodation

2. The place receiving the application dossier for Certificate of Vietnam Green Lotus Label:

a) An application dossier for a Certificate of Vietnam Green Lotus Label shall be sent to the directly or via postal to Vietnam National Administration of Tourism.

b) The procedure and form to apply for a Certificate of Vietnam Green Lotus Label is presented on website of Vietnam Administration of Tourism <http://www.vietnam-tourism.gov.vn>, <http://www.vietnamhotels.gov.vn>, <http://www.moitruongdulich.vn>.

3. Fee of Issuance of the Certificate of Vietnam Green Lotus Label Tourism accommodation shall not pay any fee during the pilot time to have the Certificate of Vietnam Green Lotus Label.

Article 4. Organisation to audit accommodation to grant Vietnam Green Lotus Label

1. The Chairman of Vietnam National Administration of Tourism shall establish the Council to audit tourism accommodation to grant Vietnam Green Lotus Label (herein after called as Council), which including of 6 persons as follows:

a) Chairperson of the Council: Leader of Hotel Department of Vietnam National Administration of Tourism.

b) Member of the Council:

- Experts of Hotel Department of Vietnam National Administration of Tourism.

- Representative of Vietnam Hotel Association.

- Representative of Department of Culture, Sports and Tourism of the province or City where tourism accommodation located.

- 02 experts on Environment and energy saving.

2. Order and procedures for formulation, evaluation of Vietnam Green Lotus Label:

a) Within a time-limit not to exceed ten (10) working days from the date of receipt of a complete and valid application dossier for a Certificate of Vietnam Green Lotus Label as required in the clause 1 Article 3 of this Decision from the tourism accommodation, Vietnam National Administration of Tourism shall establish the Council.

b) Within a time-limit not to exceed ten (10) from the date of establishment of the Council by Vietnam National Administration of Tourism, the Council shall conduct the audit at the tourism accommodation.

c) Chairperson of the Council shall inform the audit result to tourism accommodation in written by the form in appendix 4.

d) Within a time-limit not to exceed fifteen (15) working days from the date of receiving information of the audit result, if the tourism accommodation have no complain, the Chairperson of the Council shall submit to the Chairman of Vietnam National Administration of Tourism the audit result, including:

- Proposal of audit result to issue Certificate of Vietnam Green Lotus Label for tourism accommodation as form in appendix 6;

- Minutes of audit process and evaluation on the tourism accommodation's implementation of Set of Criteria of Green Lotus Label as form in appendix 3.

- Minute of Council Meeting as form in appendix 4

- Complete and valid application dossier from the tourism accommodation applying for a Certificate of Vietnam Green Lotus Label as stipulated in the clause 1 Article 3 to this Decision.

Article 5. Order and procedures for promulgation and announcement of Vietnam Green Lotus Label

1. Chairman of Vietnam National Administration of Tourism shall issue the Certificate of Vietnam Green Lotus Label to tourism accommodation by the form as required in the appendix 4, after having considered the complete application dossier as stipulated in the item d clause 2 Article 4 to this Decision.

2. Certificate of Vietnam Green Lotus Label shall have a three (3) year of validity from the date of issue.

At least three (3) month before the date of expiry of the Certificate of Vietnam Green Lotus Label, the tourism accommodation have to send the application dossier to Vietnam National Administration of Tourism for re-issuance of the Certificate of Vietnam Green Lotus Label. The procedure of re-issuance of the Certificate of Vietnam Green Lotus Label similar to the one of the first time of issuance.

Article 6. Order and procedures for modification, renewal and re-issuance of Certificate of Vietnam Green Lotus Label

1. In the case of Certificate of Vietnam Green Lotus Label have been lost, fired, or

destroyed, tourism accommodation has to deliver the information to the Police and Vietnam National Administration of Tourism within a time-limit not to exceed seven (7) day from the date of realizing the condition of Certificate.

Within a time-limit not to exceed thirty (30) days from the date of delivering information, tourism accommodation has to send an application letter for re-issuance of Certificate of Vietnam Green Lotus Label, enclosed with confirmation of Police, except the case that Certificate of Vietnam Green Lotus Label have been found out before the expiry date of application to re-issue the Certificate.

2. In the case of Certificate of Vietnam Green Lotus Label have been ruined or torn, tourism accommodation shall have to send an application letter to Vietnam National Administration of Tourism for renewal of Certificate of Vietnam Green Lotus Label enclosed with original Certificate.

3. In the case of changing the name of tourism accommodation in the Certificate of Vietnam Green Lotus Label tourism accommodation has to send a letter to Vietnam National Administration of Tourism for modification of the Certificate of Vietnam Green Lotus Label enclosed with objective evidence of new name of tourism accommodation .

4. Within a time-limit not to exceed ten (10) working days from the date of receiving application for modification, re-issuance of the Certificate of Vietnam Green Lotus Label as stipulated in the clause 1, clause 2 and clause 3 of this article, Vietnam National Administration of Tourism shall consider to modify or re-issue Certificate of Vietnam Green Lotus Label for tourism accommodation.

5. In the case of applying for the Certificate of Vietnam Green Lotus Label at a higher level before the expiry date of Certificate of Vietnam Green Lotus Label :

a) Tourism accommodation send an application dossier for re-issuance of the Certificate of Vietnam Green Lotus Label directly to Vietnam National Administration of Tourism. Application file as stipulated in item a and item b clause 1 Article 3 of this Decision.

b) Vietnam National Administration of Tourism shall conduct an audit to evaluate and issue Certificate of Vietnam Green Lotus Label as stipulated in Article 4 of this Decision.

Article 7. Order and procedures for withdrawing/ taking back which break regulations of the Decree or have violations as listed below will be fined in accordance with the law: Certificate of Vietnam Green Lotus Label

1. Tourism accommodation shall be withdrawn/ taken back Certificate of Vietnam Green Lotus Label if have violation as listed below:

a) Providing dishonest, inaccurate in files applying for issuance, re-issuance, modification, supplement and renovation of the of Vietnam Green Lotus Label Tourism.

b) Tourism accommodation violates the criteria of Vietnam Green Lotus Label.

2. Chairperson of Vietnam National Administration of Tourism shall issue the Decision of withdrawing / taking back the Certificate of Vietnam Green Lotus Label.

3. The Decision of withdrawing / taking back the Certificate of Vietnam Green Lo-

tus Label shall be sent to the tourism accommodation and announce on the website of Vietnam National Administration of Tourism <http://www.vietnamtourism.gov.vn>, <http://www.vietnamhotels.gov.vn>, <http://www.moitruongdulich.vn> .

Article 8. Condition of usage of the Vietnam Green Lotus Label

1. Tourism accommodation can use Vietnam Green Lotus Label only from the date of issue Certificate of Vietnam Green Lotus Label.

2. Tourism accommodation can use Vietnam Green Lotus Label only in the period of validity of the Certificate of Vietnam Green Lotus Label.

3. Tourism accommodation has the rights to advertise at the level written in the Certificate of Vietnam Green Lotus Label

4. Tourism accommodation can use the Vietnam Green Lotus Label as stipulated in the Appendix 8 and Certificate of Vietnam Green Lotus Label to show at the lobby, receptionist area, print in itself promotion document or products.

Article 9. Order and procedures to stop using Vietnam Green Lotus Label

1. Tourism accommodation shall be stopped using the Vietnam Green Lotus Label if have violation as listed bellows:

a) Vietnam Green Lotus Logo is not stipulated as approved.

b) Having not advertises or announced the logo at the level approved.

c) Allowing the other Tourism accommodation use Certificate of Vietnam Green Lotus Label granted.

2. Chairperson of Vietnam National Administration of Tourism shall issue the Decision of stopping the Certificate of Vietnam Green Lotus Label.

3. Tourism accommodation which have been stopped using Vietnam Green Lotus Label shall not continue show or use Vietnam Green Lotus Label at the Tourism accommodation and have no rights to use logo or Certificate of Vietnam Green Lotus Label in its printed or promotion products.

Article 10. Responsibilities of the Tourism accommodation applying for Certificate of Vietnam Green Lotus Label

1. The head of Tourism accommodation is responsible for the corrective of the application file for Certificate of Vietnam Green Lotus Label.

2. The person who provide dishonest comment, evaluation, confirmation or make an artificial application dossier for Certificate of Vietnam Green Lotus Label will be fined in accordance with the law.

Article 11. Responsibilities of the organization issuance of Certificate of Vietnam Green Lotus Label

1. Issuing, re-issuing, amending, supplementing, renewing, revoking Certificate of Vietnam Green Lotus Label in accordance with Article 3, Article 4, Article 5, Article 6, Article 7 of this Decision.

2. Implementing all regulation of dossier archives for of Issuing, re-issuing, amending, supplementing, renewing, revoking the Certificate of Vietnam Green Lotus Label in accordance with current law of archives.

3. Handling and cooperating with functional organizations to inspect, control and monitor the process of environment protection, applying the Set of Criteria of Vietnam Green Lotus Label of the tourism accommodation.

4. Keeping data security for the information, index demonstrated in the application dossier for Certificate of Vietnam Green Lotus Label. If supply to a third, it is needed to have a written agreement of tourism accommodation applicant for Certificate of Vietnam Green Lotus Label,

5. Announcing the list of tourism accommodation have been Issued, re-issued, amended, supplemented, renew, revoked Certificate of Vietnam Green Lotus Label on the website of Vietnam National Administration of Tourism <http://www.vietnam-tourism.gov.vn>, <http://www.vietnamhotels.gov.vn>, <http://www.moitruongdulich.vn>.

Article 12. Implementation

1. The Decision is valid in 3 year since the date of signing.

2. The Chairman of Vietnam National Administration of Tourism, Chairperson of Vietnam Hotel Association, Director of Department of Culture, Sports and Tourism of provinces/cities are responsible for providing guidelines on implementation of the Decision.

3. After a pilot time of three (3) years issuing Certificate of Vietnam Green Lotus Label, Vietnam National Administration of Tourism shall evaluate the impact and report to the Minister of Ministry of Culture, Sports and Tourism.

4. At the time of expiry date of this Decision, tourism accommodation shall continue to use the Certificate of Vietnam Green Lotus Label until the expiry date of the Certificate .

Article 13: Head office, Chairman of Vietnam National Administration of Tourism, Heads of relevant organization and relevant individual are responsible for implementation of the Decision.

During the implementation, if problem occurs, relevant organization and individual have the responsibility of providing information to Vietnam National Administration of Tourism in order to make a report to the Minister of Ministry of Culture, Sports and Tourism ./.

MINISTER
(Signed)

Hoang Tuan Anh

To:

- As Article 13;
- Ministry of Natural Resources and Environment;
- People's Committees of provinces and cities under direct central management;
- Department of Culture, Sports and Tourism of provinces/cities
- Minister, Deputy Ministers of Ministry of Culture, Sports and Tourism
- Department: Scientific, technology and Environment; Legislative, Planning and Finance
- Archive

CHECK LIST

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
	A	Sustainable Management	23
	A1	Availability of plan(s) in written document and implementation of the management system for sustainable development according to actual conditions and scale of the tourist accommodation establishment. Above mentioned plans shall include a plan for natural and social environmental protection.	6
Standard level	A1.1	Availability of notice of policies on environmental protection and participation in cultural and social activities. Such notice is displayed at an easily recognized place, say, at the lobby and staff's area	1
	A1.2	Availability of notice of policies on environmental protection and participation in cultural and social activities. Such notice is displayed at an easily recognized place, say, at the lobby and staff's area. <i>(priority given to activities which bring socio-economic benefits for local communities, such as: policies on recruitment of local labour, usage of locally-supplied products (goods and services), commitments to participate in social programmes or activities which help reduce the negative impacts on local cultural and natural heritages...)</i>	1
	A1.3	The tourist accommodation establishment has annual plan on implementation of management and environmental protection activities (both inside and outside the tourist accommodation establishment).	1
	A1.4	Availability of annual plan on implementation of social and cultural activities (both inside and outside of the tourist accommodation establishment)	1
	A1.5	Assignment of staff who have been trained on environmental management to take a role as "environmental secretary" or "environmental coordinator" to coordinate environmental management and protection activities inside the tourist accommodation establishment	1
	A1.6	Development of annual report on evaluating the tourist accommodation establishment's implementation of environmental protection, cultural and social activities.	1
	A2	The staff are given periodical training on the importance of and the solutions to protecting the environment, the issues of culture, society and health.	4
Superior level	A2.1	The staff are trained on environmental issues (once a year)	2
	A2.2	The staff are trained on cultural and social issues (once a year)	2

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
	A3	The tourist accommodation supports and encourages guests and staff to participate in environmental protection, collects guests' opinions about environmental issues, services provided by the tourist accommodation in order to have appropriate adjustments accordingly; requires suppliers to support the it in environmental protection	13
Superior level	A3.1	Guests and staff are informed of the tourist accommodation 's on-going environmental management and protection activities, such as: local environmental problems, environmental management and protection activities; guests are guided to participate in environment protection	2
	A3.2	guests' opinions of environmental, cultural and social issues are collected via books or questionnaires	2
	A3.3	Availability of measures to encourage guests when they participate in the tourist accommodation establishment's activities of resources saving and environmental protection	2
	A3.4	Improvement is made according to guests' advice about the environmental, cultural and social issues and achieved results are propagated	2
	A3.5	has Availability of a written document regarding assignment of staff to participate in environmental protection and measures to reward and encourage staff who have enthusiastically participated in the tourist accommodation's environmental protection activities	2
Premium level	A3.6	Suppliers are requested to support the tourist accommodation to implement environmental activities	3
	B	Maximization of socio-economic benefits for local society	25
	B1	The tourist accommodation takes an active role in supporting activities serving public interests with the target of developing the local economy and society	4
Standard level	B1.1	Contribution (in terms of finance, manpower or materials) to development activities of local society.	1
Premium level	B1.2	Development of annual or long-term plans or programs to support local community development activities	3
	B2	Priority in recruitment of laborers having local residence cards or people coming from less developed economic regions and provision of additional training if necessary	5
Superior level	B2.1	Availability of policies on recruiting local people, people from remote regions and less developed economic regions	2

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
Premium level	B2.2	has Availability of policies on on-the-job training for local people and priority in recruiting them when necessary	3
	B3	Priority in usage of services and goods which are domestically or locally produced in the tourist accommodation's business activities	4
Superior level	B3.1	Priority in usage of locally made products or local raw materials without exhausting natural resources	2
	B3.2	Priority in usage of services which are provided locally	2
	B4	The tourist accommodation supports local suppliers to develop, promote, exhibit and sell local products inside the accommodation (including food and beverage, handicrafts and agricultural products, etc.)	6
Premium level	B4.1	Collaboration with local enterprises to develop typical local products (to exhibit or sell inside the tourist accommodation establishment)	3
	B4.2	Introduction to guests the local typical products through the tourist accommodation establishment's programs	3
	B5	Fairness in recruitment of local women and ethnic minority people living in the locality, including manager position; no child labour usage	6
Premium level	B5.1	Existence of gender-equality regarding staff employment	3
	B5.2	Availability of policies to support female employees (maternity, training, consultation on reproductive health, etc.)	3
	C	Minimization of adverse impacts on cultural and natural heritages	22
	C1	No selling, trading or exhibition of national relics, precious object and antiques and cultural relics which are under state ownership unless otherwise allowed by law	2
Standard level	C1.1	No illegal trade, exchange and transportation of national relics, precious objects and antiques and cultural relics which are under state ownership; no illegal transportation of national relics, precious objects and antiques overseas; no encroachment of land belonging to historical and cultural heritages or famous landscape	1
	C1.2	Staff and guests are informed of the fact that national relics, antiques and treasures which are under ownership of the State, political organizations or social-political organizations are supposed to be managed in the museum; are not allowed to be traded or donated	1
	C2	Application of local traditional culture in the tourist accommodation's architecture, decoration, preparation, presentation of food and musical performance activities, etc.	5
Superior level	C2.1	Expression of local culture and traditions in the tourist accommodation's architecture, activities and services it provides	2

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
Premium level	C2.2	Availability of activities to support the locality to develop local cultural identities	3
	C3	Guests are provided with information about the cultural and natural heritages in the locality; guidance and explanation to have suitable manner when visiting such heritages	6
Premium level	C3.1	Availability of documents (information board, flyers...) which update information about cultural and natural heritages in the locality for guests	3
	C3.2	Availability of documents introducing about local customs and beliefs; guiding guests to have suitable behaviors when in the locality	3
	C4	Reservation of biodiversity, ecosystem and landscapes	9
Standard level	C4.1	No catching of wild animals unless that activity aims at conservation purpose and is allowed by the law	1
	C4.2	No selling of souvenirs and food made from wild animals and plants protected by law and international protocols	1
Superior level	C4.3	Availability of policies or training programs on propagation of the law and regulations on exploitation or trading of wild animals for the tourist accommodation establishment's staff.	2
	C4.4	Existence of policies or information board to propagate exploitation or trading of wild animals to guests	2
	C4.5	Existence of policies or training programs on conservation of biodiversity, ecosystem and landscape for the tourist accommodation establishment's staff	3
	D	Minimization of negative impacts on the environment	84
	D1	Resource conservation	50
Standard level (energy)	D1.1	Purchase of products packaged in bulk (wholesale) in order to reduce packaging and waste	1
	D1.2	Availability of small notices/ posters to remind staff of saving resources, energy and materials	1
	D1.3	The temperature of hot water in guests' rooms is set at 50 - 70oC	1
	D1.4	The temperature of hot water in the laundry room is set at 70oC	1
	D1.5	Guests' room temperature is set at 24 - 26 oC (in the summer) and 20-21oC (in the winter)	1
	D1.6	Consumption of electricity at guests' rooms is monitored by usage of magnetic key; main power switch (or equivalent solutions)	1
	D1.7	Periodic maintenance of the tourist accommodation establishment's equipment is conducted as recommended by manufacturers	1

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
Standard level (water)	D1.8	Bathrooms are renovated to save water by: adjusting water level in the water tank of the toilet or installation of low-flow faucets inside the tap (or other equivalent solutions)	1
	D1.9	Plants are watered early in the morning or late in the afternoon	1
Superior level (energy)	D1.10	Monthly index electrical consumption is recorded and management index for electrical consumption (kWh/room per night) is established	2
	D1.11	Electrical meters are installed at service departments with high electrical consumption to monitor power consumption	2
	D1.12	Sensor control or chronometer are installed to explore area without customers to switch off electricity	2
	D1.13	In case the three-price mechanism is applied, water pumping is avoided in peak hours	2
	D1.14	In case the three-price mechanism is applied, laundry or dry cleaning are avoided in peak hours	2
	D1.15	Curtains with insulation layer (or equivalent solution) are used	2
Superior level (water)	D1.16	Energy saving mode is set for computers or computer screens and "energy saving label" put on office equipment	2
	D1.17	Water consumption is recorded on a daily basis and water consumption index (m3/guest per night) established	2
	D1.18	Water meters at service departments with high water consumption are installed in order to monitor water consumption	2
	D1.19	Water saving equipment, such as: water tap (with low-flow faucets), showers, 3l - 4.5l toilet tanks, sensor equipment, cordless showers to increase water pressure, basins attached with toilets, dry toilets to reduce direct dumping to the environment are installed. The average water flow of the water taps or showers, except taps in the kitchen or bathroom, is not allowed to exceed 9 L/minute.	2
Premium level (energy)	D1.20	Energy audit to be conducted in three consecutive years	3
	D1.21	Implementation of energy saving activities as suggested by the energy auditor or application of new energy saving technology	3
	D1.22	Usage of renewable energy (such as solar energy, hydro electricity or wind power etc.)	3
	D1.23	Installment of central energy monitoring and management system	3
Premium level (water)	D1.24	Water consumption audit has been conducted in the latest recent 3 years and saving solutions implemented according to auditor's suggestions	3
	D1.25	Automatic water taps are installed in public areas	3
	D1.26	Rain water is collected and used and water from wells limited	3

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
	D2	Pollution minimization	34
Standard level	D2.1	No usage of CFC substance in the tourist accommodation establishment's business operation (CFC is present in the refrigerant chemicals of refrigerator, freezer and aerosol, etc.)	1
	D2.2	Recommendations to guests to select smoking/non-smoking room	1
	D2.3	Re-usage of toilet paper and soap left-over in guests' rooms	1
	D2.4	Utilization of old bed sheet and cloths for other purposes	1
Standard level	D2.5	Usage of grease traps to reduce the load of drain water system	1
	D2.6	Usage of two-sided printing paper and reduction of printing by using online information	1
	D2.7	Restoration of chemicals in bottles with labels of each chemical and strict implementation of instructions for each chemical	1
	D2.8	Regular check, cleaning and maintenance during maintenance progress to avoid gas or toxic chemicals leaking	1
	D2.9	Availability of appropriate methods to manage toxic wastes	1
	D2.10	Implementation of methods to minimize the noise so that noise in the bedroom does not exceed 45 dBA from 6 am to 9 pm and noise in other areas, not over 55 dBA between 9 pm and 6 am and 70 dBA from 6 am to 9 pm	1
Superior level	D2.11	D2.11. Installation of waste water treatment system to ensure the quality of output water in accordance with the Environmental Protection Law and other legal regulations	2
	D2.12	Classification of rubbish: recycled rubbish for sale, organic rubbish for husbandary or compost and toxic waste for specific treatment	2
	D2.13	Recycle of used bottles of shampoo, conditioner, shower gel and soap	2
	D2.14	Record of the monthly amount of waste discharged from the tourism accommodation	2
	D2.15	Usage of rechargeable batteries or non-mercury batteries or collection of used batteries.	2
	D2.16	Participation in local and international environmental or climate change campaigns, such as Earth Hours tree planting or cycling...	2
Premium level	D2.17	Collection of grey water for usage (grey water includes water collected after dish washing, cloth washing or bathing but excludes waste water from toilets) or water after treatment for non-sanitary purpose	3
	D2.18	Supervision over the amount of Clo for water treatment of the swimming pool or usage of sodium chloride for water treatment of the swimming pool or usage of ozonizing method	3

LEVEL OF CRITERIA	CODE	CONTENT OF CRITERIA	MAXIMUM POINT
Premium level	D2.19	Usage of environmental friendly products (products from recycled materials, organic detergent, green label products)	3
	D2.20	Packing of food left-overs or un-used food (such as food from buffet, wedding...) for the host, staff, poor people or charity groups	3
		Total Points	154
Bonus	T1	Granted with Green Building – Lotus Certificate issued by Vietnam Green Building Council.	15
	T2	Granted with ISO 14001 Certificate which certifies that international standards on environmental management system are met	10

APPENDIX 1

The Logo for Sustainable Tourism Label – Green Lotus Label for Tourist Accommodation Establishments

The Logo for Sustainable Tourism Label – Green Lotus Label is used for various types of product, service inside the different size of tourist accommodation establishments, so the size can be different in according to each product and service. The smallest size of the logo for tourist accommodation establishment which was granted the Certification of Green Lotus Label, is 1,5 cm diameter.

Color parameter:

- Lotus and green words: 100C – 0M – 100Y – 10K
- The borders and dark yellow word background: 0C – 20M – 100Y – 0K
- Light yellow background logo : 0C – 0M – 60Y – 0K
- Outline circle: 0C – 20M – 100Y – 2K



APPENDIX 2

The Certification of the sustainable tourism - Green Lotus Label for tourist accommodation establishments in Vietnam

1 Green Lotus Level



2 Green Lotus Level



3 Green Lotus Level



4 Green Lotus Level



5 Green Lotus Level



THE HANDBOOK

INSTRUCTION FOR TOURISM ACCOMMODATION TO IMPLEMENT THE TOURISM SUSTAINABLE LABEL GREEN LOTUS

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Chairman of Vietnam Administration of Tourism – Mr. Nguyen Van Tuan granted the Certificate of ASEAN Green Hotel



Chairman of Vietnam Hotel Association – Madame. Do Thi Hong Xoan granted the Certificate of Tourism Sustainable Label for Accommodation at 5th Green Lotus