



# ASEAN GREEN HOTEL STANDARD







# **ASEAN Green Hotel Standard**

**The ASEAN Secretariat  
Jakarta**

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia.

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Catalogue-in-Publication Data

ASEAN Green Hotel Standard

Jakarta: ASEAN Secretariat, January 2016

338.4791

1. ASEAN – Tourism

2. Eco Friendly – Green Living – Guidelines

ISBN 978-602-0980-73-7

General information on ASEAN appears online at the ASEAN Website: [www.asean.org](http://www.asean.org)

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# ASEAN Green Hotel Standard



## 1. Foreword

The objective of this standard is to develop an Association of South East Asian Nations (ASEAN) Green Hotel Standard with a certification process which will increase the Environmentally-friendly and Energy Conservation in the ASEAN Accommodation industry, with a unified agreement across ASEAN Members States. The standard will establish a professional Green Hotel Operation; Environmental plan, Green product, Human Resource and environmental management, which will enable Environment and Communities to benefit from a collective approach to operational professionalism.

The development of ASEAN Green Hotel Standard will also ensure the implementation of ASEAN Tourism Strategic Plan (ATSP) 2011-2015 which was adopted by ASEAN Tourism Ministers that chart out measure 2.1.1: “Revise an ASEAN Green Hotel Standard with a certification process.”

With the growth of the Tourism industry around the world, the new trends of tourism direct to Responsible Tourism and Meaningful Tourism which need ‘everything Green’ and the increasing demand for ‘everything Asian’, the introduction of an ASEAN Green Hotel Standard that defines an ASEAN standard while being respectful of sustainable resources consumption has been drafted for ASEAN Standards.

The ten ASEAN Members States namely Brunei Darussalam, Cambodia, Indonesia, Lao Peoples Democratic Republic, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam.

## 2. Introduction

More than 65.7 million international tourists traveled intra-ASEAN by the year 2009, and Pacific Asia Travel Association and ASEAN forecasts 86.7 million tourists by the year 2015. In order to minimize the negative impacts of this growth, Green tourism must translate from words to facts, and be an imperative for all tourism stakeholders.

The ASEAN Green Hotel Standard is an ASEAN initiative dedicated to promoting sustainable tourism practices around the ASEAN. Momentum around this movement is growing. The ASEAN Green Hotel Standard is currently active in all ASEAN.

The ASEAN Green Hotel Standard fosters sustainable tourism through the adoption of the Environmentally-friendly and Energy Conservation.; compiling, adapting and creating the tools and training to engage in ASEAN Green Hotel practices.

At the heart of this ASEAN Green Hotel Standard is the minimum requirement that any hotel business should aspire to reach in order to protect and sustain the ASEAN’s natural and cultural resources while ensuring tourism meets its potential as a tool for conservation and poverty alleviation.

### 3. Scope

This Standard deals with the following essential elements of professional Green Hotel operations: Environmental plan, Green product, Human Resource and environmental management.

A *Green Hotel* as defined by this standard is an establishment for the promotion of the Environmentally-friendly and Energy Conservation. This main management consist of engineering department, housekeeping department, front office department, facilities department e.g.

A *Green Hotel* operation can be modified for many stakeholders such as hotel management, staff, guest, community for make a better cooperation to reach the criteria and success in green management.

### 4. Terms and Definitions

For the purposes of this ASEAN Green Hotel Standard, the following terms & definitions apply.

#### 4.1. Air Management

Air quality management includes looking after the air inside your premises, as well as reducing the impact of any of your activities that could affect the air in your local neighborhood.

#### 4.2. Air quality

Quality is defined as a measure of the condition of air relative to the requirements of one or more biotic species or to any human need or purpose. Air quality indices (AQI) are numbers used by government agencies to characterize the quality of the air at a given location. As the AQI increases, an increasingly large percentage of the population is likely to experience increasingly severe adverse health effects. To compute the AQI requires an air pollutant concentration from a monitor or model. The function used to convert from air pollutant concentration to AQI varies by pollutant, and is different in different countries. Air quality index values are divided into ranges, and each range is assigned a descriptor and a color code. Standardized public health advisories are associated with each AQI range. An agency might also encourage members of the public to take public transportation or work from home when AQI levels are high.

#### 4.3. Client

A person who needs or requests to stay in an environmentally-friendly Hotel.

#### 4.4. Energy

In physics, is an indirect observed quantity. It is often understood as the ability system has to do work on other physical system. Energy is always equivalent to the ability to exert pulls or pushes against the basic forces of nature, along a path of a certain length.

#### 4.5. Energy Efficiency

Producing a high level of output or performance relative to the amount of energy consumed.

#### 4.6. Environment

Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelations. This definition extends the view from a company focus to the global system.

#### 4.7. Environmentally Friendly

A loose term often used in marketing to inform consumers about an attribute of a product or service that has an environmental benefit. This term does not necessarily indicate all attributes of a product or service is environmentally benign.

#### 4.8. Green Hotel

Green Hotel is a hotel which is environmentally-friendly and adopts energy conservation measures.

#### 4.9. Green Procurement

The selection of products and services that minimize environmental impacts. It requires a company, organization or community to carry out an assessment of the environmental consequences of a product at all the various stages of its lifecycle in concerning cost of securing raw materials, manufacturing, transporting, storing, handling, using and disposing of the product.

#### 4.10. Green Product(s)

Green products are those that have less of an impact on the environment or are less detrimental to human health than traditional equivalents. Green products might, typically, be formed or part-formed from recycled components, be manufactured in a more energy-conservative way, or be supplied to the market with less packaging (or all three).

#### 4.11. Grey water

Waste water that does not contain sewage or fecal contamination and can be reused for irrigation after simple filtration.

#### 4.12. Hotel Operation

an act or instance, process, or manner of functioning or operating in hotel business.

#### 4.13. Local Community

Those people living in the immediate area potentially affected socially, economically, or environmentally by a hotel.

#### 4.14. Recycling

System of collecting, sorting, and reprocessing old material into usable raw materials.

#### 4.15. Reduce

Act of purchasing or consuming less to begin with, so as not to have to reuse or recycle later.

#### 4.16. Reuse

Cleaning and/or refurbishing an old product to be used again.

#### 4.17. Staff

All the people employed by a particular organization.

#### 4.18. Supplier

An individual or an enterprise from the tourism business that provides a good or service to the tourism business.

#### 4.19. Solid Waste

Solid products or materials disposed of in landfills, incinerated or composted.

#### 4.20. Solid Waste Management

the act or manner of managing (handling, direction, or control) to reduce the quantity of solid waste that is delivered to landfills, by reducing the sources of waste and reusing or recycling as much as possible of the remainder.

#### 4.21. Waste

An output with no marketable value that is discharged to the environment. Normally the term “waste” refers to solid or liquid materials.

#### 4.22. Waste Management

Waste management is the collection, transport, processing or disposal, managing and monitoring of waste materials. The term usually relates to materials produced by human activity, and the process is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is a distinct practice from resource recovery which focuses on delaying the rate of consumption of natural resources. The management of wastes treats all materials as a single class, whether solid, liquid, gaseous or radioactive substances, and tried to reduce the harmful environmental impacts of each through different methods.

#### 4.23. Waste Reduction

Source reduction involves efforts to reduce hazardous waste and other materials by modifying industrial production. Source reduction methods involve changes in manufacturing technology, raw material inputs, and product formulation. At times, the term “pollution prevention” may refer to source reduction.

#### 4.24. Waste Separation

Separation on sources and types of waste and solid waste.

#### 4.25. Waste Water

Used water, typically discharged into the sewage system and often contains matter and bacteria in solution or suspension.

#### 4.26. Water Efficiency

1. The accomplishment of a function, task, process, or result with the minimal amount of water feasible;
2. An indicator of the relationship between the amount of water required for a particular purpose and the amount of water used or delivered.

Though the two are often used interchangeably, there is a difference between water conservation and water efficiency. Water efficiency differs from water conservation in that it focuses on reducing waste. A proposition is that the key for efficiency is reducing waste, not restricting use. It also emphasizes the influence consumers can have in water efficiency by making small behavioral changes to reduce water wastage and by choosing more water efficient products. Examples of water efficient steps includes fixing leaking taps, taking showers rather than baths, installing displacements devices inside toilet cisterns, and using dishwashers and washing machines with full loads. These are things that fall under the definition of water efficiency, as their purpose is to obtain the desired result or level of service with the least necessary water.

#### 4.27. Water Quality

The physical, chemical, biological and organoleptic (taste-related) properties of water.

## 5. Major Criteria and Requirements

### 5.1. Standards for ensuring local guide quality and expertise

- 5.1.1. Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices.
- 5.1.2. Existence of plan for raising staff to be aware of environment i.e. training.
- 5.1.3. Existence of environmental management plan for hotel operation.
- 5.1.4. Existence of monitoring program for environmental management of hotels.

### 5.2. Use of green products

- 5.2.1. Encouragement for the use of local products for hotel operation i.e. food and handicrafts.
- 5.2.2. Encouragement for the use of environmentally friendly products.

### 5.3. Collaboration with the community local organizations

- 5.3.1. Existence of plans/activities to help improve quality of life of the community.
- 5.3.2. Existence of awareness rising programs for local community on environmental protection.
- 5.3.3. Creation of activities in promoting culture and traditional performance and local ways of life.
- 5.3.4. Creation of job opportunity for local community.

### 5.4. Human resource development

Provision of training programs for operation and management staff on environmental management.

### 5.5. Solid waste management

- 5.5.1. Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting.
- 5.5.2. Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting programme.
- 5.5.3. Encouragement of the involvement of hotel Guest in reuse, recycling, waste separation.

### 5.6. Energy efficiency

- 5.6.1. Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.
- 5.6.2. Installation of meters/equipment to monitor energy consumption.

### 5.7. Water efficiency and water quality

- 5.7.1. Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.
- 5.7.2. Regular maintenance for water saving equipment.
- 5.7.3. Encouragement of the involvement of hotel Guest in water saving.
- 5.7.4. Ensure the quality of water used in the hotel.

### 5.8. Air quality management (indoor and outdoor)

- 5.8.1. Designation of smoking and non-smoking area.
- 5.8.2. Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.

### 5.9. Noise pollution control

Existence of noise control program from hotel operation.

### 5.10. Waste water treatment and management

- 5.10.1. The use of mechanisms to prevent water contamination and reduce waste water generation.

5.10.2. Promotion of the use of recyclable/grey water in operation i.e. watering trees.

5.10.3. Encouragement for an appropriate use of wastewater treatment.

### 5.11. Toxic and chemical substance disposal management

5.11.1. Provision of clear signs for toxic substance.

5.11.2. Appropriate hazardous waste disposal management.

5.11.3. Regular inspection, cleaning and maintenance for storage in order to avoid leakage of gas or toxic chemical substance.

## 6. ASEAN Green Hotel Standard Guideline

Major Criteria	Requirements - Hotels	Indication of practices / achievements	Supporting Documents/ Documents
1. Environmental policy and actions for hotel operation	1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices.	List of environment activities / programs implemented in connection with the encouragement of staff / clients / suppliers to participate	- Registration of participation - Photo records of activities - Activity report
	1.2 Existence of plan for raising staff to be aware of environment i.e. training.	Environmental awareness rising plan(s)	
	1.3 Existence of environmental management plan for hotel operation.	Hotel environmental management plan implemented	- Proved of achievements / accomplishments
	1.4 Existence of monitoring program for environmental management of hotels.	Measurement of programs / activity compliments	
2. Use of Green products	2.1 Encouragement for the use of local products for hotel operation i.e. food and handicrafts.	Purchasing criteria of local product support and promotion	- evidence of hotel policy that encourage the use of local products -contract between hotel and the local community
	2.2 Encouragement for the use of environmentally friendly products.	Green procurement criteria in use	Evidence of implementations When / by whom these criteria were created and used

Major Criteria	Requirements - Hotels	Indication of practices / achievements	Supporting Documents/ Documents
3 .Collaboration with the community and local organizations	3.1 Existence of plans/ activities to help improve quality of life of the community.	List of community quality of life improvement	evidence of activities implemented When / where / by whom they were held
	3.2 Existence of awareness rising programs for local community on environmental protection.	Environmental protection awareness programs/ activities implemented in community by hotel / hotel staff	When / where / by whom these programs were held
4. Human resource development	4.1 Provision of training programs for operation and management staff on environmental management.	Environmental management training programs / activities created implemented by hotel for staff in the past years (1-2 years)	Supporting Evidence
5. Solid waste management	5.1 Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting.	Waste handling and management training programs/ /activities implemented in the past years for staff	Supporting Evidence
	5.2 Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting programme.	Programs / activities encouraging involvement of hotel staff in waste handling and management in the past years	Supporting Evidence
	5.3 Encouragement of the involvement of hotel Guest in reuse, recycling, waste separation	Programs/ activities encouraging guest involvements in waste handling, management and minimization in the past years	Supporting Evidence
6. Energy efficiency	6.1 Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.	Installation and use of energy efficient technologies and techniques in hotel in the past years.	- Supporting Evidence - Photo/documents/in vestment reports - Registration of participations
	6.2 Installation of meters/equipment to monitor energy consumption.	Installation of power and energy consumption metering technologies	- investment report/ photos/ documents - energy reports checks

Major Criteria	Requirements - Hotels	Indication of practices / achievements	Supporting Documents/ Documents
	6.3 Encouragement of the involvement of hotel Guest in energy saving	Invitation and encouragement messages to promote hotel guest in energy efficiency in hotel	- supporting evidences - checks
7. Water efficiency and water quality	7.1 Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.	Installation and use of water efficient technologies and practices in hotel in the past years.	Supporting evidences
	7.2 Regular maintenance for water saving equipment.	Maintenance reports of engineering team on water efficient technologies.	- Supporting evidences - Photos/comparative cost saving achievement
	7.3 Encouragement of the involvement of hotel Guest in water saving.	Promotional media/ practices for hotel guests on water efficiency involvements	- Supporting evidences
	7.4 Ensure the quality of water used in the hotel	water quality testing	- test result
8. Air quality management (indoor and outdoor)	8.1 Designation of smoking and non-smoking area.	Photo of smoking and non-smoking areas designated in hotel	- Checks - Supporting evidences
	8.2 Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.	Maintenance report of air conditioning/ventilating technologies to ensure good air quality in hotel	- supporting evidences
9. Noise pollution control	9.1 Existence of noise control program from hotel operation.	Program activities implemented in hotel to ensure noise control in hotel	supporting evidences
10. Waste water treatment and management (water quality)	10.1 The use of mechanisms to prevent water contamination and reduce waste water generation.	Program implementation on minimization of water contamination and pollution prevention in hotel in the past years	supporting evidences
	10.2 Promotion of the use of recyclable/grey water in operation i.e. watering trees.	Proves of hotel's promotion to reuse water and use of treated water in hotel	supporting evidences

Major Criteria	Requirements - Hotels	Indication of practices / achievements	Supporting Documents/ Documents
	10.3 Encouragement for an appropriate use of wastewater treatment.	Implementation of waste water treatment in hotel	- supporting evidences (photos, regular monitoring reports, manual, certification, procurement receipt) - checks
11. Toxic and chemical substance disposal management	11.1 Provision of clear signs for toxic substance.	Clear and understandable indications of storage and use of chemicals in hotel	- supporting evident - photos regular checking of the hotel - inspection report - checks
	11.2 Appropriate hazardous waste disposal management.	Hazardous waste handling and disposal practices in hotel-training of staffs on the hazardous waste management handling	- reports/EIA/Proves - checks - manual





II

**ASEAN Green Hotel Standard**  
***Procedure for Assessment and***  
***Certification***



## 1. Scope

This procedure specifies definitions, qualifications of the applicant, assessment and certification, conditions of surveillance for the certified entity and assessment for recertification, suspension and withdrawal of certification, appeals, complaints and cancellation of certification, confidentiality and others relating to certification in ASEAN Green Hotel Standard , which covers only assessment for single site.

## 2. Definitions

The definitions of the terms applying in this document are the following:

- 2.1. ASEAN Green Hotel Standard means ASEAN Green Hotel Standard which Quality Tourism Working Group (QTWG) promulgates.
- 2.2. Quality Tourism Working Group (QTWG) means the working group in tourism which has the members from ASEAN countries to specify regulations in certification, recommend the policy relating to the certification decision, suspension and withdrawal of the certification in ASEAN Tourism Standard and make a decision of certification, suspension and withdrawal of certification, and issuance of the certificate and the plaque in ASEAN Tourism Standard from Nation Tourism Organization (NTO).
- 2.3. Nation Tourism Organization (NTO) means Nation Tourism Organization of each country in ASEAN countries which performs to initially scrutinize the audit report for certification, maintenance and withdrawal of certification in ASEAN Tourism Standard and performs other duties as assigned by QTWG.
- 2.4. Inspection body means the body that performs assessment of the service and the work process of the premise and considers the compliance with the requirements of ASEAN Green Hotel Standard .
- 2.5. Applicant means the entity that intends to apply for certification.
- 2.6. Audit/assessment means the implementation to consider the compliance with the requirements of ASEAN Green Hotel Standard in inspecting the Green hotel service of the premise.
- 2.7. Inspector means the person, who conducts the inspection of the service and the work process of the premise and considers the compliance with the requirement of ASEAN Green Hotel Standard , has the qualification that can be scrutinized.
- 2.8. Appeal means disagreement with the decision or any measures that QTWG and/or NTO and/ or the inspection body has made a decision or there is a problem in the result of consideration or that measure and need QTWG and/or NTO and/or the inspection body to review the result of consideration or the measures.
- 2.9. Complaint means dissatisfaction in other services, not including submittal of the application, assessment, and determination.
- 2.10. Assessment for certification means conducting to evaluate the compliance and the effectiveness of implementing the standard for certification at the premise.

- 2.11. Surveillance means assessment for follow up the maintenance of ASEAN Green Hotel Standard which is implemented during the period before the assessment for recertification to ensure that the operation is still complied with the specified criteria.
- 2.12. Assessment for recertification means assessment for renewing the certification, which has the objective to review that the premise has implemented ASEAN Green Hotel Standard and it is still effective. The assessment for recertification will be conducted before the expiry of the certificate.
- 2.13. Impartiality means actual and perceived presence of objectivity, which means that conflicts of interest do not exist or there is no adversely influence on activities of the assessment, including independence, freedom from conflict of interests, freedom from bias, neutrality, fairness, open-mindedness, and even-handedness.
- 2.14. Certification logo of ASEAN Green Hotel Standard means the logo showing the certification of ASEAN Green Hotel Standard , which is the copyright of QTWG and is not used without permission.

### **3. Status of Inspection Body**

The inspection body shall be a legal entity or a part of legal entity, which can be held legally responsible for all its inspection activities of the inspection body and shall be registered with NTO.

Note A governmental inspection body is deemed to be a legal entity on the basis of its governmental status.

### **4. Composition and Authorities of Nation Tourism Organization (NTO)**

#### **4.1. Composition**

NTO appoints the committee, which consists of one chairperson and the appointed representatives of Nation Tourism Organization from each country as the committee member and the secretary.

#### **4.2. Authorities**

- 1) Initially scrutinize the audit report for certification, cancelling certification, deciding to suspend and withdraw the certification in ASEAN Green Hotel Standard in order to propose to QTWG for making a decision;
- 2) Review and revise the procedure for assessment and certification in ASEAN Green Hotel Standard and the regulation for assessment and certification in ASEAN Green Hotel Standard ; and

- 3) Perform other duties as assigned by QTWG.

#### 4.3. Meeting

The meeting shall be held at least every 6 months and there might be additional meetings in case it is necessary.

- 1) **Quorum**

A quorum of NTO meeting shall consist of not less than half of its committee members.

- 2) **Meeting appointment**

The appointment shall be made in writing and notify the committee members of the time and the place at least 7 days prior to the meeting, except there is an urgent case.

- 3) **Signing the conflict of interest agreement**

The committee of NTO shall sign the confidentiality agreement and the conflict of interest agreement. The forms of confidentiality agreement and conflict of interest agreement are shown in Appendix A and B respectively.

- 4) **Resolution**

The resolution shall be come from the majority votes. One committee member has one vote. In case the vote is tied, the chairperson shall cast the deciding vote.

- 5) **Minutes of meeting**

In the meeting, the minutes of meeting shall be recorded. If there is the conflict of the opinion, it shall be recorded with the reason in the minutes of meeting.

- 6) **Confidentiality and conflict of interest**

The committee of NTO shall sign the confidentiality agreement and the conflict of interest agreement. The forms of confidentiality agreement and conflict of interest agreement are shown in Appendix A and B respectively.

## 5. Qualification of the Applicant

The applicant shall have the following qualification:

- 1) Shall be a person or a juristic person who engages in hotel business registered in each country;
- 2) Shall conduct in accordance with its national law;
- 3) Shall comply with the requirements of ASEAN Green Hotel Standard , including amended and additional requirements that might have after the certification; and
- 4) Shall not be withdrawn the certification by QTWG, except the period is more than 6 months.

## 6. Certification

- 6.1. The applicant, who wishes to apply for certification, shall submit the application to NTO with the up-to-date evidences and the supporting documents required in the application form for ASEAN Tourism Standard.
- 6.2. After receiving the application for certification as specified in 6.1, NTO shall conduct as follows:
  - 1) Consider the applicant's application and the supporting documents to check correctness and completeness of the application.
  - 2) Send the applicant's application and the supporting documents to the inspection body that the applicant selects for auditing ASEAN Green Hotel Standard.
- 6.3. When the inspection body receives the application for certification and the required documents from NTO, the inspection body shall conduct as follows:
  - 1) Audit for certification in accordance with the steps as specified in the regulation for assessment and certification in ASEAN Green Hotel Standard within 60 days after the date of submitting the application. In case the audit cannot be conducted within the specified period, the inspection body shall inform NTO of the reason and the necessity in writing immediately. When the inspection body audits the premise, the inspection body shall prepare the audit report.
  - 2) Conclude the audit result and prepare the report to submit to NTO for considering the audit report initially.
- 6.4. The applicant shall allow the officers of QTWG and/or NTO to observe the inspector's audit at the applicant's premise.
- 6.5. When QTWG approves the certification, the certificate and the plaque shall be granted from the date that QTWG agrees to approve. The certificate is valid for three years and it cannot be transferred to other entities. The certified entity shall pay for the certificate and the plaque. The examples of the certificate and the plaque are shown in Appendix C.
- 6.6. The certified entity can show the certification logo of ASEAN Green Hotel Standard, which conforms to the format and the means of showing the certification logo as determined in Appendix D.
- 6.7. For transferring the business and moving the premise, the certified entity shall inform NTO to cancel the certification in writing. The certified entity shall immediately return the certificate and the plaque to NTO. In case the entity needs to apply for certification, the entity shall apply in accordance with the application for certification in ASEAN Green Hotel Standard for new premise to audit and certify.

## 7. Conditions for the Certified Entity

The certified entity shall perform in accordance with the following conditions:

- 7.1. Shall conduct and maintain ASEAN Green Hotel Standard that is certified;
- 7.2. Refer only in the business and ASEAN Green Hotel Standard that is certified;
- 7.3. Shall not misuse the certificate/the certification logo/the plaque in the way of disgracing ASEAN Green Hotel Standard that is certified;
- 7.4. Terminate the printed matters, the advertising media, and the public relations, which refer to the certification when the certification is suspended, withdrawn, or cancelled in any reason;
- 7.5. Allow the officers of QTWG and/or NTO to observe the inspector's audit at the certified entity's premise;
- 7.6. If there is any change of the entity, which is certified by QTWG, in main substances such as change of the legal status, the trade, the organization or the owner, the address and the contact place, and the important change in the organization, the certified entity shall inform NTO immediately to consider whether its change has an effect on the certification or not. In case there is the effect on the certification, NTO shall propose to QTWG;
- 7.7. Cooperate with the inspection body in every audit;
- 7.8. If desiring to cancel the certification, the certified entity shall inform NTO in writing within 90 days;
- 7.9. If desiring to continue certification, the certified entity shall reapply to NTO in advance, not less than 90 days before the expiry of the certificate; and
- 7.10. Shall prepare and keep the complaint records and the results of handling all complaints and shall submit the complaint records and the results of handling complaints to the inspection body and/or NTO and/or QTWG when requested.

## 8. Surveillance and Assessment for Recertification

- 8.1. The inspection body shall conduct surveillance audit to follow up the maintenance of ASEAN Green Hotel Standard that is certified at least once a year from the date that QTWG approves the certification. For surveillance, the audit shall be conducted with respect to ASEAN Green Hotel Standard that is certified in accordance with the regulation for assessment and certification in ASEAN Green Hotel Standard . And the inspection body shall prepare the surveillance report and submit it to NTO within 30 days from the date that the surveillance audit is conducted.
- 8.2. Assessment for recertification shall be conducted every three years before the expiry of the certificate. The audit shall be conducted in accordance with the regulation for assessment and certification in ASEAN Green Hotel Standard and the inspection body shall prepare the audit report for recertification and submit it to NTO within 30 days from the date that the assessment for recertification is conducted.

8.3. QTWG and/or NTO reserves the right to allow the inspection body to conduct additional surveillance audit or recertification audit without notification in advance in the following cases:

- 1) There is a cause which makes doubtful that the performance decreases.
- 2) When the analyzed complaints or information show that the implementation of the certified entity does not comply with the requirements of ASEAN Green Hotel Standard .

QTWG and/or NTO shall inform the inspection body which audits the certified entity for the certification to conduct additional surveillance or audit for recertification and the inspection body shall prepare the surveillance report or the audit report for recertification within 30 days from the date that the surveillance audit or the recertification audit is conducted.

8.4. QTWG and/or NTO reserves the right to conduct audits for a special case by notifying the certified entity in advance at short notice in such necessary cases:

- 1) Shall investigate the certified entity's complaints.
- 2) Review or follow up the effects from any change of the certified entity in main substances such as change of the legal status, change of the trade, the organization or the owner, the name and the address of the premise, the type of the certified hotel, and other important changes.
- 3) Follow up the suspension of certification

QTWG and/or NTO shall inform the inspection body who audits the certified entity for the certification to conduct audit as a special case and the inspection body shall prepare the audit report for a special case within 30 days from the date that the special case audit is conducted.

## 9. Suspension and withdrawal of certification

### 9.1. Suspension of Certification

In case the certified entity does not conduct in accordance with the procedure for assessment and certification in ASEAN Green Hotel Standard and/or the regulation for assessment and certification in ASEAN Green Hotel Standard and/or does not implement in accordance with ASEAN Green Hotel Standard that is certified and does not correct the non-conformities and/or does not follow the regulations within the specified period, the inspection body shall prepare the report to propose NTO for initially considering the suspension of the certification and inform the certified entity to implement corrective and preventive action. The certified entity shall implement corrective and preventive action effectively and shall be audited for follow up by the inspection body within 180 days. If the corrective action is not undertaken within 180 days, the certification shall be withdrawn.

### 9.2. Withdrawal of Certification

In case the certified entity falls in one or more of the following cases:

- 1) Not conform to the regulations that QTWG and/or NTO determines and have a severe effect on the certification;
- 2) Not conform to the essence of ASEAN Green Hotel Standard that is certified;

- 3) Not conform to ASEAN Green Hotel Standard that is certified after the certification is suspended two times within 180 days; and
- 4) Having the complaint that NTO has considered that it might damage the certification.

The inspection body shall prepare the report and propose to NTO for initially considering the information of withdrawing the certification and then propose to QTWG for making a decision to withdraw the certification. In order that the certified entity shall return the certificate and the plaque to NTO immediately.

## 10. Appeal and complaint

### 10.1 Appeal

- 1) The applicant of ASEAN Green Hotel Standard according to No. 6 or the certified entity according to No. 9 can appeal within 30 days from the date that NTO sends the letter of informing the consideration result or the implementation for notification. The appeal shall be submitted to NTO in writing. If the appeal is delivered by mail, it shall be registered.
- 2) NTO shall appoint the appeal panel on a case by case basis to consider the appeal and inform the appellant of the result of consideration within 60 days from the date that NTO receives the appeal.
- 3) During the consideration of the appeal which has not been terminated, the former result of the consideration is still effective.
- 4) The appeal panel's consideration result shall be deemed terminated.
- 5) The appellant shall be responsible for all cost of considering the appeal, except for the case that the appeal is effective.

### 10.2. Complaint

For submitting the complaints, the complainant shall submit the complaint in writing or by telephone, which can be verified and have enough evidences to support the complaint, to the inspection body or NTO.

In case the complainant submits the complaint to the inspection body, the inspection body shall inform NTO in writing within 10 days from the date of complaint receipt.

When NTO receives the complaint, NTO will consider the information received and might request additional evidences for considering whether it is the complaint or not and then officially notify the complainant of the consideration result. In case of the complaint, NTO will inform the relevant persons to analyze the cause, implement the corrective and preventive actions, and inform the outcome of the implementation to the complainant in writing.

## 11. Cancellation of Certification

NTO shall cancel the certification of ASEAN Green Hotel Standard if it is one of the following cases:

- 11.1. The certified entity informs of the cancellation of certification in writing.
- 11.2. The certified entity terminates the certified business.
- 11.3. The certified entity is bankrupt.

## 12. Confidentiality

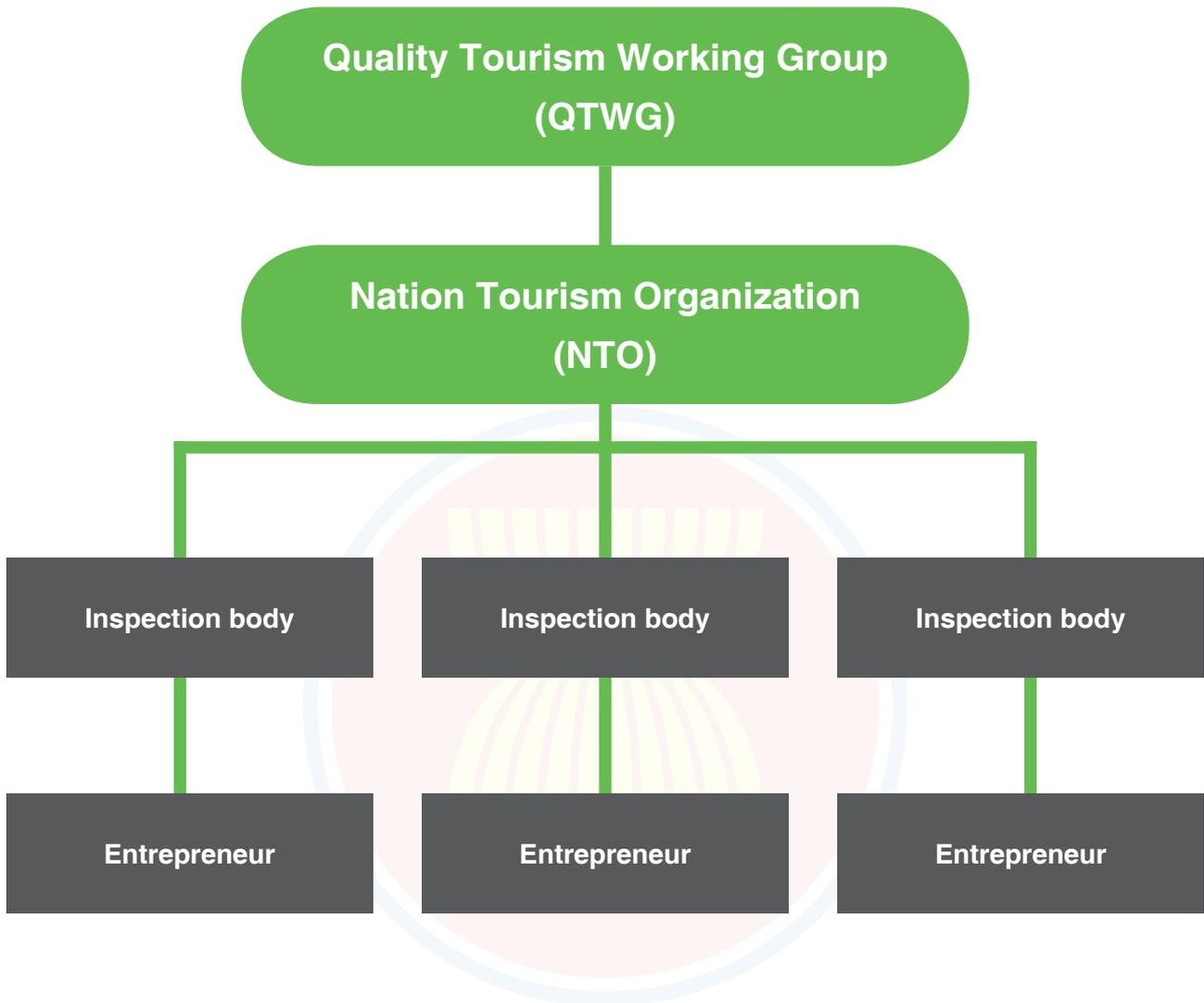
QTWG, NTO and the inspection body shall keep the information and the documents received from the applicant and/or the certified entity in confidential, including the confidential information that QTWG, NTO, and the inspection body receive from other sources.

In case QTWG and/or NTO and/or the inspection body shall disclose the applicant's information and/or the certified entity's information according to the mandate of law, NTO or the inspection body shall inform the applicant and/or the certified entity.

## 13. Others

- 13.1. In case there is a revision of the procedure for assessment and certification in ASEAN Green Hotel Standard and/or the regulation for assessment and certification in ASEAN Green Hotel Standard and/or any regulations relating to ASEAN Green Hotel Standard , NTO will inform the inspection body in writing and announce to the public for acknowledgement and then the inspection body shall be the informant to notify the certified entity.
- 13.2. The certified entity or the inspection body shall correctly revise in accordance with the procedure for assessment and certification in ASEAN Green Hotel Standard and/or the regulation for assessment and certification in ASEAN Green Hotel Standard and/or the revised regulations according to No. 13.1 within the specified period.

# THE COMMITTEE CHART





# **APPENDIX A**

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## **Confidentiality Agreement**





## Confidentiality Agreement

This agreement is established in accordance with international procedures concerning confidentiality of any information relevant to ASEAN Tourism Standard certification activities that shall be effective to persons involving in inspection and certification of ASEAN Tourism Standard promulgated by Quality Tourism Working Group (QTWG), which are the committee member in Nation Tourism Organization (NTO), the appeal panel, NTO officers, the inspection bodies, the persons appointed by NTO to perform and obtain documents and information pertaining to the certification activities of ASEAN Tourism Standard, and any persons involving in ASEAN Tourism Standard who will access to confidential information of the applicants/the certified entities.

I, in accordance with this agreement, ensure that I shall confidentially retain documents and information in inspection activities of ASEAN Tourism Standard promulgated by QTWG, which cannot be disclosed to third parties. I, at this time certify that

1. Shall not disclose the applicants'/the certified entities' formats and details of documents and information used in inspection and certification unless required by law. In which case the applicants/the certified entities will be informed prior to such occurrence.
2. Shall not criticize in any activities of the applicants/the certified entities without the written consent from qtwg and/or nto and/or the applicants/the certified entities.
3. Shall not allow third parties to read the outcome of certification relating to the applicants/the certified entities.
4. Shall not use any documents and information obtaining from inspection

Activities of promulgated asean tourism standard for personnel or third party's benefits in any illegal manner.

Signed by.....Promisor

(.....)

Date.....

Signed by.....Witness

(.....)

Date.....

Signed by.....Witness

(.....)

Date.....



# **APPENDIX B**

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## **Conflict of Interest Agreement**





## Conflict of interest agreement

This agreement is established in accordance with international procedures concerning conflict of interest in inspection and certification of ASEAN Tourism Standard promulgated by Quality Tourism Working Group (QTWG) that shall be effective to all relevant persons, which are the committee member in National Tourism Organization (NTO), the appeal panel, NTO officers, the inspection bodies, the persons appointed/hired by NTO or any persons who can access to confidential information of the applicants/the certified entities.

I certify that I have no any interest in or relationship with the organization to be inspected or in the certification process of ASEAN Tourism Standard as follows:

1. Not working with or consulting that organization in the past 2 years;
2. Any immediate family member does not work with or consult that organization in the past 2 years;
3. Not being a shareholder or any immediate family member is not a shareholder in that organization or parent organization;
4. Not being in the position or any immediate family member is not in the position of the committee or does not have commercial management in that organization.

If I have any interest or relationship with that organization, I certify that I will inform NTO before working/conducting the inspection and certification activities of NTO.

Signed by.....Declarer

(.....)

Date.....

Signed by.....Witness

(.....)

Date.....

Signed by.....Witness

(.....)

Date.....





**ASEAN Green Hotel Standard**  
***Regulation for Assessment and***  
***Certification***



## 1. Scope

This regulation shows the steps and the detail of each step in assessment and certification from the initial certification, the surveillance, and the assessment for recertification in ASEAN Green Hotel Standard.

## 2. Definitions

The definitions of the terms applying in this document are the following:

- 2.1. ASEAN Green Hotel Standard means ASEAN Green Hotel Standard which Quality Tourism Working Group (QTWG) promulgates.
- 2.2. Quality Tourism Working Group (QTWG) means the working group in tourism which has the members from ASEAN countries to specify regulations in certification, recommend the policy relating to the certification decision, suspension and withdrawal of the certification in ASEAN Tourism Standard and make a decision of certification, suspension and withdrawal of certification, and issuance of the certificate and the plaque in ASEAN Tourism Standard from Nation Tourism Organization (NTO).
- 2.3. Nation Tourism Organization (NTO) means Nation Tourism Organization of each country in ASEAN countries which performs to initially scrutinize the audit report for certification, maintenance and withdrawal of certification in ASEAN Tourism Standard and performs other duties as assigned by QTWG.
- 2.4. Inspection body means the body that performs assessment of the service and the work process of the premise and considers the compliance with the requirements of ASEAN Green Hotel Standard.
- 2.5. Applicant means the entity that intends to apply for certification.
- 2.6. Audit/assessment means the implementation to consider the compliance with the requirements of ASEAN Green Hotel Standard in inspecting the spa service of the premise.
- 2.7. Inspector means the person, who conducts the inspection of the service and the work process of the premise and considers the compliance with the requirement of ASEAN Green Hotel Standard, has the qualification that can be scrutinized.
- 2.8. Expert means the person who has the specific knowledge or the specific skill relating to the process, the activity, the organization or the audit subject.
- 2.9. Non-compliance with the requirements means the implementation that is not complied with the criteria, but it is not the requirement that is necessary for corrective action.
- 2.10. Non-conformity means the implementation that is not complied with the criteria, but it is the requirement that is necessary for corrective action.
- 2.11. Observation means it is not the non-conformity or it is not the non-compliance with the requirements, but if neglecting, it might be non-conformity or non-compliance with the requirement.
- 2.12. Surveillance means assessment for follow up the maintenance of ASEAN Green Hotel

Standard which is implemented during the period before the assessment for recertification to ensure that the operation is still complied with the specified criteria.

- 2.13. Assessment for recertification means assessment for renewing the certification, which has the objective to review that the premise has implemented ASEAN Green Hotel Standard and it is still effective. The assessment for recertification will be conducted before the expiry of the certificate.
- 2.14. Necessary reason or emergency reason means the action or the event, which might not be forced or controlled, occurs by nature or other means and must be the event affecting the public benefit, not the specific event of any person or any group of person and/or the force majeure, which might not be predicted as normal such as the epidemic of contagious disease both in national and/or international level, the event that might be dangerous to the security of the nation, the region, the king and so on according to the approval of QTWG.

### **3. Procedure of Receiving the Application for Certification**

- 3.1. The entity that intends to apply for certification in ASEAN Green Hotel Standard shall fill out the details in the application form for certification in ASEAN Green Hotel Standard which QTWG determines as shown in Appendix A and prepare the supporting documents for applying for certification.
- 3.2. Before NTO receives the application from the applicant, it shall be ensured that the details relating to the applicant and the supporting documents for applying for certification are correct and complete. In case the supporting documents are not complete, the absent documents shall be specified in the application for certification for checking and following the absent documents for completeness.
- 3.3. NTO will send the applicant's application and supporting documents to the inspection body that the applicant selects for auditing ASEAN Green Hotel Standard.

### **4. Procedure of assessment for certification**

#### **4.1. General**

- 4.1.1. Assessment will be conducted for the applicant in the region of ASEAN countries, which are Thailand, Brunei Darussalam, Indonesia, Malaysia, the Philippines, Singapore, Viet Nam, Lao PDR, Myanmar and Cambodia.
- 4.1.2. The period of assessment depends on the employees in the applicant's premise, the number of shifts, working time, area of the premise, and the requirements of ASEAN Green Hotel Standard, size and the complexity of the activity, the relevant regulations, outsourcing the external organizations in implementing activities under

the scope of ASEAN Green Hotel Standard, any previous audit results, the type of certification, the number of members in inspector team.

4.1.3. Procedure of assessment consists of 4 steps as follows:

- 1) Appointing the inspectors;
- 2) Evaluating the supporting documents of the application and establishing the audit plan;
- 3) Auditing the service and the implementation according to the requirements of ASEAN Green Hotel Standard at the premise;
- 4) Evaluating the audit result and preparing the audit report.

## 4.2. Appointing the inspectors

4.2.1. The inspection body shall appoint the inspectors for auditing in accordance with the criteria of ASEAN Green Hotel Standard.

4.2.2. The inspection body shall appoint the inspectors as appropriate and might appoint the experts and shall be clearly defined the authorities. In addition, the inspection body shall inform the applicant of the inspectors.

4.2.3. Appointing the inspectors by the inspection body shall be held to principles as follows:

4.2.3.1. Have the qualification and the experience for auditing ASEAN Green Hotel Standard as specified in Appendix B;

4.2.3.2. Have familiarity with the regulations of certification in ASEAN Tourism Standard or other management systems and the procedures for certification in ASEAN Tourism Standard or other management systems which are applied for certification;

4.2.3.3. Have knowledge in the relevant audit and the audit documents;

4.2.3.4. Have technical knowledge and competence in activities of ASEAN Green Hotel Standard;

4.2.3.5. Have competence in communication;

4.2.3.6. Freedom from conflict of interests, which might make the members of the team unjust, untrustworthy or unequal, including

(1) The inspectors shall not consult the applicant in the past 2 years, which might have an effect on certification process and determination.

(2) The inspectors shall not be a shareholder in the applicant's organization.

(3) The inspectors shall not have any commercial and/or financial pressure.

4.2.4. The role of the inspectors are the following:

1) Audit and verify the structure, the policy, the process, documented procedures, records and documents relating to ASEAN Green Hotel Standard, and consider whether they comply with all requirements relating to the scope of certification or not;

2) Audit the premise whether the premise establishes the process and the documented procedures and the implementation and the maintenance are effective or not, which is the basis of the applicant's confidence in ASEAN Green

Hotel Standard; and

- 3) Communicate with the applicant of the audit result, the action taken for the issues that are not complied with the requirements of ASEAN Green Hotel Standard and the result of the action taken in accordance with the applicant's requirements.

4.2.5. Before conducting the audit, if the confidentiality agreement and the conflict of interest agreement have not been signed, the inspectors and the experts (if any) shall sign the confidentiality agreement and the conflict of interest agreement.

4.2.6. Inform the applicant of the names of the appointed inspectors and experts (if any) and ask the applicant for approval before the audit.

#### 4.3. Evaluating the supporting documents of the application and establishing the audit plan

4.3.1. Evaluating the documents used for implementing ASEAN Green Hotel Standard.

4.3.2. Collecting the necessary information relating to the scope of ASEAN Green Hotel Standard, location and the number of the premises applying for certification, the laws and the regulations relating to and having an effect on ASEAN Green Hotel Standard.

4.3.3. Bring the information relating to the applicant's understanding of ASEAN Green Hotel Standard and the premise's implementation issues, which have a chance to cause a significant effect, in planning the audit.

4.3.4. Prepare the documents relating to the audit such as a name list of audit participants, an audit plan, an audit checklist, an audit report at the premise, an audit report, and a corrective and preventive action plan from the audit. The details are attached in Appendix C to Appendix I.

#### 4.4. Auditing the service and the implementation according to the requirements of ASEAN Green Hotel Standard at the premise

The objective of assessment for certification is to evaluate the compliance and the effectiveness of implementing ASEAN Green Hotel Standard. The assessment for certification shall cover the information and the evidences of complying with the requirements of ASEAN Green Hotel Standard, the implementation of laws relating to the spa service of each country in ASEAN applied for certification in its country.

The steps of assessment for certification at the premise consists of:

##### 4.4.1. Opening Meeting

Open the meeting with the top management or the management representative of the applicant.

The objectives of opening meeting are:

- To introduce the inspectors to the top management or the management representative of the premise;
- To review the scope and the objective of audit;

- To explain about the practice and the procedure of conducting the audit;
- To build the relationship of communication between the inspectors and the auditees;
- To confirm the readiness of the resources and the facilities, which are necessary for the inspectors;
- To confirm the date and the time of closing meeting; and
- To make an understanding and solve the grievance and the unclear points in the audit plan and others.

#### 4.4.2. Conducting the Audit

Conducting the audit consists of the interview, the document assessment, the observation of the activity and the assessment of the working area. The findings which might cause non-compliance with the requirements shall be recorded. The assessment might audit in the detail that is not written in the audit checklist as attached in Appendix E. The information from the interview shall be confirmed with independent sources such as observation and records during the audit. The inspectors might change the audit plan as appropriate with the auditees' approval to conduct the audit effectively and achieve the objectives of the audit.

#### 4.4.3. Recording the Findings from the Audit

All findings shall be recorded. After finishing the audit, the inspectors shall have a meeting to analyze all information and audit evidences collected during the audit to review the findings, conclude the audit result and specify which finding is non-compliance with the requirements. Writing the non-compliance with the requirements shall be concise, supported by concrete evidences, and clearly referred to the requirements of the standard. The non-conformities shall be recorded in the non-conformity report as attached in Appendix F and the non-compliance with the requirements shall be recorded in the audit report at the premise as attached in Appendix G.

#### 4.4.4. Closing Meeting

After finishing the audit, the inspectors shall close the meeting to report the audit result, the non-compliance with the requirements, the non-conformities found from the audit and the observation to the top management of the applicant to make a correct understanding of the audit result. And the top management/the management representative of the applicant shall sign for acknowledgement in the non-conformity report (if any) as attached in Appendix F and the audit report at the premise as attached in Appendix G and then make one copy of the audit report at the premise and one copy of the non-conformity report (if any).

- In case the non-conformities are found, the inspectors shall inform the applicant to make the corrective and preventive action plan from the audit as attached in Appendix H and attach the evidences of corrective and preventive action and then submit to the inspection body for consideration within 30 days from the date

of issuing the non-conformity report. If the applicant cannot implement within 180 days from the date of issuing the non-conformity report, the assessment for certification shall be deemed terminated and in case of the premise having the desire to apply for certification, the premise shall apply for certification again.

- In case the non-compliance with the requirements are found, the auditees shall make the corrective and preventive action plan from the audit as attached in Appendix H and attach the evidences of corrective and preventive action and then submit to the inspection body for consideration within 30 days.

#### 4.5. Evaluating the Audit Result and Preparing the Audit Report

##### 4.5.1. Writing the Audit Report

After finishing the audit, the inspectors shall prepare the audit report as attached in Appendix I and summarize the score of the audit result to propose to NTO for initially considering the audit report before proposing to QTWG for certification and inform the applicant of the audit result.

##### 4.5.2. Reporting to Quality Tourism Working Group

- In case the audit result passes the criteria of ASEAN Green Hotel Standard, the inspection body can summarize the audit report and the score of the audit result for submitting to NTO to initially consider the audit report before proposing to QTWG for certification.
- In case the audit result does not pass the criteria of ASEAN Green Hotel Standard, the inspection body cannot submit to NTO for initially considering the audit report.

## 5. Surveillance

- 5.1. After the applicant has been audited and certified, the inspection body shall conduct the surveillance audit regularly and establish the surveillance plan. The surveillance plan shall have the audit at least in accordance with the criteria of ASEAN Green Hotel Standard certification and every requirement shall be completed before assessment for recertification. For every time that has the surveillance audit, the inspection body shall audit the effectiveness of implementation with respect to the requirements, the progress of planned activities in continual improvement, the review of any change, and the use/the reference/the certification logo and the certificate in ASEAN Green Hotel Standard.
- 5.2. The certified entity shall maintain and implement in accordance with the procedures of the premise, complying with the procedure for assessment and certification in ASEAN Green Hotel Standard and the regulation for assessment and certification in ASEAN Green Hotel Standard. If the certified entity cannot implement, the certification might be suspended or withdrawn.

5.3. The surveillance audit shall be conducted at least once a year from the date that QTWG approves the certification. Every requirement of ASEAN Green Hotel Standard shall be audited before the assessment for recertification.

The surveillance plan, which is specified at least once a year, might be adjusted to have more audits or additional surveillances for auditing every requirement of the standard without notification in advance in the following cases:

- 1) There is a cause which makes doubtful that the performance decreases.
- 2) When the analyzed complaints or information show that the implementation of the certified entity does not comply with the requirements of the inspection body and/or NTO and/or QTWG.
- 3) Some parts of previous audit results are not enough.

The inspection body can reserve the right to conduct audit for a special case by notifying the certified entity in advance at short notice in some necessary cases such as:

- 1) Shall investigate the certified entity's complaints.
- 2) Review or follow up the effects from any change of the certified entity in main substances such as change of the legal status, the trade, the organization or the owner, the management, the name, the address of the premise, the scope of certification, and the important changes of the standard.
- 3) Follow up the suspension of certification.

5.4. The planned surveillance audit shall be conducted in accordance with the assessment for certification, *mutatis mutandis*, as follows:

5.4.1. In case the audit result passes the criteria of ASEAN Green Hotel Standard, the inspection body can summarize the audit report as attached in Appendix I and conclude the score of the audit result for submitting to NTO to initially consider the audit report before proposing to QTWG for acknowledgement and maintaining the certification.

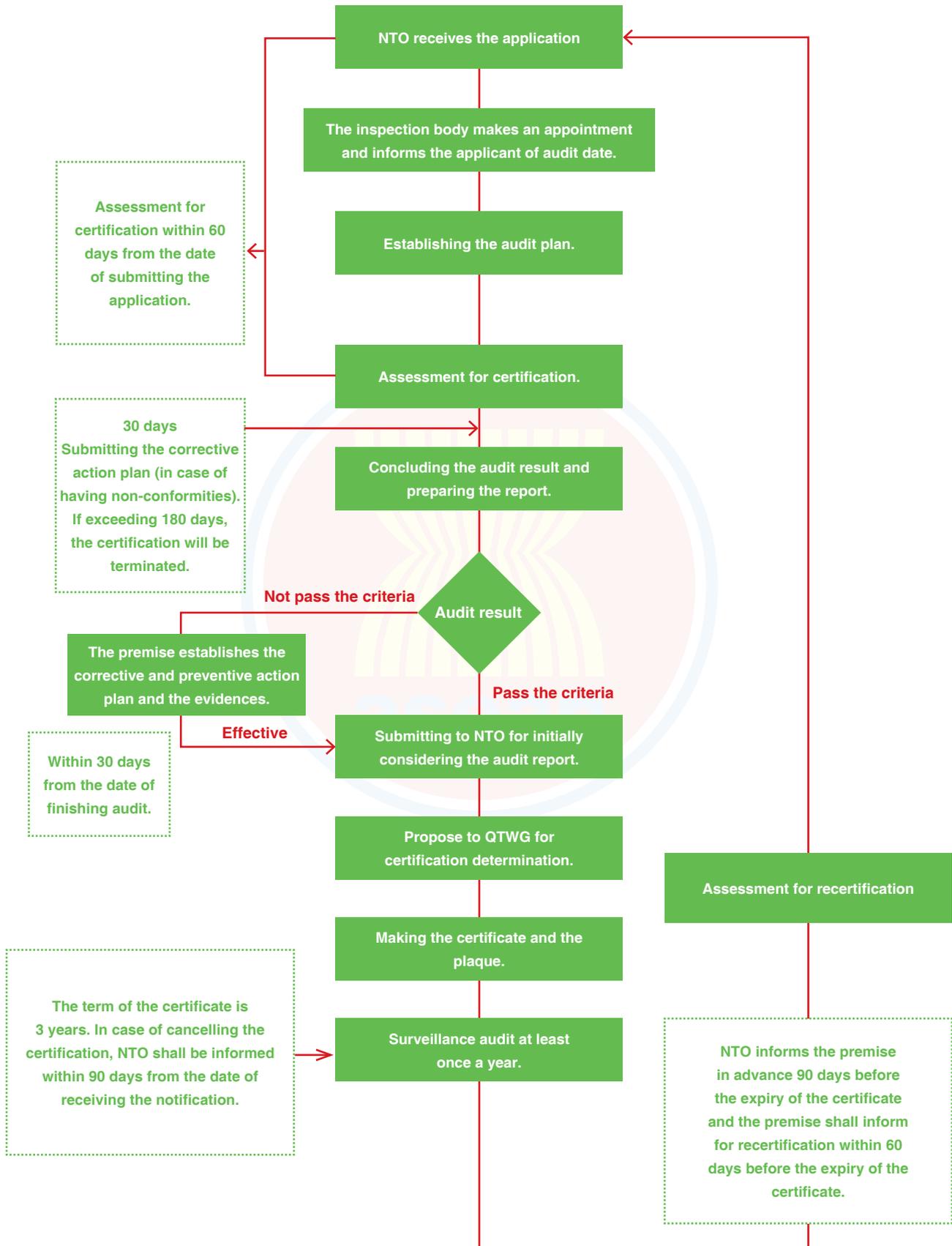
5.4.2. In case the audit result does not pass the criteria of ASEAN Green Hotel Standard, the inspection body shall inform the certified entity to propose the corrective and preventive action plan from the audit as attached in Appendix H and attach the evidences and then submit to the inspection body within 30 days from the date of issuing the audit report at the premise. If they are acceptable and the score can be adjusted to pass the criteria of the standard as defined, the inspection body shall prepare the report and the score of the audit result to submit to NTO for initially considering the audit report before proposing to QTWG for acknowledgement and maintaining the certification. If the certified entity cannot implement the corrective and preventive action within 180 days from the date of issuing the audit report at the premise, the inspection body shall warn and/or might propose to NTO for initially considering the audit report before proposing to QTWG to suspend or withdraw the certification, depending on circumstances. If the auditee has the necessary reason or emergency reason that cannot be avoided, the inspection body shall manage and/or propose to NTO for initially considering the audit report before proposing to QTWG for acknowledgement or consideration, depending on circumstances.

## 6. Assessment for Recertification

- 6.1. Before the expiry of certification, the inspection body shall conduct the audit every requirement of ASEAN Green Hotel Standard to renew the certification for the certified entity. NTO will inform the certified entity in advance at least 90 days before the expiry of the certificate in order that the certified entity confirms the renewal of the certification not less than 60 days before the expiry of the certificate.
- 6.2. When the certified entity confirms the renewal of the certification and submits the application to NTO. NTO shall send the application and the supporting documents to the inspection body that the applicant selects for making an appointment and auditing for recertification before the expiry of the certificate. The steps of audit will be the same as assessment for the initial certification by reviewing the performance of the certified entity that is certified in ASEAN Green Hotel Standard throughout the period of certification and the surveillance report of maintaining ASEAN Green Hotel Standard that is certified from the previous certification.
- 6.3. For determining the effective date of certification, QTWG will define the effective date of certification continuing from the former certificate for the certified entity, especially in case the certified entity is audited for recertification before the expiry of the certificate.



## The flow chart of assessment for certification in ASEAN Green Hotel Standard





# **APPENDIX A**

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## **Application Form for Certification in ASEAN Green Hotel Standard**





## ASEAN Green Hotel Standard Application Form

1. Name of applicant (Name of organization) .....
2. Address of the head office ..... Lane/Alley .....  
Road ..... Village No..... Sub-District /SubArea .....  
District/Area .....Province ..... Postal code .....  
Tel.....Fax .....
3. Address of the company ..... Lane/Alley .....  
Road ..... Village No..... Sub-District /Sub Area .....  
District/Area ..... Province .....Postal code .....  
Tel..... Fax .....
4. For activity of .....
5. No. of employee ..... working day & time .....
6. In this certification, we would like to audit in the language  
 Thai  English  Other .....
7. On behalf of the applicant for ASEAN Green Hotel Standard, we would purposely choose only the inspection body, with verified by Nation Tourism Organization (NTO) such as:  
Name of organization.....  
  
The payment rate of auditing process would depend on the agreement between the applicant and inspection body
8. Contact person  
1) Name ..... Position .....  
Tel ..... Fax .....  
Mobile phone ..... E-mail address .....
- 2) Name ..... Position .....  
Tel ..... Fax .....  
Mobile phone ..... E-mail address .....

- 9. We endorse that evidences and document are submitted to the institute are true and up-to-date.
- 10. The applicant shall implement, according to the regulation for assessment and certification in ASEAN Green Hotel Standard

signature ..... Authorized  
 (.....)  
 ...../...../ .....

signature ..... Authorized  
 (.....)  
 ...../...../ .....

- Remark
- 1. Authorized Signature is the person who has the name appeared in the commercial registered document of business.
  - 2. In case of the government and the state enterprise, authorized signature is the person in accordance with the appointment order/letter.
  - 3. If signed by authorized representative, please attach letter of Power of Attorney.

**Please attach these specified documents for consideration :**

- 1. Head office and other locations maps
- 2. A copy of affidavit of partnership and company registry office not exceeding 6 months
- 3. A copy of factory operating license
- 4. The documents listed above under the laws of each country

Activities of promulgated asean tourism standard for personnel or third party's benefits in any illegal manner.

For Nation Tourism Organization's officer only

Document required for application :

- Complete
- Require additional documents.....

.....

Remark : The applicant has been informed and will submit the additional documents by .....

## **APPENDIX B**

### **Requirements of the Qualification and the Experience for the Inspectors of ASEAN Green Hotel Standard**



## Requirements of the Qualification and the Experience for the Inspectors of ASEAN Green Hotel Standard

1. The qualification of the inspector. The inspector shall have the qualification and the experience as follows:

### 1.1. Education

Shall minimally graduate with a bachelor's degree in engineering or science or tourism or business management or others which have the knowledge and the skill as specified in No. 1.5

### 1.2. Work experience

Shall have the work experience not less than 5 years (not include the training), which develops knowledge and skill as specified in No. 1.5. The work experience shall be in the position in profession, technique, or business relating to decision, problem-solving and communication with the personnel in profession or business, clients and/or other stakeholders.

### 1.3. Training

1.3.1 Shall complete the training course "Inspectors of ASEAN Green Hotel Standard", which develops the knowledge in related standard, laws, regulations, principle, method and technique.

1.3.2 In case the inspector, who audits other standards, shall complete the training course "The requirements of ASEAN Green Hotel Standard", which develops the knowledge of related standard, laws and regulations.

### 1.4. Audit experience

1.4.1 Shall have the audit experience in the tourism standard at least 2 years, or

1.4.2 In case of being the inspector in other standards, not the tourism standard, he/she shall have the audit experience in ASEAN Green Hotel Standard at least 2 man-days in the role of the provisional inspector under the control and the advice of the appointed inspector within the past 2 years consecutively, or

1.4.3 In case of not auditing any standard, he/she shall have the audit experience in ASEAN Green Hotel Standard at least 15 man-days in the role of the provisional inspector under the control and the advice of the appointed inspector.

### 1.5. Knowledge and skill

1.5.1. The inspector shall have general knowledge and skill as follows:

- 1) The principle, the procedure and the technique of audit to help the inspector apply in other audits appropriately and ensure that the audit is aligned consistently and systematically. The inspector shall be able to
  - apply the principle, the procedure and the technique of auditing;
  - plan and manage effectively;
  - conduct the audit within the specified time;
  - prioritize and focus the main points;

- effectively collect the information from the interview, the hearing, the observation, the review of documents, records, and information;
  - understand and consider the expert's opinion (if any);
  - verify the correctness and the relationship of the collected information;
  - Confirm the sufficiency and the appropriateness of the audit evidences to support the findings and the conclusion of the audit result;
  - audit the factors which might have an effect on the confidence of the findings and the conclusion of the audit result;
  - use the documents for recording the audit activity;
  - collect the findings from the audit in form of documents and prepare the audit report;
  - keep the news, the information, documents and records in confidentiality and security.
  - communicate by speaking and writing effectively with the personal language skill or the interpreter (if any);
  - give direction and advice to the provisional inspector;
  - protect and solve the disagreement as necessary;
  - communicate with the clients and the auditees in concluding the audit result;
  - prepare the audit report.
- 2) ASEAN Green Hotel Standard and references to help the inspector understand the scope of audit and apply the audit criteria. The knowledge and the skill shall cover:
- the application of ASEAN Green Hotel Standard with the premises appropriately, and
  - ASEAN Green Hotel Standard, the related procedures, or documents used as the audit criteria.
- 3) The situation of the premise to help the inspector understand the operation of the premise. The knowledge and the skill shall cover:
- size of the premise, structure, role, and the relationship of the premise,
  - general business process, business management concept, process and related vocabularies, including planning, budgeting, and human resources management, and
  - social custom and the auditee's culture.
- 4) Related laws, regulations and requirements to help the inspector perform and recognize the requirements applied in the premise. The knowledge and the skill shall cover:
- local, national and international rules, laws and regulations,
  - vocabulary in basic law, and
  - other requirements relating to the premise.

- 1.5.2. The inspector shall have discipline, specific knowledge and skill in the followings:
- 1) Laws, regulations and related requirements;
  - 2) Requirements and principle of ASEAN Green Hotel Standard and the application;
  - 3) Principle of rules and methods in specific technique for applying in business operation, technique, including the process and the practice that is enough for the inspector to audit in accordance with the requirements of the standard and conclude the audit result appropriately; and
  - 4) The specific knowledge relating to its business, the nature of operation or the audited work place, which shall have enough information for the inspector to evaluate the activity, the process and the service.

## 1.6. Personal behaviors

The inspector shall have the personal behaviors, which help to perform in accordance with the principle of audit as the followings:

- a) ethics such as fair, truthful, sincere, honest and discreet;
- b) open minded, i.e. willing to consider alternative ideas or points of view;
- c) diplomatic, i.e. tactful in dealing with people
- d) Observant, i.e. actively aware of physical surroundings and activities;
- e) Perceptive, i.e. instinctively aware of and able to understand situations;
- f) Versatile, i.e. adjusts readily to different situations;
- g) Tenacious, i.e. persistent and focused on achieving objectives;
- h) Decisive, i.e. reaches timely conclusions based on logical reasoning and analysis;
- i) Self-reliant, i.e. acts and functions independently while having good interaction with people;
- j) Acting with fortitude, i.e. able to show the responsibility and the ethics although the acts might not be satisfied and sometimes it might cause disagreement and confrontation;
- k) Open to improvement, i.e. willing to learn from the situations and extremely try to get the good result from the audit;
- l) Cultural sensitive, i.e. obeys and respects to the culture of the audited organization;
- m) Collaborative, i.e. effectively interacting with others such as the members of inspector team and the personnel of the audited premise;
- n) Morally-courageous;
- o) Professional; and
- p) Organized.

The inspector shall not have direct and indirect involvement with the auditees in the past 2 years and shall not consult the applicant in the past 2 years.

2. The qualification of the provisional inspector. The provisional inspector shall have the qualification and the experience as follows:

### 2.1 Education

The provisional inspector shall minimally graduate with a bachelor's degree in engineering or science or tourism or business management or others which have the knowledge and the skill

as specified in No. 1.5

## 2.2 Work experience

The provisional inspector shall have the work experience not less than 5 years (not include the training), which develops knowledge and skill as specified in No. 1.5. The work experience shall be in the position in profession, technique, or business relating to decision, problem-solving and communication with the personnel in profession or business, clients and/or other stakeholders.

## 2.3 Training

The provisional inspector shall complete the training course “Inspectors of ASEAN Green Hotel Standard”. In case the inspector, who audits other standards, shall complete the training course “The requirements of ASEAN Green Hotel Standard”, which develops the knowledge of related standard, laws, regulations, principle, method and technique.

## 2.4 Audit experience

Not specified.

## 2.5 Knowledge and skill

2.5.1 The provisional inspector shall have general knowledge and skill as specified in No. 1.5.1

2.5.2 The provisional inspector shall have specific knowledge and skill as specified in No. 1.5.2

## 2.6 Personal behaviors

The provisional inspector shall have the personal behaviors, which help to perform in accordance with the principle of audit according to No. 1.6 a) – p).

The provisional inspector shall not have direct and indirect involvement with the auditees in the past 2 years and shall not consult the applicant in the past 2 years.

The provisional inspector, who is selected to be the inspector, shall have the qualification and the experience in accordance with the requirements of the inspector’s qualification.

3. The qualification of the expert. The expert shall have the qualification and the experience as follows:

3.1 The expert shall be the personnel who has knowledge, competence and academic experience in the required field and/or has knowledge in the process of hotel service and tourism, the masterfulness in hotel standard, knowledge in environment and laws relating to the premise. The expert shall have the appropriate profession position and have the qualification and the skill as follows:

- 1) Conducting in accordance with the procedure of the inspection body;
- 2) Reporting the result in verbal and writing;
- 3) Relationship with the members in the team;
- 4) Relationship with the auditees; and

5) Personal behaviors.

The expert shall have the personal behaviors as specified in No. 1.6 a) – p).

The expert shall be selected by considering from the education, the experience and the training.

- 3.2 The expert shall not have direct and indirect involvement with the auditees in the past 2 years and shall not consult the applicant in the past 2 years.
- 3.3 The inspection body will select the expert in the required field by considering from the personnel in the inspection body or Department of tourism, government agency, state enterprises, and other appropriate organizations and contacting them for cooperating in audit and asking them for sending the resume, the documents showing knowledge, competence and work experience, training and a list of the premises that were worked/have been worked and the associated premises to establish the register of experts and summarize the fields that the experts have competence.
- 3.4 The inspection body shall inform the experts in the register of experts of signing the confidentiality agreement and the conflict of interest agreement every time that they join the audit and then keep the agreements in each expert's file.





# **APPENDIX C**

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## **Name List of Audit Participants**





## Name List of Audit Participants ASEAN Green Hotel Standard

Name of the organization.....				
Date .....				
No.	Name-Surname	Position	Signature	
			Opening meeting	Closing meeting
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				



# **APPENDIX D**

## **Audit Plan**







# **APPENDIX E**

## **Audit Checklist**





## Audit Checklist

Name of applicant .....

Audit Team 1. ....

2. ....

3. ....

Date of audit .....

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
<b>Major Criteria No.1 Environmental policy and actions for hotel operation</b>					
1.1 Promotion of environmental activities in order to encourage the involvement of hotel staffs, clients and suppliers to participate in environmental management practices.	List of environmental activities / programs implemented in connection with the encouragement of staff / clients / suppliers to participate in.	M1) Environmental policy/practice (compliant with the international standard) shall be defined and documented by top management, and easily accessible as evidence of the organization.			
		M2) The organization shall communicate environmental policy practice to staffs, clients and suppliers to participate in.			
1.2 Existence of plan for raising staffs to be aware of environment i.e. training.	Environmental awareness rising plan (s).	M1) The organization shall establish environmental management training plan for staff's improvement.			
		M2) The organization shall maintain up-to-date training records.			
		M3) The organization shall establish environmental activity plan to encourage staffs, (clients) and suppliers to participate.			
		M4) Environmental activities of the organization shall be recorded; including activities of staffs, (clients) and suppliers to participate in.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
1.3 Existence of environmental management plan for hotel operation.	Hotel environmental management plan implemented e.g laundry and kitchen.	M1) Environmental management plan shall be established, documented and implemented by the organization.			
		M2) The organization shall have evidences on environmental activities; for example, the monthly energy saving report, the monthly water saving report, the monthly result of waste water monitoring, monthly information of reducing solid waste quantity, etc.			
		M3) Evidences shall be provided by the organization as specified plan.			
1.4 Existence of monitoring program for environmental management of hotels.	Measurement of programs / activity compliments.	M1) The organization shall have measurement method and monitoring team to evaluate environmental activity plans.			
		M2) The organization shall provide evidences of continuous improvement and development in environmental activity plans.			
<b>Major Criteria No.2</b>		<b>Use of Green products</b>			
2.1 Encouragement for the use of local products for hotel operation i.e. food and handicrafts.	Purchasing criteria of local product support and promotion.	M1) The organization shall have a policy or a regulation to encourage of using local product.			
		M2) The rooms, restaurants, lobbies, and etc. shall be decorated with local products.			
		M3) The organization shall use local food product.			
2.2 Encouragement for the use of environmentally friendly products.	Green procurement criteria in use.	M1) The organization shall have a policy or a regulation to encourage of using environmentally friendly products.			
		M2) The organization shall use environmentally friendly products and biodegradable			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
<b>Major Criteria No.3 Collaboration with the community and local the organizations</b>					
3.1 Existence of plans / activities to help improve quality of life of the community.	List of community quality of life improvement.	M1) The organization shall establish plans or arrange activities for improving quality of life for example, health and education in local areas.			
		M2) The organization shall provide evidences of conformity with activity plans.			
3.2 Existence of awareness rising programs for local community on environmental protection.	Environmental protection awareness programs / activities implemented in community by hotel / hotel staff.	M1) The organization shall establish awareness programs/ activities on environmental protection for local community.			
		M2) The organization shall provide evidences in conformity with its programs/ activities.			
3.3 Creation of activities in promoting culture and traditional performance and local ways of life.	Cultural / local living promotional activities implemented in the past years.	M1) The organization shall conceive a project or establish activity for promotion of local tradition and culture.			
		M2) The organization shall have evidences in conformity of plans.			
3.4 Creation of job opportunity for local community.	Comparative fraction of local and non-local employments in hotel.	M1) The organization shall conceive a project or establish activity plans for supporting local workforces.			
		M2) The organization shall provide evidences according to activity plans.			
		M3) The organization shall support or create job opportunity for its local community.			
<b>Major Criteria No.4 Human resource development</b>					
4.1 Provision of training programs for operation and management staff on environmental management.	Environmental management training programs / activities created implemented by hotel for staff in the past years (1-2 years).	M1) Environmental training plan shall be documented by the organization and announce to staffs.			
		M2) Environmental training curriculum/ module of staff shall be evaluated.			
		M3) The organization shall provide records of environmental training.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
<b>Major Criteria No.5 Solid waste management system</b>					
5.1 Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting.	Waste handling and management training programs / activities implemented in the past years for staff.	M1) Waste management shall abide by the law or be in accordance with relevant academic frameworks, for example, assessment may be done through exploring records of waste volume and provision of spaces for waste segregation etc.			
		M2) The organization shall apply 3R's principles for solid waste management.			
5.2 Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting program.	Programs / activities encouraging involvement of hotel staff in waste handling and management in the past years.	M1) The organization shall conceive a project or activity plans for encouraging good practices on waste management in the organization, for example, waste reduction, reuse, recycling, waste segregation.			
		M2) The organization shall provide evidences showing that activities are carried out according to the plans.			
5.3 Encouragement of the involvement of hotel client in reuse, recycling, waste separation.	Programs / activities encouraging client involvements in waste handling, management and minimization in the past years.	M1) The organization shall communicate through public announcement or in-house activities to encourage its customers to participate in waste management programs.			
		M2) The organization shall support waste sorting activities into different types, such as, non- recyclable-waste, recyclable waste, hazardous waste according to different waste management methods required etc. and provide the different color of recycle bins in the public area and guest room.			
		M3) The organization shall have activities encouraging client to support waste management of the hotel, for example giving the options of using recyclable/ biodegradable plastics /fabric bags to the clients.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
<b>Major Criteria No.6 Energy efficiency</b>					
6.1 Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.	Installation and use of energy efficient technologies and techniques in hotel in the past years.	M1) The organization shall establish plans, policies and activities for encouraging saving energy.			
		M2) The organization shall selectively utilize electrical appliances and equipments with energy savings efficiency, for example, energy efficient lighting, or low loss ballast and other appliances certified with the highest energy saving rated as NO.5.			
		M3)The organization shall encourage staffs to involve in energy efficiency activities			
6.2 Installation of meters / equipment to monitor energy consumption.	Installation of power and energy consumption metering technologies.	M1) The organization shall efficiently design for installation sites of power and energy metering equipments.			
		M2) The organization shall separately collect records of energy consumption for every location.			
6.3 Encouragement of the involvement of hotel Guest in energy saving.	Invitation and encouragement messages to promote hotel guest in energy efficiency in hotel.	M1) The organization shall encourage client to save energy, possibly using energy saving friendly reminder in the guest rooms and advertisement boards.			
<b>Major Criteria No.7 Water efficiency and water quality</b>					
7.1 Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.	Installation and use of water efficient technologies and practices in hotel in the past years.	M1) The organization shall establish plans or activities for water saving and encouraging efficient water consumption.			
		M2) The organization shall document a guideline for reducing water consumption of staff.			
		M3) The organization shall use efficient water sanitary ware such as automatic tap, low- flow dual flush toilet,etc.			
		M4) The organization shall reuse water for the proper activities according to law and in the safety way.			
		M5) The organization shall collect data and statistics of water consumption and expenses.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
7.2 Regular maintenance for water saving equipment.	Maintenance reports of engineering team on water efficient technologies.	M1) The organization shall establish maintenance plan of sanitary ware or water saving equipment; including to checking leak water area.			
		M2) The organization shall record the result of maintaining plan of sanitary ware or water saving equipment; including to checking leak water area.			
7.3 Encouragement of the involvement of hotel guest in water saving.	Promotional media / practices for hotel guests on water efficiency involvements.	M1) The organization shall promote for encouraging clients to participate in water saving campaign, for instance of water saving friendly reminder in guest room and advertisement board.			
		M2) The organization shall provide a regulation for water saving and asking for co-operation from clients, for example, defining the frequency of changing bed sheet and towel, etc.			
7.4 Ensure the quality of water used in the hotel.	water quality testing	M1) The organization shall establish a plan to test the quality of water consumed at least once a year.			
		M2) The organization shall provide the water quality testing report according to related standard.			
		M3) The organization shall have contingency plan in case the water consumed does not meet the standard.			
<b>Major Criteria No.8 Air quality management (indoor and outdoor)</b>					
8.1 Designation of smoking and non-smoking area.	Photo of smoking and non-smoking areas designated in hotel.	M1) The organization shall provide separate smoking area from center area and post the symbol.			
		M2) The organization shall launch non-smoking campaigns in the hotel area.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
8.2 Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.	Maintenance report of air conditioning / ventilating technologies to ensure good air quality in hotel.	M1) The organization shall establish maintenance plan of generator and air conditioning system.			
		M2) The organization shall record the result of the maintenance in accordance with the maintenance plan.			
<b>Major Criteria No.9 Noise pollution control</b>					
9.1 Existence of noise control program from hotel operation.	Program activities implemented in hotel to ensure noise control in hotel.	M1) The organization shall set up the activities for checking noise sources and evaluating the effects to clients and local residences.			
		M2) The organization shall define guidelines of noise control system and apply the appropriate means to reduce noise, if any.			
<b>Major Criteria No.10 Waste water treatment and management</b>					
10.1 The use of mechanisms to prevent water contamination and reduce waste water generation.	Program implementation on minimization of water contamination and pollution prevention in hotel in the past years.	M1) Waste water treatment system plan shall be documented by the organization.			
		M2) The organization shall have a method to evaluate the risk of water contaminated in hotel activities.			
		M3) The organization shall have an evaluation report for the risk of water contamination and corrective and preventive actions in hotel activities.			
10.2 Promotion of the use of recyclable/grey water in operation i.e. watering trees.	Proves of hotel's promotion to reuse water and use of treated water in hotel.	M1) The organization shall establish a policy or a guideline of water reuse for example, for watering plants.			
		M2) The organization shall have activities in conformity with policy or guideline of water reuse for example, for watering plants.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
10.3 Encouragement for an appropriate use of waste water treatment.	Implementation of waste water treatment in hotel.	M1) The organization shall provide waste water treatment system suitable for size and activities of hotel where there is no support of waste water treatment system outside.			
		M2) The organization shall provide a report of waste water treatment system control and maintenance if applicable.			
		M3) The organization shall provide waste water quality testing report according to the related standard if applicable.			
		M4) The organization shall install a grease trap system in kitchen, restaurant and grease contaminated area.			
		M5) The organization shall have a contingency plan in case the waste water does not meet the standard if applicable.			
<b>Major Criteria No.11 Toxic and chemical substance disposal management</b>					
11.1 Provision of clear signs for toxic substance.	Clear and understandable indications of storage and use of chemicals in hotel.	M1) The organization shall make lists of toxic chemicals including hazardous waste from hotel activities if applicable.			
		M2) The organization shall present hazardous chemical symbols in conformity with the international law's requirements.			
		M3) The organization shall have a safe place isolated from its staff and clients for storing hazardous and toxic substances.			

Requirement	Indicators	Criteria of audit	Rating Score		Finding of Audit
			0	1	
11.2 Appropriate hazardous waste disposal management.	Hazardous waste handling and disposal practices in hotel - training of staffs on the hazardous waste management handling.	M1) The organization shall provide material safety data sheet (MSDS).			
		M2) The organization shall properly specify hazardous waste disposal management to client and hotel staff.			
		M3) The organization shall provide a training and a seminar necessary for improving knowledge about hazardous waste disposal management.			
		M4) The organization shall dispose of hazardous waste according to its waste management plans.			
		M5) The organization shall communicate information about hazardous waste disposal management to clients and hotel staff, for example, using friendly reminder, brochures, advertisement boards, etc.			
11.3 Regular inspection, cleaning and maintenance for storage in order to avoid leakage of gas or toxic chemical substance.	Maintenance and inspection reports on chemical, fuel, gas and hazardous agents in hotel.	M1) The organization shall specify methods of cleaning and maintenance the storage area for hazardous and toxic chemical substance.			
		M2) The organization shall implement methods of cleaning and maintenance the storage area for hazardous and toxic substance.			
		M3) The organization shall monitor the amount of chemical usage.			
<b>Total Score</b>					

Remark : .....



# **APPENDIX F**

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## **Non-Conformity Report**







# **APPENDIX G**

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## **Audit Report at the Premise**





## Audit Report at the Premise

Application no. : .....	Name of the applicant : .....
Type of audit : .....	Audit date : .....
<b>Audit report</b>	
<p>This assessment, which the inspectors randomly audit the implementation from the actual operation and the records covering every period of working time, is found that the organization has established in accordance with ASEAN Green Hotel Standard and implemented in the activities of the organization for achievement. The result of this assessment is as follows:</p> <p><input type="checkbox"/> Not found the non-conformity</p> <p><input type="checkbox"/> Found the non-conformity ..... item(s) (as detailed in the attached non-conformity report(s))</p> <p><input type="checkbox"/> Found non-compliance with the requirements ..... item(s) (as attached)</p> <p><input type="checkbox"/> Observation and opportunity for improvement (as attached)</p>	
<b>Acknowledgement of the audit report</b>	
<p><b>Acknowledgement of non-conformity</b></p> <p>I, on behalf of the representative of the organization, acknowledge the above non-conformity report and agree to undertake the corrective action and then notify the inspection body.</p> <p>Signature.....Position..... Date.....</p> <p>I, on behalf of the representative of the organization, acknowledge and agree to the above audit report.</p> <p>Additional comments from the audit report (if any)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p style="text-align: right;">Signature .....</p> <p style="text-align: right;">(.....)</p> <p style="text-align: right;">Position .....</p> <p style="text-align: right;">Date .....</p>	

CONFIDENTIAL

Inspector.....







# **APPENDIX H**

## **Corrective and Preventive Action Plan from the Audit**







# **APPENDIX I**

## **Audit Report**





## Audit Report ASEAN Green Hotel Standard

Name of the premise .....

1. Name of the applicant : .....
2. Address of the head office : .....  
Telephone : ..... Fax : .....
3. Address of the applicant : .....  
Telephone : ..... Fax : .....
4. Audit date : .....
5. Type of audit : .....
6. The representative of : .....1)..... Position .....  
the applicant 2) ..... Position .....
7. Inspector team : 1) ..... Position .....  
2) ..... Position .....
8. The former certificate no. : The certificate is valid to the date : .....
9. Changes in the organization, which have an effect on ASEAN Green Hotel Standard (Please specify.) :  
(1).....  
(2).....

**Conclusion of the audit result**

10. The use/reference of the certificate/certification and showing of certification logo :

- Not use for reference
- Use of certificate/showing the certification logo of ASEAN Spa Service Standard, which is compliance with the regulation of Quality Tourism Working Group (QTWG) that promulgates.
- not compliance with the regulation of Quality Tourism Working Group (QTWG) that promulgates.

11. The score of the audit result in each category

Category	Overall score	Passed score 50 percent	Actual score	Percentage of the actual score
1. Environmental policy and the operation for hotel management	11	7		
2. Use of environmental-friendly products	5	3		
3. Cooperation with the communities and the local organizations	9	6		
4. Human resources development	3	2		
5. Waste management	7	5		
6. Energy efficiency	6	4		
7. Water efficiency and water quality	12	7		
8. Air quality management (inside and outside the buildings)	4	3		
9. Noise management	2	2		
10. Wastewater management and treatment	10	6		
11. Toxic waste and hazardous waste management	11	7		
<b>Total score</b>	<b>80</b>			

12. Conclusion of the score from the audit :

The total score and the level of standard quality = ..... points, which is the percentage of .....

- Certified. The score of each category is more than 50 percent and the total score is more than 60 percent. In addition, every mandatory requirement is passed.
- Not certified. The score of each category is less than 50 percent, but the total score is more than 60 percent.
- Not certified. The score of each category is more than 50 percent, but the total score is less than 60 percent.
- Not certified since the score of mandatory requirements is zero.

13. Recommendations for certification/maintenance of certification :  
will submit to Nation Tourism Organization (NTO) for initially considering the audit report before proposing to Quality Tourism Working Group (QTWG)
- for certification. The certificate will be effective from the date that QTWG approves the certification and the term of the certificate is 3 years.
  - for recertification. The new issue of the certificate will be renewed from the former certificate and the term of the certificate is 3 years.
  - for consideration and maintenance of certification.

.....Signature of a lead inspector.....  
(Name-Surname.....)

Date of preparing the report .....



Illustration of the audit in ASEAN Green Hotel Standard

Category	Illustration
1. Environmental policy and the operation for hotel management	
2. Use of environmental-friendly products	
3. Cooperation with the communities and the local organizations	
4. Human resources development	
5. Waste management	

Category	Illustration
6. Energy efficiency	
7. Water efficiency and water quality	
8. Air quality management (inside and outside the buildings)	
9. Noise management	
10. Wastewater management and treatment	
11. Toxic waste and hazardous waste management	







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