



Southeast Asia
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A S E A N



ASEAN SPA SERVICES STANDARD



one vision
one identity
one community



ASEAN Spa Services 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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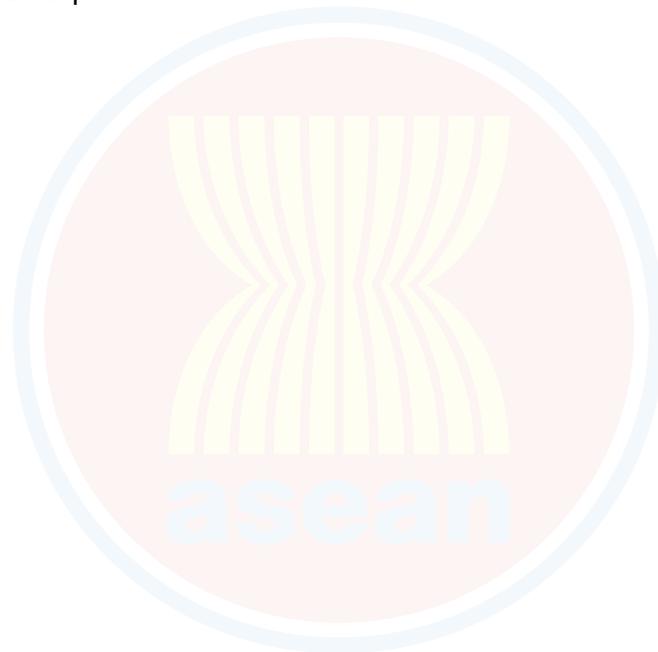
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I

ASEAN Spa Services Standard

1. Preface

The objective of this standard is to develop an Association of South East Asian Nations (ASEAN) Spa Standard with a certification process which will increase the quality of human resources, services and facilities in the ASEAN spa industry, with a unified spa industry agreement across ASEAN members states. The standard will establish a professional level of spa; place, service, people, products, equipment, management and environment, which will enable spa operators and spa clients to benefit from a collective approach to operational professionalism and client wellbeing, while still being respectful of cultural nuances.

The development of ASEAN Spa 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 2.1.4: “Develop an ASEAN Spa Standard with a certification process.”

With the growth of the Spa industry around the world, the increasing demand for ‘everything Asian’, and the exploitation of Traditional Treatments, the introduction of an ASEAN Spa Standard that defines an ASEAN standard while being respectful of cultural diversity and traditional heritage 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

The spa industry has enjoyed rapid growth and development over the past 20 years, often growing as much as 20% annually in some countries, and has become an industry that is the hallmark of the tourism industry of many ASEAN member states, despite having its roots firmly in traditional healing and health care practises, which have been handed down from generation to generation.

It is estimated that there is some 25,000¹ or 1/3rd of the worlds spas, health or traditional and massage centres in the Asia Pacific region, of which there is almost 2,000² professional spa businesses in the ASEAN member states. However there is still no defining generally accepted standard of what a Spa is or what services it provides; something that is now limiting the potential for further industry growth and development.

Definition of spa and the establishment of an ASEAN Spa Standard is seen as the opportunity to standardise a base understanding of what a Spa is, as defined by the ASEAN Spa community and to establish a minimum standard across all member states.

¹ Global Spa Summit 2007

² Source: Intelligent Spas, Global Spa Benchmark Program 2011, Preliminary Findings

Many of the world's nations are facing aging populations and ASEAN member states are facing the same problems, with the need to promote well-being becoming increasingly important, to minimise the burden on national health budgets. Spa is a cost-effective part of this promotion of overall well-being, and the establishment of an ASEAN standard is seen as a means to educate and protect consumers who seek the contemporary and traditional treatments in their desire for total well-being.

With many of the world's spas looking to Asia for their inspiration, much of the cultural and traditional treatments are now being abused or face the risk of being lost completely as they are performed out of context and/or in a disrespectful and, potentially, even harmful manner. This only serves to erode confidence in the culture and traditions on which nations have been built, and prevent the promotion of healthy practices which will help to promote overall well-being not only for the citizens of member states, but visitors to them also.

Member states shall be respectful of the culture and traditions of ASEAN traditional treatments; and in the deliverance, the place of deliverance, the people, the products and equipment utilised therein, and shall uphold the principles of fair trade.

3. Scope

This Standard deals with the following essential elements of professional spa operations: the Place, the Service, the People, the Product, the Equipment, the Management, and the Environment. This standard does not cover decisions that correspond to the medical profession.

A spa as defined by this standard is an establishment for the promotion of wellbeing. Its main services consist of massage and water applications, but may include steam, sauna, exercise, nutritional and herbal therapy, dietary programmes, yoga, meditation or other professional services aimed at renewing the body, mind & spirit. Smoking is not permitted and alcoholic beverages are not served.

4. Terms and Definitions

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

4.1. Spa

An establishment that provides massage treatment(s) and at least two water applications as defined by this standard. May also include sauna, scrubs and wraps, energy treatments, exercise, nutritional programmes, dietary programmes, yoga, meditation, herbal treatment or other professional services provided for the well-being of the client.

4.2. Types of Spas

- 4.2.1. **Day Spa** : is a stand-alone spa business in a house, commercial building, mall, or airport terminal servicing guest in a short time, usually of 1 – 5 hours. Accommodation is not available at the spa.
- 4.2.2 **Club Spa** : provides services in a club environment, where a membership is payable. Tend to focus on exercise to strengthen the body, plus wet areas, but also including yoga or other treatment. Accommodation is not available.
- 4.2.3 **Hotel / Resort Spa** : is the spa in a hotel or resort with the major services of massage, exercise, steaming and sauna, mostly for hotel guests. Accommodation is not available at the spa.
- 4.2.4 **Mineral Spring Spa** : is the natural or man-made hot spring or mineral spring where one can benefit from the healing waters.
- 4.2.5 **Cruise Ship Spa** : is located on a cruise ship mainly provides pampering and beauty treatments, but may also offer exercise or other activities for well-being.
- 4.2.6 **Destination Spa** : is a spa to provide clients with customised lifestyle improvement and health enhancement through professional spa services, exercises, education programming and onsite accommodation where spa cuisine or healthy food is served. Only Destination Spa which do not provide medical services are covered by this standard.

4.3. Aromatherapy

An external treatment for inner-wellness utilizing aroma as the main component to balance, rejuvenate and relax client's body and mind.

4.4. Client

A person who needs or requests spa services.

4.5. Establishment

A place used for operating a Spa business, which cannot be considered falling under the category or laws of sanatorium and or medical service practises.

4.6. Hydrotherapy

An external treatment for inner-wellness utilizing water as a main component to balance, rejuvenate and relax the client's body.

4.7. Massage

An external treatment for inner-wellness utilizing hands and fingers or any part of arms and legs in the application of massage techniques whose main component is to balance, rejuvenate and relax the client's body. Tools and equipment may also be utilized.

4.8. Massage techniques

Techniques that have been passed down through the generations orally or by physical record and for which the intent is to balance, rejuvenate and relax the body; to improve health and well-being. Techniques include, but are not limited to effleurage, stroking, kneading, picking, shaking and cupping.

4.9. Natural Resources

Any form of liquid or paste transformed or produced from nature; plant, mineral and / or water to make use of beneficial properties for the provision of well-being promotional services.

4.10. Spa Cuisine

Wholesome foods & dishes that are low in fat, salt & sugar, for health conscious dining, or prepared for specialist dietary programmes. Spa cuisine may also include those that conform to the principles of allergy cooking (i.e. gluten or lactose free)

4.11. Spa Services

Services as provided for a client in a spa in the promotion of wellbeing; massage, water applications, steam, sauna, exercise, nutritional treatment and dietary programmes, yoga, meditation, herbal treatment or other professional services aimed at renewing the body, mind & spirit.

4.12. Spa Manager

A qualified and experienced individual in spa services industry with management skills. Trained and certified worker in the spa industry whose primary role is the day to day management of the spa business.

4.13. Spa Trainer

The trainer of spa workers whose primary role it is to perform massage or other technical spa services. The trainer shall be qualified or certified to train such techniques or services. The trainer may also conduct training for other general service or business related skills whose standard shall be established by top management.

4.14. Therapist

Trained and certified worker in the spa industry that performs spa treatments or spa services for clients.

4.15. Top Management

The owner of the establishment or their managing representative (s) responsible for the entire business

4.16. Traditional Massage

Massage treatments that have been inherited from previous generations. May be scientifically substantiated, but the belief of aboriginal or indigenous local populations support the health benefits of the massage. e.g. Thai Folk Massage.

4.17. Traditional and Cultural Treatments

Treatments that do not encompass Traditional Massage as the main component. May be scientifically substantiated, but the belief of aboriginal or indigenous local populations support the health benefits of the treatment. Shall have been inherited from previous generations. e.g. Javanese Lulur, Filipino Suob, Malay Bertungku.

4.17. Treatment

A professional action or service employed by a Therapist for the provision of well-being.

4.19. Wellness

A state of well-being: a good or satisfactory condition of existence with a balanced body, mind and spirit.

5. Major Criteria and Requirements

5.1. The Place

5.1.1. Location

- 5.1.1.1 The spa shall be located in a place that is convenient, safe, and will not endanger an individual's health.
- 5.1.1.2 In the case where the spa is located in the same building as another business enterprise, its boundaries shall be clearly delineated and other business's activities shall not interfere with the provision of spa services.
- 5.1.1.3 Services Area - In the case that the spa provides several different kinds of services in the same location, the service areas shall be clearly separated and the space for each service shall be appropriate for the type of service being provided.
- 5.1.1.4 The spa shall conform to all local building or industry regulations.

5.1.2. Reception

- 5.1.2.1 The reception area shall be clearly separated from service area.
- 5.1.2.2 The reception area shall have sufficient seats for clients to use at peak periods.

5.1.3. Treatment Areas

Shall maintain an appropriate level of privacy for the client, but shall not be hidden or have doors which can be locked.

5.1.4. Cleanliness

All areas of the spa, both inside and outside and whether staff or guest areas, shall be kept hygienically clean and orderly at all times.

5.1.5. Construction

The building shall be constructed of sturdy, durable materials and shall not be in an unhygienic or dilapidated state.

5.1.6. Wet Areas

In areas where water is used for the services, the floor should be made of a non-slippery, easy-to-clean material.

5.1.7. Safety

The spa shall have clearly marked signage, floor plans, emergency exits, emergency lighting, smoke detectors, fire extinguishers, and fire alarms.

5.1.8. Lighting

The lighting should be appropriate in each area of the spa.

5.1.9. Ventilation

The spa area shall be well-ventilated.

5.1.10. Waste Management

The spa shall have a waste management system installed, with waste and used water managed in a responsible and sanitary manner.

5.1.11. Client Facilities

There shall be a sufficient number of clean and proper bathrooms, toilets, hand-washing basins, and separate changing rooms, if provided, for men and women.

5.1.12. Decoration

The area shall be appropriately decorated in a way that does not cause offense or violate social customs, national culture and morals.

5.1.13. Music

The volume of music if played shall be of a comfortable audible level appropriate to the function of the service area.

5.1.14. Furniture

The professional furniture destined for client use shall be comfortable, practical and in good condition.

5.1.15. Accessibility

The establishment shall be accessible by senior citizens, and those with physical disabilities.

5.1.16. Back Office Areas

The establishment shall provide appropriate back of house areas to enable the professional deliverance of spa services. Such areas shall include but not be limited to: staff area, pantry, and management area.

5.2. The Service

5.2.1. Operating Hours

Spa services will only be provided during opening hours within the establishment and according to local business regulations.

5.2.2. Consultations

A consultation shall be conducted prior to spa treatment, by top management of the spa or the spa manager or trained industry professional. A consultation may be waived for repeating clients having the same treatment. Clients shall be informed of the treatments and techniques and agree to such techniques prior to the services. A post treatment consultation is also recommended.

5.2.3. Menu

A complete menu of services shall be clearly displayed in the spa. The menu shall include detailed pricing with any and all supplementary charges which may be chargeable, treatment duration, and spa cancellation policy.

5.2.4. Protocols

All treatments and services shall be performed in accordance with the companies approved standards of protocol.

5.2.5. New Protocols

Protocols for new services to be introduced to the establishment shall be designed and practiced to the required level of professionalism and in accordance with the documented protocol of the company. Top management shall give final approval before new treatments or services are performed on clients.

5.2.6. Spa Services

5.2.6.1 **Massage** – Massage services for relaxation of the body shall be provided. Additional massage services for body, face or feet which provide other benefits of well-being may also be provided.

5.2.6.2 **Water applications** – A spa shall provide a minimum of two water applications which provide benefits of well-being. Water applications are defined as applications of water, hot or cold, natural, mineral or thalasso in the form of:

5.2.6.2.1 **Baths** – immersion of the whole body or part thereof into a

- herbal, aroma, mineral, peloid or chromotherapeutic solution which shall provide benefits other than cleansing. The bath or soak may include air or water jets.
- 5.2.6.2.2 **Floatation** – standing body of water; chambers or tanks, in which the client floats for the purpose of rejuvenation. May or may not include sight and sound deprivation.
 - 5.2.6.2.3 **Plunge Pools** – standing body of water large enough to immerse the entire body.
 - 5.2.6.2.4 **Soak** – immersion of the whole body or part thereof into a herbal, aroma, mineral, peloid or chromotherapeutic solution
 - 5.2.6.2.5 **Well-being Showers** – natural flow or pressurised sprays and/or jets of water applied to the body for experiential or therapeutic purposes and which provide tangible benefits of well-being.
 - 5.2.6.2.6 **Showers** which are provided just for cleansing are not considered as a water application under this standard.
 - 5.2.6.2.7 **Thermotherapy** – Manual or mechanically applied heat and/or cold, may be associated with traditional herbal product / treatment.
 - 5.2.6.2.7.1 **Sauna** – heated individual or shared chamber in which a client sits, lays or stands; for therapeutic purposes.
 - 5.2.6.2.7.2 **Steam** – individual or shared space filled with heated water vapors in which a client sits, lays or stands; for therapeutic purposes.
 - 5.2.6.3 **Scrubs and Wraps** – application of natural resources e.g. herbs, foods, mineral or peloids for relaxation, beautification, detoxification or other well-being benefits may be provided.
 - 5.2.6.4 **Exercises** – manual or mechanically performed movements which have a health supportive and promotional benefit.
 - 5.2.6.5 **Energy Treatments** – the control or release of chi or energy flows of the body and mind which provide benefits of well-being. Such controls may be based on traditional acceptance and/or scientific validation.
 - 5.2.6.6 **Nutritional Programmes** – ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, and which promote well-being.
 - 5.2.6.7 **Dietary Programmes** – ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, which provide for weight management.
 - 5.2.6.8 **Traditional Massage or Traditional Treatments** – Traditionally practised massage or treatments which may or may not be scientifically substantiated, but the belief of aboriginal or indigenous local populations support the health benefits of the treatment. Shall have been inherited

from previous generations.

- 5.2.6.9 **Beauty Treatments** – any treatment that involves the application of product to the body or any part thereof, and which may or may not include massage techniques and which may or may not provide a tangible benefit of well-being, but are complementary to other services provided in the spa.
- 5.2.6.10 **Other Treatments** – any treatment which may be suitable for spa services and which may or may not be scientifically proven but which are culturally accepted to have benefits of well-being but are not categorised elsewhere under this standard.

5.2.7. Traditional and cultural services

Those traditional treatments listed below are for indication, and have been identified as traditional treatments by the spa community in the respective ASEAN country. Whether listed here or not, all traditional and cultural services shall be afforded the same level of respect and shall not be significantly changed or altered for introduction or implementation to an establishment without prior consultation with aboriginal or indigenous populations from where they have originated, except where such changes or alterations are required for health and safety, or by law.

5.2.7.1 Traditional Treatments – Brunei Darussalam

5.2.7.1.1 Traditional Treatments

5.2.7.1.1.1 **Lulut:** This treatment is done in two-steps; mask and exfoliation. Fragrant fine rice flour mixed with rose water or lime juice is mixed into a paste to mask the whole body. Without rinsing the mask, the coarser rice scrub is then applied on to the body in a circular massage movement to scrub off the mask. This treatment ritual is done for brides to be in Brunei until today, and the ceremony, which will be attended by close relatives, is called berlulut. Lulut treatment will get rid of rough, dead skin cells on the body, making the bride's skin smoother, fairer and looking more radiant.

5.2.7.1.1.2 **Mandi Berlangir:** is a traditional ritual of bridal shower. A bath is prepared using the bark of langir wood mixed with warm water to shower bride to be. Langir wood when peeled and crushed will give out a pleasant aroma. The smell will then linger on our skin after shower. This is also practiced as a cleansing ritual for women after their monthly period.

5.2.7.1.1.3 **Mandi Daun** – Daun (Malay Herbal Bath): A traditional bath

with various herbal leaves which consist of daun ringan-ringan, daun kapas, daun lanjiwang, daun serimbangun, duan sambung, daun balik angina, daun pucuk kulimpapa, daun ribu-ribu dan serai wangi commonly used after 3, 7 or 44 days after giving birth. Herbal leaves are boiled in water, once cooled it is poured onto the body after a shower. The purpose of the herbal bath is to leave the body feeling refreshed and invigorated. NB: Scientific names of leaves are as follows: Daun ringanringan (leaves of *Flemingia strobilifera*); Daun kapas (leaves of *Gossypium herbaceum*); Daun serimbangun (leaves of *Gendarussa vulgaris*); Daun sambung (leaves of *Blumea balsamifera*); Daun balik angin (leaves of *Leucosyke capitelata*); Daun pucuk kulimpapa (young leaves of *Vitex pinnata*); Daun ribu-ribu (Leaves of *Lygodium microphyllum*); and Serai wangi (*Cymbopogon nardus*).

5.2.7.1.2 **Heat Therapy:** For the past 200 years, Malays, including Bruneians, have been practicing the use of heat therapy to sweat out toxins to remove wind which cause aching in the body.

5.2.7.1.2.1 **Bertangas:** This is usually done for brides to be. The bride will sit on a special stool with a hole in the middle. Her body will be covered by a piece of cloth. Local wood, dried flowers and herbs called ratus, are smoked on top of burning charcoal placed under the stool to heat up the body and to stain the skin with the aroma from ratus. This helps to rid the body of all unpleasant odors. This treatment is also practiced by mothers after giving birth.

5.2.7.1.2.2 **Bertajul:** A form of body steaming by using the steam made of various herbal leaves mixed together in hot water. Used by both men and women to improve blood circulation, remove toxins, relive stress as well as increase immune system for the whole body.

5.2.7.1.2.3 **Bediang:** is a heat therapy used by mothers during their confinement period. Mother will lay down near the heat to warm up their body in order to get rid of wind in the body. It also speeds up the shrinking process of the uterus to its normal size, as well as assist in weight loss by burning the fats found in the body

5.2.7.1.3 **Jamu:** Jamu herbs are consumed to improved health and

beauty.

5.2.7.1.3.1 **Marjum:** It is made of honey and other local herbs in paste form, to be consumed by men and women to firm up and warm up the body. It is usually consumed by mothers during their confinement period to get their body back in shape.

5.2.7.1.3.2 **Hirup-Hirupan:** is a tonic herbal coffee. A mixture of spices and herbs in powder form to be mixed with hot water, consumed by men and women to strengthen body immunity. Mostly consumed by mothers during confinement.

5.2.7.2 Traditional Treatments – Cambodia

5.2.7.2.1 **Chab Sor Shai:** (A traditional Khmer massage) is a traditional Khmer way of therapeutic. A vigorous, firm massage for effective pain relief; the touch technique are deep and reasonable forceful in continuous, elastic and rhythmic. The strength is vary from gently to moderately and intense pressure. It is an effective way of healing of Khmer people to relief stress from their body which it was hand down from one generation to the next generation solidly. It is a whole body massage without oil, and the therapist always use the finger for kneading, chopping, pumping, onto the whole body of the clients. This massage focus on muscle and all reflexology point of the body which starts from the toe to the head of the clients.

5.2.7.2.2 **Khmer J'pong:** J'pong using herbs it requires a bench and clay pot to boil the herbs and cover by the blanket. The best comfortable length of this treatment is around 15 minutes to 20 minutes. It's an effective way for rejuvenation, and it can effectively promote and stimulate the blood stream and circulation of the human being's body which is all the Khmer women always practice for rejuvenating their skin and rinsing out all the impurities things from their body, especially, help the new mother after giving birth.

5.2.7.2.3 **S'Ahm:** A traditional Khmer herbal hot compress help to induces deep relaxation, relieves stress and fatigue, boosts both emotional and physical well-being, improves circulation of blood and lymph, increase energy flow and stimulates the internal organs and nerves. All the Khmer herbal ingredient such as lemongrass, green ginger, fragrant wooden and khmer white wine are used to package with the hygiene cloth and steamed before being applied to the clients either directly on the skin or through the clothes on spot of the whole body

to improves circulation of blood and lymph, increase energy flow, stimulates the internal organs and nerves and reduce swell of a sprain. All Khmer people still keep practice this method since it's considered as an effective healing way with low cost if they face the above problem in their everyday living.

5.2.7.2.4 **Khat Sbek:** A traditional scrub that introduced by Cambodian people. It is a natural way of rejuvenating formula passed down by Khmer forefather within Angkor Empire to the next Khmer generation. Khmer herbal ingredients such as Green ginger, Tamarind, Pineapple, turmeric and pure honey are blended together to be the liquid, which all the Khmer women always use it to rub the dead skin cell away, and purify the body and leave the skin smooth, supple and hydrated. This traditional treatment is handed down from one generation to another generation and kept using until now; especially all Khmer women in the rural area always use it to cleansing their body for daily living in rejuvenation purpose. It is very popular for women after giving birth like the J'pong as well.

5.2.7.3 **Traditional Treatments – Indonesia**

5.2.7.3.1 **LULUR**

5.2.7.3.1.1 **Javanese Lulur:** The word “Lulur” means coating the skin and “mandi” means bath. The Mandi Lulur is a process of whole body exfoliation and polishing during bath. This method has been practiced in the palaces of Central Java since the 17th century. Javanese Lulur contain turmeric that give an effect of sanitizing the skin and yellowing the skin become a golden color. Since Javanese people have an origin of dark brown skin color so the love so much the yellowing effect from lulur and its become a daily ritual beauty process to leave the skin soft, supple, and golden shining. The treatment could be continued with herbal bath or traditional Javanese Massage or Milk Bath.

5.2.7.3.1.2 **Balinese Boreh:** A traditional Scrub that was and is introduced by BALIAN – Balinese Medicinal Man to Cure Fever, tiredness, influenza by applying Boreh on the body and wrap with Banana leaves. This warming traditional scrub, is made from roots, herbs and spices, rice, ginger, turmeric, clove, cardamom,

cinnamon, coriander, nutmeg, star anise, and a bit of salt, this body exfoliating scrub will not only cleanse, but also increase the vitality of your body. Legend says that Balinese women are very hard working that they invented this wonderful treatment to balance their busy life while maintaining their natural beauty with the finest herbs on the land. This warming treatment helps blood circulation and relieve sore muscles.

5.2.7.3.1.3 **Black Borneo Lulur:** Originated from the island of Borneo, this body exfoliating scrub will cleanse, nourish, moist, and keep your skin healthy and bright. The wonderful black rice, clove and rose petals in the ingredients will invigorate your senses and help you get back on your feet with refreshed body and mind.

5.2.7.3.2 **Indonesian Traditional Massage**

5.2.7.3.2.1 **Balinese Massage:** A unique treatment combining stretching, long strokes, skin rolling and palm, and thumb pressure techniques to relieve tension, improve blood flow, and ease stress and calm mind. Start from the back area of the body with palm press and along the spine then follow by apply Indonesian traditional massage oil.

5.2.7.3.2.2 **Javanese Massage:** Digital pressure movement to all parts of the body, combined with deep strokes application, which relaxes the muscles, releasing stress and tension. Using special blended of Indonesian natural oil such as coconut oil blend with extract of *Cannanga odorata* or sandalwood or even vertivet.

5.2.7.3.3 **Herbal Treatments**

5.2.7.3.3.1 **Herbal Bath and steam:** Indonesian uniquely designed dried natural herbs blended , usually using 32 kind herbs from the seed, leave, roots, stem, wood, flower that dried before. Dried herbal should be boiled before using then strain water into the bath up and using for 15 minutes soaking. Or boiled the herbs at the kettle the extend to the steam box. It is extremely useful for invigorating, relaxing, and deodorizes.

5.2.7.3.3.2 **Herbal Compress:** This is an ancient exotic

method to compress and give stimulating/ undulating massage through a herbal compress on the entire face and body. As a completion for face and body Spa ritual journey.

5.2.7.3.3.3 Traditional herbal compress for body to relax the muscle, relieve the tired & stiff muscle and improve the blood circulation, warm the body and suitable for fatigued body.

5.2.7.3.4 **Natural Treatments**

5.2.7.3.4.1 **Milk Mask & Bath with Honey:** This is one of the most popular treatments in Indonesia offered at the Spa. The richness of milk combined with pure honey gives your skin maximum moisture, rejuvenation, protect your skin and gives the best nourishment for the best result. The wonderful scent will also help as buffer to enhance maximum result from this mask. This product is highly recommended for after sun activities to give skin its balance back with calming & soothing effect.

5.2.7.3.4.2 **Jamu (formerly Djamu):** is Indonesian traditional medicine, mainly of herbal medicine made from plants, roots, leaves, bark and fruit, but may also include animal products. In many large cities jamu herbal medicine is sold on the street by hawkers carry a refreshing drink, usually bitter but sweetened with honey. Herbal medicine is also produced in factories by large companies.

5.2.7.4 **Traditional Treatments – Malaysia**

5.2.7.4.1 **Post-natal treatments:** In Malay/Indigenous tradition, new mothers follow a strict 6 weeks confinement period using herbs, spices and oils to enable them to heal and adjust to the latest addition to the family. Postnatal treatments help new mothers strengthen and fortify their bodies, soothe and calms their inner spirit and most importantly help them recover in the shortest time possible.

5.2.7.4.1.1 **Bertungku:** Bertungku with heated river stone and various fresh leaves (e.g. betel leaves, pandan, turmeric leaves, melastoma (Daun senduduk), Wild pepper leaves (Daun kaduk), Noni leaves or banana leaves). During confinement, the midwives may warm the

new mother's abdomen by applying a smooth, heated stone (bertungku). This is specifically reputed to "cleanse the womb" to prevent illness, speed the shrinking of the uterus and return a prepregnancy figure.

5.2.7.4.1.2 **Tangas:** Tangas using herbs with astringent properties (requires a special single bench and earthen pot to boil the herbs) is traditionally used by young women at the end of their period to help reduce excessive white discharge, fungal infections and unpleasant odour. Used as part and parcel of postnatal treatment, the tangas is also believed to firm up vaginal muscles and reduce inflammations.

5.2.7.4.2 **Urutan Melayu (Traditional Malay/Indigenous Massage):** Combines stretching, stepping, long kneading strokes and pressure applied to various part of the body. Traditionally done on the floor, the traditional Malay/Indigenous massage is a therapeutic massage from head to toe, normally carried out with the unique Malay/Indigenous massage oils that are painstakingly prepared by boiling palm oil with various herbs and spices with warming and detoxifying properties.

5.2.7.4.3 **Malay/Indigenous Herbal Bath:** A traditional herbal bath with herbs rich in essential oils. Herbs normally used in the herbal bath are lemongrass, citronella, guava leaves, kaffir lime leaves and fruit.

5.2.7.5 **Traditional Treatments – Philippines**

5.2.7.5.1 **Hilot:** is an eclectic mix of indigenous traditional massage techniques from seven major ethno-linguistic cultural areas of the Philippines bringing forth the best in each practice ensuring a joyful yet serene total body experience. A distinct feature is the use of strips of warm banana leaves applied to the different parts of the body at various stages of the massage treatment. It is a form of therapeutic massage or physical manipulation that touches the veins, arteries, bones and muscles. It is used to relieve pain, fever, sprains, immobility, arthritis, re-orientation of the uterus of the female, etc. Hilot practitioners, known as manghihilot employ various methods to diagnose illnesses and to cure them.

5.2.7.5.2 **Dagdagay:** is an authentic Filipino indigenous foot massage using bamboo sticks. This deep tissue massage which was developed by the Igorots, a mountain tribe, to stimulate nerve

endings of the feet.

5.2.7.5.3 **Bentosa**, or cupping, came to the Philippines from both Spain and China, though the application is different. A coin is wrapped in gauze and placed on the specific pressure point (back, legs, etc.). A glass cup is prepared, and a match struck, allowing to die out inside the glass, which is then placed on the pressure point. The smoke and heat draw out the imbalancing toxins from the body. The procedure is repeated until the pain subsides.

5.2.7.5.4 **Tapal** - Tuba-tuba (*Jatropha gossypifolia*) leaves are lathered with virgin coconut oil, heated by fire, then applied on the back to treat muscle pains.

5.2.7.6 **Traditional Treatments – Thailand**

5.2.7.6.1 **Nuad Rachasamnak (Royal style Massage, Royal Thai Massage):** Traditionally performed for The Royal Court, by professional and knowledgeable persons having good demeanor, who maintain a straight face with eyes down cast. Therapist shall only use straightened arms in the manipulation of the body using hands, thumbs and fingertips only.

5.2.7.6.2 **Nuad Chalueysak (Folk style Massage, Thai Massage):** Relies on the pressing of the body and does not require the same level of anatomical knowledge as for Nuad Rachasamnak, while respect is not an issue of the practise. Hands, fingers, forearms, elbows, knees and feet may be used to manipulate, stretch or flex the body.

5.2.7.6.3 **Thai Herbal Compress:** Typically contain at least nine to ten herbs with antifungal, antibacterial, antiparasitic and anti-inflammatory features, which are bound into a cloth and steamed before being applied to the client either directly on the skin or through the clothes.

5.2.7.6.4 **Regional massages and treatments**

5.2.8. **Staffing Levels**

The number of staff appropriate to and in keeping with the commonly accepted business practices shall be employed.

5.3. **The People**

5.3.1. **Age**

No person under the age of 18 years or as stipulated by local labour laws, (and which ever is highest) shall be employed in the spa.

5.3.2. **Health**

Staff working in spa shall be in good general health, with no communicable diseases.

5.3.3. Language

All staff shall communicate effectively with their colleagues and their clients.

5.3.4. Grooming

All staff shall be suitably groomed and attired in accordance with the professionally accepted level of hygiene and the company's Operational Standards.

5.3.5. Servicing etiquette and demeanor

Staff and management shall maintain a level of professional service etiquette and demeanor at all times.

5.3.6. Qualifications and Training

5.3.6.1 The staff working in an establishment shall have participated in and successfully completed in a related qualification with valid certificate.

5.3.6.2 All staff shall have completed a company and premises orientation program upon commencement of employment.

5.3.6.3 All staff shall have participated in and completed training in product and services appropriate to their position, before contact with clients.

5.3.6.4 All staff shall participate in an on-going periodic assessable in-house training program to ensure maintenance and development of knowledge and standards.

5.3.6.5 Top management shall provide staff with the opportunity for professional development.

5.3.6.6 Top management shall ensure that all staff are knowledgeable in procedures to be taken when dealing with guest misconduct.

5.3.7. Working Practices

5.3.7.1 Staff shall work in a clean and safe manner at all times.

5.3.7.2 Staff shall work in a professional and ethical manner at all times.

5.4. The Products

5.4.1. Products

5.4.1.1 Products used in the provision of spa treatments shall be organic and/or natural.

5.4.1.2 Products used in the provision of spa treatments shall be biodegradable in nature

5.4.1.3 Products used shall be ethically sourced and manufactured, without exploitation of people or the environment.

5.4.2. Benefits

The beneficial effects or efficacy claims of products used or sold shall not be exaggerated.

5.4.3. Certification

Products shall conform to the ASEAN Harmonization Act or any amendments thereof; have a Certificate of Manufacturer, Certificate of Free Sale or Good Manufacturing Practices (GMP) certificate as is appropriate. Any products used which are not required by law to have such certificates shall conform to local Food & Drug (FDA) regulations or similar and not be deemed detrimental to clients well-being.

5.4.4. Quality Control

Products produced by the spa shall have a quality control process.

5.4.5. Inventory Control

Products used in the spa shall be subject to an inventory control system in accordance with good business practises and specified product use-by-dates.

5.4.6. Usage

Products shall be used in accordance with standard hygiene practises, and any unused portion shall not be returned to the bulk container.

5.4.7. Storage

All products shall be stored under the appropriate conditions and temperature as recommended by the product manufacturer.

5.4.8. Hygiene

5.4.8.1 All tools and equipment used to apply, transfer or use product shall be maintained in a clean and hygienic condition at all times.

5.4.8.2 All cleaning products used in the spa shall be safe and not harmful to staff or clients.

5.5. The Equipment

5.5.1. Suitability

Each area of the spa shall be equipped with the suitable and appropriate tools and operational equipment necessary for the efficient and professional deliverance of services.

5.5.2. Maintenance

All specialised equipment shall be maintained in accordance with supplier manual and kept in good repair.

5.5.3. Safety

5.5.3.1 All specialist equipment shall be used in accordance with the supplier manual.

5.5.3.2 Any equipment that shall be used by clients shall have instructions for its safe usage clearly displayed.

5.5.4. Legal Conformance

All specialist or specialised equipment shall be legally certified for use in the spa if required by local laws.

5.5.5. Cleanliness

All equipment of the spa, whether in staff or guest areas, shall be kept hygienically clean and orderly at all times.

5.6. Management

5.6.1. Management

5.6.1.1 Top management of the establishment shall appoint a Spa Manager, to ensure that the services fulfil the agreed quality levels described in this standard.

5.6.1.2 Top management shall have and shall adhere to a professional code of conduct in keeping standard practices.

5.6.2. Quality system documentation

5.6.2.1 A quality system document shall detail service standards and shall be used in the training of staff. Such document shall include but not be limited to;

5.6.2.2 Arrival procedures

5.6.2.3 Reservations procedures

5.6.2.4 Guest handling procedures

5.6.2.5 Billing & Payment procedures

5.6.2.6 Retail & Merchandising protocols & procedures

5.6.2.7 An example of all forms used in the spas operation

5.6.2.8 Guest feedback procedures

5.6.2.9 The quality system document shall be stored at the spa and be accessible by all staff at all times.

5.6.3. Services Protocol Manual

A quality service protocol manual shall detail service protocols, techniques, products and equipment used in the deliverance of services and shall be used in the training of spa staff. The manual shall also detail any indications or contra-indications as may be applicable. The document shall be stored at the spa and accessible by all staff at all times.

5.6.4. Human Resource Management

5.6.4.1 Employee Manual – Top management shall prepare and maintain an employee manual detailing all employee benefits and expectations of employee conduct or the ramifications of non conformance.

5.6.4.2 Recruitment/Hiring – Top management of the establishment shall define the job description for staffs according to the position and in keeping with

standard business practice and local labour laws.

- 5.6.4.3 Remuneration – Top management shall remunerate all employees in a fair and equitable manner abiding by local labour laws which may be in force or generally accepted.

5.6.5. Security management

- 5.6.5.1 Top management shall take all reasonable measures to ensure the security of clients and their possessions during their time at the spa.
- 5.6.5.2 Top management shall take all reasonable measures to secure the privacy of clients before, during or after their time at the spa.
- 5.6.5.3 The establishment shall have a documented emergency plan defined in accordance with legal requirements and clearly displayed in the staff area.
- 5.6.5.4 Emergency Exits shall be clearly marked and kept free of obstacles of any kind.
- 5.6.5.5 All staff shall wear name badges or similar identification devices.
- 5.6.5.6 Top management shall take all reasonable measures to prevent any form of sexual harassment of staff.

5.6.6. Communications

- 5.6.6.1 Top management shall establish an effective internal communication system, so that all staff members are always informed of the result of the services and the degree of client satisfaction.
- 5.6.6.2 The system shall ensure that all suggestions and comments from staff members are analysed and responded by top management.

5.6.7. Marketing Plan

- 5.6.7.1 The establishment shall have a documented marketing plan, detailing all planned marketing activities and the budget and anticipated return of such activities.
- 5.6.7.2 The Marketing Plan shall be regularly reviewed and updated in accordance with changes in circumstances, staffing or business levels.

5.6.8. Emergency Plan

All the staff shall be aware of the action plan in the case of clinical emergencies. Among others, telephone numbers for the closest ambulance services, welfare centres and hospitals shall be easy to access.

5.6.9. First-Aid

A first-aid kit containing appropriate supplies shall be maintained at Reception and in the Staff waiting area. Larger spas may have additional kits.

5.6.10. Liability Insurance

The establishment shall maintain an appropriate level of business insurance including public liability and third party property insurance, or as may be legally required. If it is not compulsory, it is also recommended that the spa shall carry professional indemnity insurance for all spa service staff where available.

5.6.11. System review

Top management shall implement a management system review, including an internal audit, evaluation and other processes for staff, client, product, equipment and business practises as may be deemed appropriate to ensure professional and effective business management.

5.7. Environmental Practices

5.7.1. Environmental Policy

The spa shall have a responsible and implementable environmental policy which is known to and understood by all staff.

5.7.2. Products

The spa shall not add to the water, soil or air any product, pollutants or substances which could be considered harmful to the environment.

5.7.3. Cleaning

It is recommended all cleaning products used in the establishment shall be natural, organic and bio-degradable.

5.7.4. Linens

It is recommended all new towelling and linens used shall be made from organic, sustainable or renewable materials and shall have been manufactured using non-toxic means.

5.7.5. Manuals and Brochures

All manuals and brochures shall be on paper made from farmed trees or have been recycled.

5.7.6. Packaging

All packaging materials, professional or retail, shall be minimal and bio-degradable or able to be reused or recycled.

5.7.7. Gardens

5.7.7.1 The gardens if existing, shall be designed using only those plants or materials which are naturally grown locally.

5.7.7.2 The spa shall utilise only natural, organic or non-toxic fertilizers in the gardens.

5.7.8. Electricity

- 5.7.8.1 Subject to location and wherever practical, consideration has been given for the implementation of the use of alternative electrical savings via solar, wind or other environmentally sensitive means.
- 5.7.8.2 All light bulbs are recommended to be the compact energy saving style.
- 5.7.8.3 Light switches shall all be on dimmers except where deemed necessary for safety or safe working practices.
- 5.7.8.4 The spa shall install timer switches, motion sensitive or solar lighting for all exterior lighting and shall not operate external lighting of any kind when the establishment is not operational except that which is deemed necessary for reasons of safety.

5.7.9. Water

- 5.7.9.1 Water features if utilised shall be placed such that any evaporation shall be minimal, and or shall assist with the natural cooling of the establishment.
- 5.7.9.2 Spa managers and staff shall have full knowledge of the volume of water used in each spa service, and shall minimize this where practical.
- 5.7.9.3 It is recommended aerators or flow restricted faucets and showers shall be installed.
- 5.7.9.4 It is recommended dual flush toilets and or other water utilization minimization technology shall be installed.
- 5.7.9.5 Subject to location, local government health regulations and wherever practical, consideration shall be given to the recycling of water that is used in the spa.

5.7.10. Garbage

The establishment shall sort all garbage and dispose of or recycle it in an appropriate manner.

5.7.11. Community

The establishment shall remain sensitive to the existing local culture and shall continue to add value to the lives of the local communities where practical.

5.7.12. Remote, Isolated or Wilderness Location

For spas that are established after the implementation of this standard and are located in a defined remote, isolated or wilderness location, shall also confirm to this additional standard:

- 5.7.12.1 To promote, develop and/or pioneer new and innovative ecological initiatives which protect and sustain the environment of the spa establishment.



II

**ASEAN Spa Services 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 Spa Services 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 Spa Services Standard means ASEAN Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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 evenhandedness.
- 2.14. Certification logo of ASEAN Spa Services Standard means the logo showing the certification of ASEAN Spa Services 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 Spa Services Standard in order to propose to QTWG for making a decision;
- 2) Review and revise the procedure for assessment and certification in ASEAN Spa Services Standard and the regulation for assessment and certification in ASEAN Spa Services 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 spa business registered in each country;
- 2) Shall conduct in accordance with its national law;
- 3) Shall comply with the requirements of ASEAN Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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 Spa Services Standard that is certified;
- 7.2. Refer only in the business and ASEAN Spa Services Standard that is certified;
- 7.3. shall not misuse the certificate/the certification logo/the plaque in the way of disgracing ASEAN Spa Services 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 Spa Services 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 Spa Services Standard that is certified in accordance with the regulation for assessment and certification in ASEAN Spa Services 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 two years before the expiry of the certificate. The audit shall be conducted in accordance with the regulation for assessment and certification in ASEAN Spa Services 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 Spa Services 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 spa, 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 Spa Services Standard and/or the regulation for assessment and certification in ASEAN Spa Services Standard and/or does not implement in accordance with ASEAN Spa Services 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 Spa Services Standard that is certified;
- 3) Not conform to ASEAN Spa Services 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 Spa Services 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 Spa Services 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

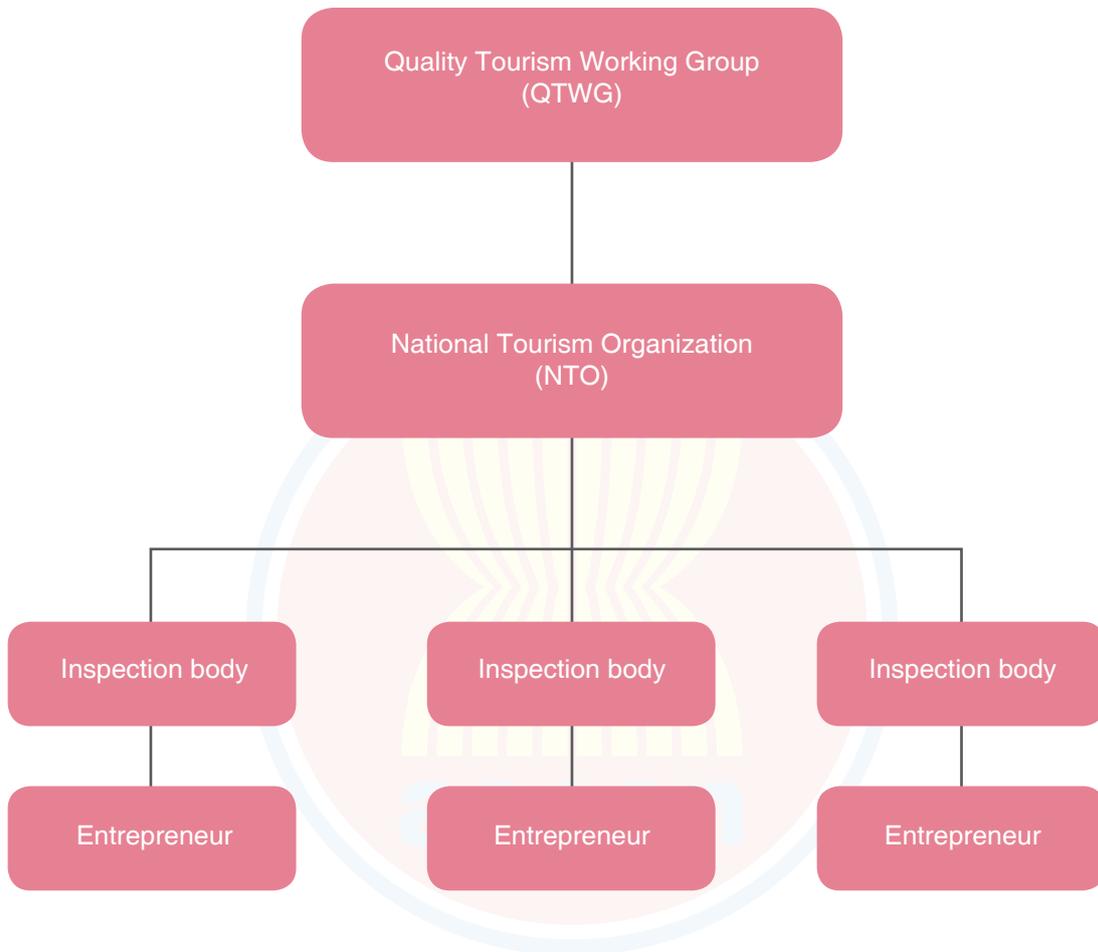
QTWG, NTO and the inspection body shall keep the information and the documents received from the applicant and/or the certified entity in confidential, including the confidential information that QTWG, NTO, and the inspection body receive from other sources.

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 Spa Services Standard and/or the regulation for assessment and certification in ASEAN Spa Services Standard and/or any regulations relating to ASEAN Spa Services 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 Spa Services Standard and/or the regulation for assessment and certification in ASEAN Spa Services Standard and/or the revised regulations according to No. 13.1 within the specified period.

THE COMMITTEE CHART



APPENDIX A

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

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

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 Spa Services 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 Spa Services Standard.

2. Definitions

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

- 2.1. ASEAN Spa Services Standard means ASEAN Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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 noncompliance with the requirement.

- 2.12. Surveillance means assessment for follow up the maintenance of ASEAN Spa Services 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 Spa Services 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 Spa Services Standard shall fill out the details in the application form for certification in ASEAN Spa Services 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 Spa Services Standard.

4. Procedure of Initial Self-Assessment by the Applicant

- 4.1. The entity that intends to apply for certification in ASEAN Spa Services Standard shall conduct initial self-assessment by using the audit checklist as shown in Appendix E and initially evaluate the score. Then this document shall be submitted to the inspection body.
- 4.2. The inspection body shall verify the details of the initial self-assessment result and the applicant's evaluation of the score, including the information that the applicant filled out in the audit checklist to plan for assessment.

5. Procedure of Assessment for Certification

5.1. General

- 5.1.1. 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.
- 5.1.2. 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 Spa Services Standard, size and the complexity of the activity, the relevant regulations, outsourcing the external organizations in implementing activities under the scope of ASEAN Spa Services Standard, any previous audit results, the type of certification, the number of members in inspector team.
- 5.1.3. 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 Spa Services Standard at the premise;
 - 4) Evaluating the audit result and preparing the audit report.

5.2. Appointing the Inspectors

- 5.2.1. The inspection body shall appoint the inspectors for auditing in accordance with the criteria of ASEAN Spa Services Standard.
- 5.2.2. The inspection body shall appoint the inspectors as appropriate and might appoint the experts. The inspector team shall have the persons who have knowledge and competence in health science at least 1 person and shall be clearly defined the authorities. In addition, the inspection body shall inform the applicant of the inspectors.
- 5.2.3. Appointing the inspectors by the inspection body shall be held to principles as follows:
 - 5.2.3.1 Have the qualification and the experience for auditing ASEAN Spa Services Standard as specified in Appendix B;
 - 5.2.3.2 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;
 - 5.2.3.3 Have knowledge in the relevant audit and the audit documents;
 - 5.2.3.4 Have technical knowledge and competence in activities of ASEAN Spa Services Standard;
 - 5.2.3.5 Have competence in communication;
 - 5.2.3.6 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.

5.2.4. 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 Spa Services 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 Spa Services 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 Spa Services Standard and the result of the action taken in accordance with the applicant's requirements.

5.2.5. 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.

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

5.3. Evaluating the Supporting Documents of the Application and Establishing the Audit Plan

5.3.1. Evaluating the documents used for implementing ASEAN Spa Services Standard.

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

5.3.3. Bring the information relating to the applicant's understanding of ASEAN Spa Services Standard, the result of initial self-assessment, and the premise's implementation issues, which have a chance to cause a significant effect, in planning the audit.

5.3.4. 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.

5.4. Auditing the Service and the Implementation According to the Requirements of ASEAN Spa Services Standard at the Premise

The objective of assessment for certification is to evaluate the compliance and the effectiveness of implementing ASEAN Spa Services Standard. The assessment for certification shall cover

the information and the evidences of complying with the requirements of ASEAN Spa Services 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:

5.4.1. 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;
- o 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.

5.4.2. 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.

5.4.3. 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.

5.4.4. Closing meeting

After finishing the audit, the inspectors shall close the meeting to report the audit result, the non-compliance with the requirements, the nonconformities 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 nonconformity 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.

5.5. Evaluating the Audit Result and Preparing the Audit Report

5.5.1. 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.

5.5.2. Reporting to Quality Tourism Working Group

- In case the audit result passes the criteria of ASEAN Spa Services 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 Spa Services Standard, the inspection body cannot submit to NTO for initially considering the audit report.

6. Surveillance

- 6.1. 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 Spa Services 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 Spa Services Standard.
- 6.2. 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 Spa Services Standard and the regulation for assessment and certification in ASEAN Spa Services Standard. If the certified entity cannot implement, the certification might be suspended or withdrawn.
- 6.3. The surveillance audit shall be conducted at least once a year from the date that QTWG approves the certification. Every requirement of ASEAN Spa Services 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:

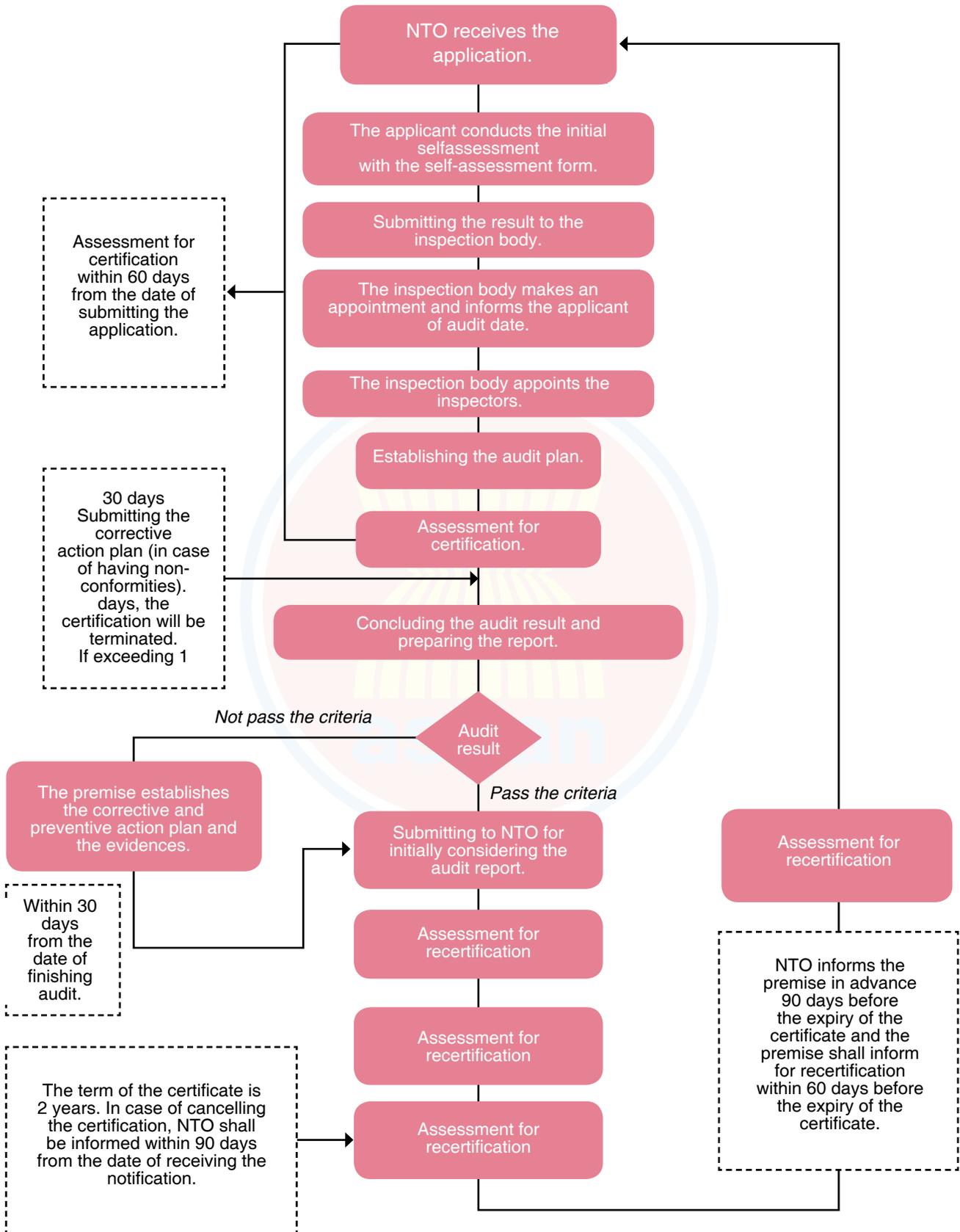
 - 1) Shall investigate the certified entity's complaints.
 - 2) Review or follow up the effects from any change of the certified entity in main substances such as change of the legal status, the trade, the organization or the owner, the management, the name, the address of the premise, the scope of certification, and the important changes of the standard.
 - 3) Follow up the suspension of certification.
- 6.4. The planned surveillance audit shall be conducted in accordance with the assessment for certification, mutatis mutandis, as follows:
 - 6.4.1 In case the audit result passes the criteria of ASEAN Spa Services 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.
 - 6.4.2. In case the audit result does not pass the criteria of ASEAN Spa Services 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.

7. Assessment for recertification

- 7.1. Before the expiry of certification, the inspection body shall conduct the audit every requirement of ASEAN Spa Services 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.
- 7.2. 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 Spa Services Standard throughout the period of certification and the surveillance report of maintaining ASEAN Spa Services Standard that is certified from the previous certification.
- 7.3. 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 Spa Services Standard



APPENDIX A

Application Form for Certification in ASEAN Spa Services Standard





ASEAN Spa Services Standard Application Form

1. Name of applicant (Name of organization)
2. Address of the head office Lane/Alley.....
 Road Village No..... Sub-District /Sub-Area.....
 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. Types of Spas
 Day Spa Cub Spa Hotel / Resort Spa
 Mineral Spring Spa Cruise Ship Spa Destination Spa
5. For activity of
6. No. of employee working day & time
7. In this certification, we would like to audit in the language
 Thai English Other
8. On behalf of the applicant for ASEAN Spa Services 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

9. Contact person

1) Name	Position
Tel	Fax
Mobile phone	E-mail address
2) Name	Position
Tel	Fax
Mobile phone	E-mail address

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

.....

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 Spa Services Standard



Requirements of the Qualification and the Experience for the Inspectors of ASEAN Spa Services 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 medicine or nursing or pharmacy or public health or health science 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 Spa Services 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 Spa Services 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 Spa Services 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 Spa Services 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
 - 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 Spa Services Standard and references to help the inspector understand the scope of audit and apply the audit criteria. The knowledge and the skills
- the application of ASEAN Spa Services Standard with the premises appropriately, and
 - ASEAN Spa Services 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 Spa Services 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; an
 - 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 medicine or nursing or pharmacy or public health or health science 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 Spa Services Standard”. In case the inspector, who audits other standards, shall complete the training course “The requirements of ASEAN Spa Services Standard”, which develops the knowledge of related standard, laws, regulations, principle, method and technique.

2.4 Audit experience

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 spa service, the masterfulness in spa standard, knowledge in health science, 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

Name List of Audit Participants





**Name List of Audit Participants
ASEAN Spa Services Standard**

Name of the organization

Date

No.	Nama-Surname	Position	Signature	
			Opening meeting	Closing meeting
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
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17				
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19				
20				
21				
22				



APPENDIX D

Audit Plan





APPENDIX E

Audit Checklist





ASEAN Spa Services Standard Audit

ASPECT OF AUDITING & MARKING CRITERIA

Applicant : Name
Address

REPRESENTATIVE : Name
Title

DATE :

The Aspect of Auditing will Included:

1. Term and Definitions

Spa

Type of Spa

- Day Club Hotel/Resort Mineral Spring Cruise Ship Destination
- Other (Please Clarify)

- Establishment that provides relaxing massage treatment(s) for the body and face, and at least two water applications as defined by this standard.

(If NO, establishment does not quality to be audited under this standard.)

Marking Procedure

Auditor must follow and use the marking scale provide by ASEAN Spa Services Standard committee without making any alterations. All mark that are given will be objective – either YES or No

A YES is given to the Establishment when the criteria met the written ASEAN Spa Standard
Yes NO

For example

The reception area shall be clearly separated from service area.

Yes	No
5	0

In this case a YES is worth 5 marks and would be given. If the reception area is not clearly separated from service area, a NO is worth 0 marks.

Marking Criteria: 100% objective marking



ASEAN Spa Services Standard: Audit

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard		Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	
2. PLACE: Total 50 marks (10%)		YES		NO
2.1 LOCATION		Maximum mark 10		
2.1.1	The spa shall be located in a place that is convenient, safe, and will not endanger an individual's health.	Convenient - easy to access, Safe - Not under a major power line, not in industrial area, not in highly polluted or contaminated area.	2.5	
2.1.2	In the case where the spa is located in the same building as another business enterprise, its boundaries shall be clearly delineated and other business's activities shall not interfere with the provision of spa services.	Observation during audit.	2.5	
2.1.3	Services Area - In the case that the spa provides several different kinds of services in the same location, the service areas shall be clearly separated and the space for each service shall be appropriate for the type of service being provided.	Observation during audit.		
2.1.3.1	Service areas of different types are clearly separated.	Observation during audit.	1	
2.1.3.2	The area allocated for each service is in keeping with the requirements of the service being provided	Observation during audit.	1.5	
M 2.1.4	The spa establishment shall conform to all local building or industry regulations.	Construction or building permits and or business permits.	2.5	Mandatory requirement.
Sub Total			0.00	0.0%

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
2.2 RECEPTION						
			Maximum mark	5		
2.2.1	The reception area shall be clearly separated from service area.	Observation during audit.	2.5			
2.2.2	The reception area shall have sufficient seats for clients to use at peak periods.					
2.2.2.1	The reception area has seats provided for clients to use.	Observation during audit.	0.5			
2.2.2.2	The reception area has sufficient seats for clients to use at peak periods.	Observation during audit.	2			
				Sub Total	0.00	0.0%
2.3 TREADMILL AREAS						
			Maximum mark	2.5		
	Treatment Areas shall maintain an appropriate level of privacy for the client, but shall not be hidden or have doors which can be locked.				
2.3.1	Treatment areas are screened, enclosed or otherwise separated from all public areas.	Observation during audit.	0.5			
2.3.2	Treatment areas not be hidden.	The door or entrance of treatment areas to be visible from public area.	0.5			
2.3.3	Treatment areas do not have doors which can be locked from inside the treatment area.	Observation during audit.	1.5			
				Sub Total	0.00	0.0%
2.4 CLEANLINESS						
			Maximum mark	2.5		
	All areas of the spa, both inside and outside and whether staff or guest areas, shall be kept hygienically clean an orderly at all times.	Observation during audit.	2.5			
				Sub Total	0.00	0.0%

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
2.5 CONSTRUCTION						
		Maximum mark	2.5			
	The building shall be constructed of sturdy, durable materials and shall not be in a dilapidated state.	<i>Observation during audit.</i>	2.5			
		Sub Total	0.00	0.00	0.0%	
2.6 WET AREAS						
		Maximum mark	2.5			
	In areas where water is used for the services, the floor shall be made of non-slippery, easy-to-clean material.	<i>Observation during audit.</i>	2.5			
		Sub Total	0.00	0.00	0.0%	
2.7 SAFETY						
		Maximum mark	2.5			
	The spa shall have clearly marked signage, floor plans, emergency exits, emergency lighting, smoke detectors, fire extinguishers, and fire alarms.					
2.7.1	The spa has clearly marked emergency exits, smoke detectors and fire extinguishers.	<i>Observation during audit.</i>	1.5			
2.7.2	The spa has floor plans, emergency lighting and fire alarms.	<i>Emergency lighting must be located in public corridors, and emergency exit routes.</i>	1			
		Sub Total	0.00	0.00	0.0%	
2.8 LIGHTING						
		Maximum mark	2.5			
	The lighting should be appropriate in each area of the spa.	<i>Staff and client must be able to see what they are doing and where they are going safely.</i>	2.5			
		Sub Total	0.00	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
2.9 VENTILATION						
	The spa area shall be well-ventilated.	Observation during audit.	Maximum mark 2.5 2.5			
Sub Total				0.00	0.0%	
2.10 WASTE MANAGEMENT						
	The spa shall have a waste management system installed, with waste and used water managed in a responsible and sanitary manner.	Garbage is separated into receptacles, and recycled or moved from premises regularly. Grey water is recycled or channelled into sewage system.	2.5			
Sub Total				0.00	0.0%	
2.11 CLIENT FACILITIES						
	There shall be a sufficient number of clean and proper bathrooms, toilets, hand-washing basins, and separate changing rooms, if provided, for men and women.		2.5			
2.11.1	<i>There shall be a sufficient number of clean and proper bathrooms, toilets, hand-washing basins, and separate changing rooms, if provided, for men and women.</i>	<i>Toilets and bathrooms may be outside of the actual spa and may or may not be shared with other businesses.</i>	<i>0.5</i>			
2.11.2	<i>There shall be a sufficient number of clean and proper bathrooms, toilets, hand-washing basins, and separate changing rooms, if provided, for men and women within the spa.</i>	<i>All client facilities are located within the spa.</i>	<i>2.5</i>			
Remark : check 2.11.1 or 2.11.2, cannot check both.				0.00	0.0%	
2.12 DECORATION						
	The area shall be appropriately decorated in a way that does not cause offense or violate social customs, national culture and morals.	Observation during audit.	2.5			
Sub Total				0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
2.13 MUSIC			Maximum mark 2.5			Please Fill in your comment corresponding with Auditing Aspect
	The volume of music if played shall be of a comfortable audible level appropriate to the function of the service area.	Observation during audit.	2.5			
		Sub Total	0.00	0.00	0.0%	
2.14 FURNITURE			Maximum mark 2.5			
	The professional furniture destined for client use shall be comfortable, practical and in good condition.	Observation during audit.	2.5			
		Sub Total	0.00	0.00	0.0%	
2.15 ACCESSIBILITY			Maximum mark 2.5			
	The establishment shall be accessible by senior citizens, and those with physical disabilities.	Areas of different elevations have gentle slopes with grab rails. At least one bathrooms & toilet has grab rails.	2.5			
		Sub Total	0.00	0.00	0.0%	
2.16 BACK OFFICE AREAS			Maximum mark 2.5			
	The establishment shall provide appropriate back of house areas to enable the professional deliverance of spa services. Such areas shall include but not be limited to: staff area, pantry, and management area.	Observation during audit.	2.5			
		Sub Total	0.00	0.00	0.0%	
3. Service: Total 100 marks (20%)						
3.1 OPERATING HOURS			Maximum mark 10			
	Spa services will only be provided during opening hours within the establishment and according to local business regulations.	Published operating hours comply with local laws and services are not provided outside of this time.	10			
		Sub Total	0.00	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
3.2 LOCATION						
		Maximum mark	10			
	A consultation shall be conducted prior to spa treatment, by top management of the spa or the spa manager or trained industry professional. A consultation may be waived for repeating clients having the same treatment. Clients shall be informed of the treatments and techniques and agree to such techniques prior to the services. A post treatment consultation is also recommended.					
3.2.1	Consultations conducted prior to spa treatment.	Check the records of consultation	2			
3.2.2	Consultation conducted by top management of the spa or the spa manager or trained industry professional.	Observation during audit.	8			
				Sub Total	0.00	0.0%
3.3 MENU						
		Maximum mark	10			
	A complete menu of services shall be clearly displayed in the spa. The menu shall include detailed pricing with any and all supplementary charges which may be chargeable, treatment duration, and spa cancellation policy.	May be displayed on the wall, reception counter, in consultation or waiting areas of the spa.	10			
				Sub Total	0.00	0.0%
3.4 PROTOCOLS						
		Maximum mark	10			
	All treatments and services shall be performed in accordance with the companies approved standards of protocol.	Interview therapy staff regarding use of Standard Operating Procedures.	10			
				Sub Total	0.00	0.0%

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
3.5 NEW PROTOCOLS						
			Maximum mark 10			
	Protocols for new services to be introduced to the establishment shall be designed and practiced to the required level of professionalism and in accordance with the documented protocol of the company. Top management shall give final approval before new treatments or services are performed on clients.	Check the standard operating procedures manual for compliance				
3.5.1	Protocols for new services are introduced to the establishment.	Check the standard operating procedures manual.	2			
3.5.2	Protocols for new services are practiced to the required level of professionalism and in accordance with the documented protocol of the company.	Interview staff for implementation	8			
			Sub Total	0.00	0.0%	
3.6 SPA SERVICES						
			Maximum mark 10			
3.6.1	Massage – Massage services for relaxation of the body and face shall be provided. Additional massage or treatment services for body, face or feet which provide other benefits of well-being may also be provided.					
3.6.1.1	Additional massage or treatment services for body, face or feet which provide other benefits of well-being are provided.	Check Spa Menu	4			
3.6.1.2	Massage services for relaxation of the body and face are provided.	Check Spa Menu	2			
3.6.2	Water applications – A spa shall provide a minimum of two water applications which provide benefits of well-being. Water applications are defined as applications of water, hot or cold, natural, mineral or thalassic in the form of:	Showers which are provided just for cleansing are not considered as a water application under this standard.				

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
	<p>Baths - immersion of whole body or part thereof into a herbal, aroma, mineral, peloid or chormotherapeutic solution - may include water or air jets AND/OR</p> <p>Floatation – standing body of water; chambers or tanks, in which the client floats for the purpose of rejuvenation. May or may not include sight and sound deprivation. AND/OR</p> <p>Plunge Pools large enough to immerse the entire body AND/OR</p> <p>Soaks - immersion of whole body or part thereof into a herbal, aroma, mineral, peloid or chormotherapeutic solution</p> <p>Well-being Showers - natural or pressurised for experiential or therapeutic purposes which provide tangible benefits of well-being AND/OR</p> <p>Thermotherapy - manual or mechanically applied heat treatment (i.e. steam or sauna)</p>	<p>Baths can be for body, hands only or feet only.</p>	6			Please Fill in your comment corresponding with Auditing Aspect
3.6.3	<p>Scrubs and Wraps – application of natural resources e.g. herbs, foods, mineral or peloids for relaxation, beautification, detoxification or other well-being benefits may be provided.</p>	<p>Check Spa Menu</p>	3			
3.6.4	<p>Exercises – manual or mechanically performed movements which have a health supportive and promotional benefit.</p>	<p>Check Spa Menu</p>	2			
3.6.5	<p>Energy Treatments – the control or release of chi or energy flows of the body and mind which provide benefits of well-being. Such controls may be based on traditional acceptance and/or scientific validation.</p>	<p>Check Spa Menu</p>	2			
3.6.6	<p>Nutritional Programmes – ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, and which promote well-being.</p>	<p>Check Spa Menu</p>	2			

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
3.6.7	Dietary Programmes – ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, which provide for weight management.	Check Spa Menu	2			<i>Please Fill in your comment corresponding with Auditing Aspect</i>
3.6.8	Traditional Massage or Traditional Treatments – Traditionally practised massage or treatments which may or may not be scientifically substantiated, but the belief of aboriginal or indigenous local populations support the health benefits of the treatment.	Check Spa Menu	3			
3.6.9	Beauty Treatments – any treatment that involves the application of product to the body or any part thereof, and which may or may not include massage techniques and which may or may not provide a tangible benefit of well-being, but are complementary to services provided in the spa.	Check Spa Menu	2			
3.6.10	Other Treatments - any treatment which may be suitable for spa services and which may or may not be scientifically proven but which are culturally accepted to have benefits of well-being but are not categorised elsewhere under this standard.	Check Spa Menu. Hot Stone, Herbal Balls are also accepted.	2			
3.7 TRADITIONAL AND CULTURAL SERVICES			Sub Total	0.00	0.0%	
3.7 TRADITIONAL AND CULTURAL SERVICES			Maximum mark	10		
	All traditional and cultural services are afforded the same level of respect and are not significantly changed or altered for introduction or implementation to the establishment without prior consultation with aboriginal or indigenous populations from where they have originated, except where such changes or alterations are required for health and safety, or by law.	Must be practised in traditional way or as close as practical to the traditional way as possible. i.e. Massages traditionally performed on the floor, are not considered traditional if performed on a bed.	10			
3.7 TRADITIONAL AND CULTURAL SERVICES			Sub Total	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
3.8 STAFFING LEVELS						
		Maximum mark 10	10			
	The number of staff appropriate to and in keeping with the commonly accepted business practices are employed.	Spa employs sufficient staff to provide published services in accordance with actual business level.	10			
		Sub Total	0.00	0.00%		
4. PEOPLE: Total 125 marks (25%)						
4.1 AGE						
		Maximum mark 10	10			
	No person under the age of 18 years or as stipulated by local labour laws, (and which ever is highest) are employed in the spa.	Check the staff profile.	10			
		Sub Total	0.00	0.00%		
4.2 HEALTH						
		Maximum mark 10	10			
	All staff working in spa are in good general health, with no communicable diseases.	Check staff employment records. Must contain medical check from commencement of employment and at least annually there after.	10			
		Sub Total	0.00	0.00%		
4.3 LANGUAGE						
		Maximum mark 10	10			
	All staff can communicate effectively with their colleagues and their clients.	Interview staff to ensure they are able to communicate in the language of the spa's clients.	10			
		Sub Total	0.00	0.00%		
4.4 GROOMING						
		Maximum mark 10	10			
	All staff are suitably groomed and attired in accordance with the professionally accepted level of hygiene and the company's Operational Standards.	Review the staffs grooming for compliance with the actual published company standard.	10			
		Sub Total	0.00	0.00%		

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
4.5 SERVICING ETHIQUETTE AND DEMEANOUR						
		Maximum mark 10	10			
	Staff and management maintain a level of professional service etiquette and demeanour at all times.	Observation during audit.	10			
		Sub Total	0.00	0.00%		
4.6 QUALIFICATION AND TRAINING						
		Maximum mark 10	10			
4.6.1	The staff working in an establishment shall have participated in and successfully completed in a related qualification with valid certificate.	Review staff files.	15			
4.6.2	All staff shall have completed a company and premises orientation program upon commencement of employment.	Review training records.	15			
4.6.3	All staff shall have participated in and completed training in product and services appropriate to their position, before contact with clients.	Review training records.	15			
4.6.4	All staff shall participate in an on-going periodic assessable inhouse training program to ensure maintenance and development of knowledge and standards.	Review training records	10			
4.6.5	Top management shall provide staff with the opportunity for professional development.	Review records of ‘career development program’ or similar development/ promotional opportunities or incentives. Interview staff.	5			
4.6.6	Top management shall ensure that all staff are knowledgeable in procedures to be taken when dealing with guest misconduct.	Review training records.	5			
		Sub Total	0.00	0.00%		
4.7 WORKING PRACTICES						
		Maximum mark 10	10			
4.7.1	Staff shall work in a clean and safe manner at all times.	Observation during audit. Interview staff.	4			

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
4.7.2	Staff shall work in a professional and ethical manner at all times.	Review staff files for any breach of professional or ethical standards, and the corrective action taken. Interview staff.	6			Please Fill in your comment corresponding with Auditing Aspect
5. PRODUCT: Total 50 marks (10%)				Sub Total	0.00	0.0%
5.1 PRODUCTS				Maximum mark	10	
5.1.1	Products used in the provision of spa treatments are organic and/or natural.	Review product certification (from supplier).	5			
5.1.2	Products used in the provision of spa treatments are biodegradable in nature.	Review product certification	2.5			
5.1.3	Products used are ethically sourced and manufactured, without exploitation of people or the environment.	Review Certificate of Manufacture (from supplier)	2.5			
5.2 BENEFITS				Sub Total	0.00	0.0%
Maximum mark				7.5		
	The beneficial effects or efficacy claims of products used or sold are not exaggerated.	Observation during audit.	7.5			
5.3 CERTIFICATION				Sub Total	0.00	0.0%
Maximum mark				7.5		
M	Products shall conform to the ASEAN Harmonization Act or any amendments thereof; have a Certificate of Manufacturer, Certificate of Free Sale or Good Manufacturing Practices (GMP) certificate as is appropriate. Any products used which are not required by law to have such certificates shall conform to local Food & Drug (FDA) regulations or similar and not be deemed detrimental to clients well-being.	Review product certification.	7.5			
Sub Total				0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
5.4 QUALITY CONTROL						
		Maximum mark 10				
	Products produced by the spa have a quality control process.	Review standard recipes of products which are 'home made'. Any which are stored, are stored correctly, and have date of production and/or use-by date.	5			
		Sub Total	0.00	0.0%		
5.5 INVENTORY CONTROL						
		Maximum mark 5				
	Products used in the spa shall be subject to an inventory control system in accordance with good business practises and specified product use-by-dates.	Observation during audit.	5			
		Sub Total	0.00	0.0%		
5.6 USAGE						
		Maximum mark 5				
	Products are used in accordance with standard hygiene practises, and any unused portion is not returned to the bulk container.	Interview therapist on product preparation and usage methods. Check preparation area and utensils used for spa treatments.	5			
		Sub Total	0.00	0.0%		
5.7 STORAGE						
		Maximum mark 5				
	All products shall be stored under the appropriate conditions and temperature as recommended by the product manufacturer.	Review storage area. Products must be orderly. Products which are required to have temperature or light controls must be stored accordingly.	5			
		Sub Total	0.00	0.0%		
5.8 HYGIENE						
		Maximum mark 5				
5.8.1	All tools and equipment used to apply, transfer or use product shall be maintained in a clean and hygienic condition at all times.	Review training records and/or daily check lists, sanitation and sterilisation procedure. Check preparation area and preparation tools & equipment.	3			
5.8.2	All cleaning products used in the spa shall be safe and not harmful to staff or clients.	Check the labels of cleaning products for safety and harmful side effects.	2			
		Sub Total	0.00	0.0%		

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
6. EQUIPMENT: Total 50 marks (10%)						
6.1 SUITABILITY						
			Maximum mark 15			
	Each area of the spa shall be equipped with the suitable and appropriate tools and operational equipment necessary for the efficient and professional deliverance of services.					
6.1.1	<i>Spa is equipped with the suitable and appropriate tools and operational equipment for the services provided.</i>	<i>Observation during audit.</i>	10			
6.1.2	<i>Staff are trained in the use of all tools and operational equipment.</i>	<i>Review training records.</i>	5			
			Sub Total 0.00	0.00	0.0%	
6.2 MAINTENANCE						
			Maximum mark 10			
	All specialized equipment shall be maintained in accordance with supplier manual and kept in good repair.	<i>Record of equipment maintenance including supplier's name, address and contact person must be available for each piece of specialised equipment.</i>	10			
			Sub Total 0.00	0.00	0.0%	
6.3 SAFETY						
			Maximum mark 7.5			
6.3.1	All specialist equipment is used in accordance with the supplier manual.	<i>Check availability of supplier manual, and its use in training.</i>	5			
6.3.2	Any equipment used by clients shall have instructions for its safe usage clearly displayed.	<i>Instructions must be displayed on, or next to the equipment.</i>	25			
			Sub Total 0.00	0.00	0.0%	
6.4 LEGAL CONFORMANCE						
			Maximum mark 7.5			
M	All specialist or specialised equipment is legally certified for use in the spa if required by local law.	<i>Review equipment manual.</i>	7.5			Mandatory requirement
			Sub Total 0.00	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
6.5 CLEANLINESS						
		Maximum mark	10			
	All equipment of the spa, whether in staff or guest areas, is kept hygienically clean and orderly at all times.	Observation during audit.	10			
		Sub Total	0.00	0.00	0.0%	
7. MANAGEMENT: Total 75 marks (15%)						
7.1 MANAGEMENT						
		Maximum mark	7.5			
7.1.1	Top management of the establishment has appointed a Spa Manager, to ensure that the services fulfil the agreed quality levels described in this standard.	Review company organisational chart, job description of appointee, and training records for achievement of quality standards by staff.	5			
7.1.2	Top management has and adheres to a professional code of conduct in keeping standard practices.	Interview top management on the company's documented 'code of conduct'.	2.5			
		Sub Total	0.00	0.00	0.0%	
7.2 QUALITY SYSTEM DOCUMENTATION						
		Maximum mark	7.5			
7.2.1	A quality system document details service standards and is used in the training of staff. Such document includes but not be limited to;					
7.2.2	Arrival procedures AND					
7.2.3	Reservations procedures AND					
7.2.4	Guest handling procedures AND		5			
7.2.5	Billing & Payment procedures AND					
7.2.6	Retail & Merchandising protocols & procedures AND					
7.2.7	An example of all forms used in the spas operation AND					
7.2.8	Guest feedback procedures					
7.2.9	The quality system document is stored at the spa and be accessible by all staff at all times.	Check the physical location of the SOP Manual	2.5			
		Sub Total	0.00	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
7.3 SERVICE PROTOCOL MANUAL						
		Maximum mark 5	5			<i>Please Fill in your comment corresponding with Auditing Aspect</i>
	A quality service protocol manual details service protocols, techniques, products and equipment used in the deliverance of services is used in the training of spa staff. The manual also details any indications or contra-indications as may be applicable.	<i>Review training records to ensure manual is used for training of services.</i>	5			
		Sub Total	0.00	0.00	0.0%	
7.4 HUMAN RESOURCE MANAGEMENT						
		Maximum mark 7.5	7.5			
7.4.1	<i>Employee Manual - Top management prepared and maintain an employee manual detailing all employee benefits and expectations of employee conduct or the ramifications of non conformance.</i>	<i>Review employee handbook/manual.</i>	3			
7.4.2	<i>Recruitment / Hiring - Top management of the establishment has defined the job description for staff according to the position and in keeping with standard business practice and local labour laws.</i>	<i>Review job descriptions for all staff positions.</i>	1.5			
7.4.3	<i>Remuneration - Top management remunerates all employees in a fair and equitable manner abiding by local labour laws which may be in force or generally accepted.</i>	<i>Review the employment package and incentive benefits for staff.</i>	3			
		Sub Total	0.00	0.00	0.0%	
7.5 SECURITY MANAGEMENT						
		Maximum mark 10	10			
7.5.1	<i>Top management take all reasonable measures to ensure the security of clients and their possessions during their time at the spa.</i>	<i>Review company security policy.</i>	1			
7.5.2	<i>Top management take all reasonable measures to secure the privacy of clients before, during or after their time at the spa.</i>	<i>Review company security policy.</i>	1			
7.5.3	<i>The establishment has a documented emergency plan defined in accordance with legal requirements and clearly displayed in the staff area.</i>	<i>Check the emergency plan is displayed in the staff area.</i>	2			
7.5.4	<i>Emergency Exits are clearly marked and kept free of obstacles of any kind.</i>	<i>Observation during audit.</i>	3			

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard						Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO			
7.5.5	All staff wear name badges or similar identification devices.	<i>Observation during audit.</i>	1					<i>Please Fill in your comment corresponding with Auditing Aspect</i>
7.5.6	Top management take all reasonable measures to prevent any form of sexual harassment in the establishment.	<i>Review Standard Operating Procedures, code of ethics, employee handbook and/or training records.</i>	2					
7.6 COMMUNICATION			Sub Total	0.00	0.0%			
			Maximum mark	7.5				
7.6.1	Top management has established an effective internal communication system, so that all staff members are always informed of the result of the services and the degree of client satisfaction.	<i>Interview staff on how/if top management feedback client comments to staff.</i>	5					
7.6.2	The system ensures that all suggestions and comments from staff members and clients are analysed and responded by top management.	<i>Interview staff on top management’s response to any suggestions or comments given.</i>	2.5					
			Sub Total	0.00	0.0%			
7.7 MARKETING PLAN			Maximum mark	5				
7.7.1	The establishment has a documented marketing plan, detailing all planned marketing activities and the budget and anticipated return of such activities.	<i>Review the marketing plan.</i>	2					
7.7.2	The Marketing Plan is regularly reviewed and updated in accordance with changes in circumstances, staffing or business levels.	<i>Review the record of implementation of marketing plan.</i>	3					
			Sub Total	0.00	0.0%			
7.8 EMERGENCY PLAN			Maximum mark	7.5				
M	All staff are aware of the action plan in the case of clinical emergencies. Telephone numbers for the closest ambulance services, welfare centres and hospitals are easy to access.	<i>Interview staff on emergency action procedures, and knowledge of emergency telephone numbers, identify at least one staff member who is trained in clinical emergency response.</i>	7.5					Mandatory requirement
			Sub Total	0.00	0.0%			

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
7.9 FIRST AID						
		Maximum mark 7.5	7.5			Please Fill in your comment corresponding with Auditing Aspect
A first-aid kit containing appropriate supplies is maintained at Reception and/or in the Staff waiting area. Larger spas may have additional kits.	Check the location and contents of all first aid kits, including expiry date, and is fully stocked.	7.5	7.5			
7.10 LIABILITY INSURANCE			Sub Total	0.00	0.0%	
Maximum mark 5						
	The establishment maintains an appropriate level of business insurance including public liability and third party property insurance, or as may be legally required. If it is not compulsory, it is also recommended that the spa shall carry professional indemnity insurance for all spa service staff where available.	5	5			
7.11 SYSTEM REVIEW			Sub Total	0.00	0.0%	
Maximum mark 5						
	Top management has implemented a management system review, including an internal audit, evaluation and other processes for staff, client, product, equipment and business practises as may be deemed appropriate to ensure professional and effective business management.	5	5			
8. ENVIRONMENT: Total 50 marks (10%)			Sub Total	0.00	0.0%	
Maximum mark 5						
8.1 ENVIRONMENTAL POLICY						
	The spa has a responsible and implementable environmental policy which is known to and understood by all staff.	5	5			
8.1 ENVIRONMENTAL POLICY			Sub Total	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
8.2 PRODUCTS						
		Maximum mark 5	5			
	The spa does not add to the water, soil or air any product, pollutants or substances which could be considered harmful to the environment.	Observation during audit.	5			
Sub Total				0.00	0.0%	
8.3 CLEANING						
		Maximum mark 5	5			
	Cleaning products used in the establishment are natural, organic and bio-degradable.					
8.3.1	<i>Some of the cleaning products used in the establishment are natural, organic and / or bio-degradable</i>	Observation during audit.	2			
8.3.2	<i>All cleaning products used in the establishment are natural, organic and bio-degradable</i>	Observation during audit.	5			
Remark : check 8.3.1 or 8.3.2, cannot check both.				0.00	0.0%	
8.4 LINENS						
		Maximum mark 5	5			
	All new towelling and linens used shall be made from organic, sustainable or renewable materials and shall have been manufactured using non-toxic means.					
8.4.1	<i>Some of the new towelling and linens used are made from organic, sustainable or renewable materials and have been manufactured using non-toxic means.</i>	Observation during audit.	2			
8.4.2	<i>All of the new towelling and linens used are made from organic, sustainable or renewable materials and have been manufactured using non-toxic means.</i>	Observation during audit.	5			
Remark : check 8.4.1 or 8.4.2, cannot check both.				0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
8.5 MANUALS AND BROCHURES						
		Maximum mark	2.5			
	All manuals and brochures are on paper made from farmed trees or have been recycled.	Observation during audit.	2.5			
		Sub Total	0.00	0.00	0.0%	
8.6 PACKAGING						
		Maximum mark	5			
	All packaging materials, professional or retail, shall be minimal and bio-degradable or able to be reused or recycled.					
8.6.1	All packaging materials, professional or retail, are minimal.	Is not a “container within a container”	2			
8.6.2	All packaging materials, professional or retail, are bio-degradable.	Observation during audit.	2			
8.6.3	All packaging materials, professional or retail, are able to be reused or recycled.	Observation during audit.	1			
		Sub Total	0.00	0.00	0.0%	
8.7 ELECTRICITY						
		Maximum mark	5			
8.7.1	Subject to location and wherever practical, consideration has been given for the implementation of the use of alternative electrical savings via solar, wind or other environmentally sensitive means.	Observation during audit.	1			
8.7.2	All light bulbs are the compact energy saving style.	Observation during audit.	2			
8.7.3	Light switches are all ‘dimmers’ except where deemed necessary for safety or safe working practices.	Observation during audit.	1			

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
8.7.4	The spa has installed timer switches, motion sensitive or solar lighting for all exterior lighting and does not operate external lighting of any kind when the establishment is not operational except that which is deemed necessary for reasons of safety.	Observation during audit.	1			Please Fill in your comment corresponding with Auditing Aspect
			Sub Total	0.00	0.0%	
8.8 WATER			Maximum mark	5		
8.8.1	Water features if utilised are placed such that any evaporation is minimal, and or assists with the natural cooling of the establishment.	Observation during audit.	1			
8.8.2	Spa managers and staff have full knowledge of the volume of water used in each spa service, and minimize this where practical.	Review SOP's, and interview staff on quantity of water used in each treatment.	1			
8.8.3	Aerators or flow restricted faucets and showers have been installed.	Observation during audit.	1			
8.8.4	Duel flush toilets and or other water utilization minimization technology has been installed.	Observation during audit.	1			
8.8.5	Subject to location, local government health regulations and wherever practical, consideration has been given to the recycling of water that is used in the spa.	Observation during audit.	1			
			Sub Total	0.00	0.0%	
8.9 GARBAGE			Maximum mark	5		
	The establishment sorts all garbage and disposes of or recycles it in an appropriate manner.	Separate bins to recycle, biodegradable, general, and dangerous garbages, check the process of recycles eg. use as natural fertiliser, Selling the general garbage eg. bottle, paper.	5			
			Sub Total	0.00	0.0%	

Warning: All mark that are given will be objective – either “YES” or “No”, A “YES” is given to the Establishment when the criteria meets the written ASEAN Spa Services Standard				Fill “X” into the appropriate box.		Comment
Auditing Aspect	Major Criteria and Requirements	Audit Guidelines	Max Mark	YES	NO	
8.10 COMMUNITY						
	The establishment remains sensitive to the existing local culture and continues to add value to the lives of the local communities where practical.	Review company activities that involve the local community	Maximum mark 2.5			
		Sub Total	2.5	0.00	0.0%	
8.11 ECOLOGICAL SUSTAINABILITY DEVELOPMENT						
	The spa shall promote, develop and/or pioneer ecological initiatives which protect and sustain the environment of the spa establishment.		Maximum mark 5			
8.11.1	<i>The spa promotes ecological initiatives which protect and sustain the environment of the spa establishment</i>	Observation during audit.				
8.11.2	<i>The spa has developed and/or has pioneered new and innovative ecological initiatives which protect and sustain the environment of the spa establishment</i>	Observation during audit.				
		Sub Total	5	0.00	0.0%	



APPENDIX F

Non-Conformity Report





Non-conformity report ASEAN Spa Services Standard

Application no Name of applicant Address	The representative of the organization (1) Inspectors (1) (2) (3)	Page/..... <input type="checkbox"/> Assessment for certification <input type="checkbox"/> Surveillance <input type="checkbox"/> Assessment for recertification Date
Non-conformity Signature Inspector Date		Requirement no.
Acknowledgement of non-conformity 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. Signature..... Position..... Date.....		
Follow up the corrective action		
Summary : <input type="checkbox"/> Completely corrected. <input type="checkbox"/> Incompletely corrected. Please see the new issue of nonconformity report. Date..... Signature..... Inspector Date		



APPENDIX G

Audit Report at the Premise





Audit report at the premise

Application no. : Type of audit :
Name of applicant : Audit date

Audit report

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 Spa Services Standard and implemented in the activities of the organization for achievement. The result of this assessment is as follows:

- Not found the non-conformity
- Found the non-conformity item(s) (as detailed in the attached non-conformity report(s))
- Found non-compliance with the requirements item(s) (as attached)
- Observation and opportunity for improvement (as attached)

Acknowledgement of the audit report

I, on behalf of the representative of the organization, acknowledge and agree to the above audit report.

Additional comments from the audit report (if any)

.....

.....

.....

.....

.....

Signature

(.....)

Position

Date.....



APPENDIX H

Corrective and Preventive Action Plan from the Audit





APPENDIX I

Audit Report



Audit report
ASEAN Spa Services Standard

Name of applicant

1. Name of the applicant :

2. Address of the head office :

Telephone : Fax :

3. Address of the premise :

Telephone : Fax :

4. Audit date :

5. Type of audit :

6. The representative of : 1)Position

the organization 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 Spa Services 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 Services 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

1. Aspect -

1.1 Provides relaxing massage treatment(s) for the body and face Yes No

1.2 At least two water applications. Yes No

(If NO, establishment does not quality to be audited under this standard.)

Category	Overall score	Actual score	Percentage of the actual score
2. Place	50		
3. Service	100		
4. Personnel	125		
5. Product	50		
6. Equipment/tool	50		
7. Management	75		
8. Environment	50		
Total score	500		

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 total score is more than 400 points and every mandatory requirement is passed.
- Not certified. The total score is less than 400 points.
- Not certified due to non-compliance with the mandatory requirements.

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 Spa Services Standard

Category	Illustration
1. Place	
2. Service	

Category	Illustration
3. Personnel	
4. Product	

Category	Illustration
5. Equipment/tool	
6. Management	
7. Environment	





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