Safe destinations, healthy staff, happy tourists
Guidelines for Gender and Socially Inclusive Water, Sanitation and Hygiene in Hotels
Lombok, Indonesia
Table of Contents

1 Introduction .................................................................................................................................................. 1
  1.1 Background ........................................................................................................................................... 1
  1.2 The framework for Inclusive WASH in tourism destination................................................................. 2
  1.3 The value of Inclusive WASH-at-work delivers to different stakeholders ........................................... 2
2 Inclusive WASH-at-work considerations, principles and components ......................................................... 4
  2.1 Gender equality, disability and socially inclusive considerations ...................................................... 4
  2.2 Principles ............................................................................................................................................... 4
  2.3 Core components of Inclusive-WASH outcome ..................................................................................... 5
3 How can this Guide help? ........................................................................................................................... 5
  3.1 The process ........................................................................................................................................... 5
  3.2 Setting an achievable target (moving up the ladder) ............................................................................. 6
4 Commitment and policy .............................................................................................................................. 8
  4.1 Knowledge ........................................................................................................................................... 8
  4.2 Policy ..................................................................................................................................................... 8
  4.3 Commitment to implement and monitor ............................................................................................... 9
5 Awareness of and sustained WASH behaviours ......................................................................................... 9
  5.1 Training related to WASH .................................................................................................................. 10
  5.2 Promotion to improve WASH behaviour among staff ......................................................................... 11
  5.3 Encourage staff to maintain and spread WASH behaviour at home .................................................... 11
  5.4 Guest communication and awareness ................................................................................................. 11
6 Access and use of infrastructure: inclusive access, reliability, safe disposal ............................................ 12
  6.1 Water ..................................................................................................................................................... 13
  6.2 Sanitation ............................................................................................................................................ 13
  6.3 Hygiene and food safety ..................................................................................................................... 13
  6.4 MHM ................................................................................................................................................... 14
7 Broader environmental and health impact .................................................................................................... 14
  7.1 Water stewardship and conservation ................................................................................................... 15
  7.2 Waste management ............................................................................................................................. 15
  7.3 Health resilience .................................................................................................................................. 16
8 Commitment to collaborate with others to maintain destination values .................................................... 16
  8.1 Inclusive WASH program in communities ......................................................................................... 16
  8.2 Inclusive WASH campaigns ................................................................................................................ 17
9 Other resources .......................................................................................................................................... 17
  9.1 National Regulations .......................................................................................................................... 17
  9.2 Other international guidance documents ............................................................................................ 19
Inclusive WASH-at-Work Guidelines

1 Introduction

Tourists are attracted to the beautiful beaches, friendly locals and good services in Mandalika Lombok. To keep Mandalika a safe destination and popular with visitors, hotels, communities and government all have a role to play in delivering clean and healthy environments. Low risk of illness and pollution levels, and fit and healthy staff in hotels are critical to ensuring tourism in Mandalika can flourish.

Providing accessible water, sanitation and hygiene (WASH) facilities for women and men of all ages as well as the disabled in hotels and the community is important for both environmental and human health. These Guidelines aim to help hotels implement gender equality, disability and socially inclusive (GEDSI) WASH-at-Work practices. They outline three levels (Basic, Intermediate, Advanced) for Inclusive WASH-at-Work and how these can be reached and inclusive policies integrated into the workplace.

1.1 Background

Why focus on WASH in tourism?

Most hotels already have Standard Operating Procedures (SOPs) and/or training for staff personal hygiene and presentation, food hygiene, drinking water provision and hotel cleanliness. Hotels want to provide good access to water, facilities and products for staff personal hygiene and sanitation to safeguard guests and staff. Without these good practices, tourists may become ill and have a bad experience at the destination, impacting the image of Mandalika. Without good water and sanitation access and good hygiene behaviours, staff and their families may become ill and not be able to attend work, thus reducing productivity.

Why focus on inclusive WASH?

Women and girls and people with disabilities have specific access needs for water and sanitation at home and at work. Improving access to WASH based on specific needs helps to ensure risk of illness is reduced equally. It also helps to minimise the unequal impacts of tourism. Women and girls usually have more household responsibilities such as house cleaning, food preparation and caring for children and the elderly that require access to good water supply and toilets. Extraction of finite water resources by the tourism industry can decrease water availability and quality as well as increasing costs to the community. Due to their specific needs and responsibilities this disproportionately impacts women and girls. Gender equality, disability and socially inclusive (GEDSI) (hereafter called ‘Inclusive’) programs ensure that women and socially vulnerable groups are part of decision-making processes about water allocations and sanitation infrastructure through to securing washroom facilities at work and at home.

What is Inclusive WASH-at-Work?

Access to safe WASH promotes good health. Since workplaces are a major place in the life of employers and workers, access to Inclusive WASH in workplaces can contribute to occupational and general good health. The COVID-19 pandemic has highlighted the importance of hygiene which is particularly relevant for those working in places where many people meet and interact, such as hotels and other tourism businesses. Inclusive WASH-at-Work programs support inclusive engagement and decision-making and
enhance the productivity of all employees by improving their health and reducing time taken away from the workplace to care for family members who are ill. They address the different WASH needs of all staff.

1.2 The framework for Inclusive WASH in tourism destination

In Indonesia, tourism is a key driver of economic development, is geographically dispersed, employs a significant number of women, and is a substantial consumer of water and source of solid waste and wastewater. However, engagement and collaboration between government stakeholders and the tourism sector to create effective Inclusive WASH-at-Work outcomes is informal to non-existent. A practical and sustainable Inclusive WASH-at-Work program delivers many benefits at multiple scales: to the tourism business, the community and to the wider destination (Figure 1).

![Figure 1. WASH in tourist destination](image)

1.3 The value of Inclusive WASH-at-work delivers to different stakeholders

Hotels benefit from improving Inclusive WASH-at-Work because it can:

- Reinstall visitor trust in the hotel following COVID.
- Maintain and enhance a strong positive commercial reputation due to ensuring sanitation and hygiene standards are maintained, enriched human rights awareness and improved environmental practices.
- Create marketing opportunities through promotion of the hotel and increasing potential for future accreditation/certification.
- Allow for broader promotion of hotel stewardship activities showing that the owner/manager cares about not only tourists, but also staff and the local community.
• Future proof the hotel sector by building the hotel’s ‘social license to operate’ – taking care of the local community and environment - will generate boardroom and broader support.

**The community benefits from improving Inclusive WASH-at-Work because it can:**
- Improve workplace health and employee performance via:
  - increased productivity (a decrease in staff WASH-related illness);
  - reduced female absenteeism (a decrease in WASH-related illness in staff’s home);
  - reduced reputational risk (an increase in positive food and water hygiene for hotel guests and staff).
- Improve WASH access in community through increased knowledge and improved hygiene behaviour.

**The destination benefits as Inclusive WASH-at-Work sustains safe tourism as it can:**
- Increase health and resilience to the current and future pandemics.
- Improve destination image and reputation of Mandalika.
- Attract more visitors as clean water and a healthy environment are major drawcards.
- Reduce pollution, excessive use of water and disease risks.
- Improve relationships between stakeholders and supports stewardship of the tourism sector.

1.3.1 **Scope**

There are three guidance documents developed to support the Inclusive WASH at Work:
1. Guidance for Community with NGOs.
2. Guidance for Hotels/ tourism operators.

**Figure 2. Three Guidance Documents have been prepared for three different stakeholders**

Across the three Guidance Documents the links between the responsibilities of governments, employers, workers, and local communities are highlighted and promote an engaged and collaborative framework for action.
2  Inclusive WASH-at-work considerations, principles and components

2.1 Gender equality, disability and socially inclusive considerations
Socially vulnerable people face the greatest health and safety risks from poor WASH conditions at business premises, in communities and in destinations. While all members of local communities deserve access to improved WASH facilities, some people require special consideration:

- **Women and adolescent girls** require proper menstruation hygiene management at work, schools and in communities.
- **People with disabilities** may have different needs for accessing toilets and hand washing stations, thus requiring consideration in the design of facilities.
- **Migrant workers** are often vulnerable due to the distance from their homeland and lack of access to health and social services.
- **Pregnant women** may need to use the toilet more frequently during the workday and thus require frequent breaks and easy access to a toilet.
- **Elderly** may have special needs for accessing toilet and handwashing facilities due to limited mobility, as well as vision and auditory decline.

2.2 Principles
The following principles guide Inclusive WASH-at-Work in hotels:

1. Ensure equal and active participation in decision making processes that enable all groups involvement in hotel WASH improvement activities.
2. Equal access to WASH facilities by all groups (visitors, staff and management).
3. Understand and appreciate different skills, capacity, needs and concern of different gender, people with disability, other groups with special needs.
4. Protect environmental health by promoting water stewardship and sustainable environmental health to support workable Inclusive WASH for all.
2.3 Core components of Inclusive-WASH outcome

The Guidance Document comprises five components of Inclusive-WASH outcomes (Table 1).

Table 1. Component of Inclusive WASH outcome and indicators

<table>
<thead>
<tr>
<th>Components</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Commitment and policy to support Inclusive WASH-at-work</td>
<td>a. Knowledge</td>
</tr>
<tr>
<td></td>
<td>b. Policy</td>
</tr>
<tr>
<td></td>
<td>c. Commitment to implement and monitor</td>
</tr>
<tr>
<td>2. Awareness of Inclusive-WASH issues and sustained WASH behaviour among management and staff</td>
<td>a. Training related to WASH</td>
</tr>
<tr>
<td></td>
<td>b. Promotion to improve WASH behaviour among staff</td>
</tr>
<tr>
<td></td>
<td>c. Encourage staff to maintain and spread WASH behaviour at home</td>
</tr>
<tr>
<td>3. Access to and reliable and safe use of water and sanitation infrastructure</td>
<td>a. Water</td>
</tr>
<tr>
<td></td>
<td>b. Sanitation</td>
</tr>
<tr>
<td></td>
<td>c. Hygiene and Food safety</td>
</tr>
<tr>
<td></td>
<td>d. MHM</td>
</tr>
<tr>
<td>4. Consideration of broader environmental and health impacts</td>
<td>a. Water stewardship and conservation</td>
</tr>
<tr>
<td></td>
<td>b. Waste management</td>
</tr>
<tr>
<td></td>
<td>c. Health resilience (mitigation and surveillance)</td>
</tr>
<tr>
<td>5. Commitment to Collaborate with others to maintain destination values</td>
<td>a. Inclusive-WASH program in communities</td>
</tr>
<tr>
<td></td>
<td>b. Inclusive-WASH campaign</td>
</tr>
</tbody>
</table>

3 How can this Guide help?

3.1 The process

This document will guide hotel operators to improve Inclusive WASH performance in their hotel through a continuous cycle of the following steps:

1. **Self-assessment.** This assessment can be done by collecting available information through surveys or existing records, and through interviews and focus group discussions with staff. A small team can be assembled to conduct the self-assessment. Consider including representative participants of all genders and vulnerable groups in this process. Information collected should be selected to support the evaluation of achievement of each outcome and its indicators (Table 1).
2. **Identify gaps.** Using the collected information, develop an understanding of Inclusive WASH achievements and issues in the hotel. Highlight areas that need improvement and the cause of the issues. Discuss with the team which of the identified issues is most important and less important, and what action can be taken to improve the issues.

3. **Develop an Action Plan.** It is important to set achievable targets in order to make progress towards effective Inclusive WASH implementation in the hotel. This Guidance Document provides 3 levels of performance that can be used for target setting. Discuss the performance target and the timeframe to achieve the targets with all representatives in the hotel. Develop an Action Plan based on the agreed targets and time frame. The Action Plan should include the responsible person, activities, budget allocation and policy support (if required). Monitoring tools to help measure progress should also be set for each activity or target indicator.

4. **Implement the Action Plan.** The team or assigned person can monitor the progress while the plan is implemented. Notes of any support and barriers in implementation should be made for future improvement.

5. **Annual Review of Action Plan.** The team or assigned person can review the implementation of the plan annually. The Action Plan should be revised and updated according to review findings.

When the timeframe of the Action Plan is complete, the process can be repeated by starting with the next self-assessment, which can also function as an evaluation of the effectiveness of the previous Action Plan. Evaluations should occur every 1 or 2 years depending on the hotel’s available resources.

### 3.2 Setting an achievable target (moving up the ladder)

This Guidance Document provides three levels of performance that can be used to assess existing achievement, and future performance expected to be reached, based on the current capacity of the hotel.
The lowest level is Basic, in which WASH service is available, but with limited gender and social inclusion considerations. The second level is Intermediate, where Inclusive WASH services and considerations have been fulfilled in the hotel. It is expected in the future that hotels can reach the highest level of performance, i.e. Advanced, in which a comprehensive Inclusive WASH approach has been implemented that benefits people in the hotel premises, ‘over the fence’ communities, and supports Inclusive WASH in the broader tourist destination area.

Figure 4. Inclusive WASH ladder

Table 2. An overview of Inclusive WASH level of performance for the five key components: 1) Commitment and policy; 2) Awareness and behaviour change; 3) Access and use of facilities; 4) Environmental and health considerations; and 5) Collaboration.

<table>
<thead>
<tr>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low commitment to Inclusive WASH.</td>
<td>Hotel has a statement to meet WASH needs of staff.</td>
</tr>
<tr>
<td>2</td>
<td>No formal hygiene training for staff.</td>
<td>Staff meet a standard WASH training level.</td>
</tr>
<tr>
<td>3</td>
<td>Hotel provides shared WASH facilities, no menstrual hygiene management (MHM) facilities, incomplete food safety/hygiene practices.</td>
<td>Hotel provides separate facilities for females and males.</td>
</tr>
<tr>
<td>4</td>
<td>Hotel does not meet environmental guidelines for water and waste management; is not concerned about staff health.</td>
<td>Hotel meets minimum requirements for water and waste management on hotel site; considers health of staff.</td>
</tr>
<tr>
<td>5</td>
<td>No collaboration with other stakeholders relevant to WASH.</td>
<td>Hotel collaborates with surrounding community for improving Inclusive WASH.</td>
</tr>
</tbody>
</table>
4 Commitment and policy

Commitment and policy are crucial for supporting the implementation of Inclusive WASH-at-work in hotels. There are three indicators: (1) Knowledge, (2) Policy; and (3) Commitment to implement and monitor Inclusive WASH-at-work (Table 3).

Table 3. Indicators and ladder of Policy and Commitment to Inclusive WASH-at-Work

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge</td>
<td>No knowledge of local and national regulations relevant to Inclusive WASH.</td>
<td>Knowledge of local regulation relevant to Inclusive WASH.</td>
<td>Knowledge of local and national regulations (specific) relevant to Inclusive WASH.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Understand benefit of Inclusive WASH to hotel and its visitors.</td>
<td>Understand benefit of Inclusive WASH to broader area of tourist destination.</td>
</tr>
<tr>
<td>Policy</td>
<td>There is no written statement/policy on Inclusive WASH.</td>
<td>Written statement /policy of Inclusive WASH in hotel.</td>
<td>Written statement /policy to support Inclusive WASH improvement in tourism destination.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Policy is actively communicated and promoted with all stakeholders.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Participate in multi-stakeholder platform.</td>
</tr>
<tr>
<td>Commitment to implement and monitor</td>
<td>There is no mechanism to implement, monitor, and assess Inclusive WASH policy.</td>
<td>Mechanism to implement, monitor and assess Inclusive WASH policy.</td>
<td>Mechanism to review, update and implement policy.</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>

4.1 Knowledge

At the Advanced level, hotel management should have knowledge of their target populations’ (e.g. workers, visitors, surrounding community, people with special needs) access to improved water and sanitation. Moreover, hotel management should have knowledge of any national WASH guidelines/laws/regulation/standards with respect to WASH in workplace settings, or other settings that may be relevant to the workplace. Hotel management should be able to articulate potential business benefits of promoting/upholding WASH standards in the workplace/community in terms of business productivity, quality of service offered, guest satisfaction, worker turnover, worker absenteeism, worker satisfaction, motivated/loyal workforce, company perception, worker health, environment health, and others.

4.2 Policy

At the Advanced level, Hotel management should have a written statement/policy commitment specific to promoting WASH in the workplace, in terms of: Drinking Water (access/safety), Sanitation, MHM, HWWS (handwashing with soap), WASH in kitchens and canteens, WASH in workplace clinics (if relevant) and other settings. Moreover, hotel management should also have a written statement/policy commitment specific to promote WASH for workers and in their target community.
4.3 Commitment to implement and monitor

At the Advanced level, hotels should have internal mechanisms in place to regularly monitor/assess WASH policies against hotel policies/regulations and against local/national laws/regulations/standards, where relevant. In addition, there should be mechanisms to monitor functionality and maintain WASH facilities, for example, toilet facilities, drinking water facilities, handwashing facilities, waste disposal, hazardous waste disposal, cleaning schedules, cleaning supplies, cleaning staff, cleaning documentation mechanism (e.g. toilet cleaning checklist with dates/times of cleaning), and others.

Hotels should also have mechanisms to provide workers with a way to report problems with workplace WASH facilities/conditions. If hotels provide housing for workers, there should also be mechanisms for workers to report problems with home-based WASH facilities/conditions. Guests should be given the opportunity to provide feedback on WASH facilities/conditions and a process of how to address the feedback should be in place.

5 Awareness of and sustained WASH behaviours

Hotel operators need to commit to improve the Inclusive WASH knowledge of the management and staff, to promote Inclusive WASH behaviour change for staff and, if possible, to support Inclusive WASH behaviour change of the surrounding communities. There are three indicators of this over-arching outcome, as presented in Table 4.

Table 4. Indicators and Ladders of Awareness of Inclusive WASH and sustainable WASH behaviour

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training related to WASH</td>
<td>Staff are briefed on some WASH topics but not as formal WASH hygiene training.</td>
<td>Staff meet a standard WASH training level with some gender considerations. There is a mechanism to orient staff on the hotel Inclusive WASH policies and targets. There is a mechanism to assess and improve the subject included in the training.</td>
<td>All staff are trained in comprehensive Inclusive WASH. There is a mechanism to regularly orient staff on the hotel Inclusive WASH policies and targets, e.g. 6 month intervals. There is a mechanism to evaluate the effectiveness of Inclusive WASH training to improve the training Action Plan.</td>
</tr>
<tr>
<td>Promotion to improve WASH behaviours among staff</td>
<td>There is minimal WASH promotion by the hotel.</td>
<td>Hotel plans and conducts some Inclusive WASH promotion with staff, for example, through posters. There is a mechanism to evaluate staff knowledge on Inclusive WASH such as through FGD or surveys.</td>
<td>Hotel conducts Inclusive WASH promotion for staff and visitors, for example, through training, posters and management notes in all rooms. There is a mechanism to evaluate Inclusive WASH promotion strategies.</td>
</tr>
<tr>
<td>Encourage staff to maintain and spread</td>
<td>There is an incidental message given to staff on the</td>
<td>Hotel has collected information about Inclusive WASH access at staff home.</td>
<td>Hotel has collected information about Inclusive WASH access at staff home</td>
</tr>
</tbody>
</table>
### 5.1 Training related to WASH

In order to ensure knowledge is gained and behaviour change is sustained, Inclusive WASH topics should be included in the training of new staff and in periodic refreshment training to staff. The training should be designed to respect differences and women and men should participate. Topics in the training could include (for hotel and home settings):

- Key hygiene practices that block faecal transmission (handwashing with soap; use of latrines;)
- Importance of personal hygiene generally, and also for infection prevention and control in pandemics
- Sanitation behaviors and sanitation facilities
- Drinking water (transport, storage and treatment)
- Food hygiene
- Menstrual hygiene management
- Solid waste management
- Wastewater management and handling
- Water conservation and pollution prevention
- Health preventive measure for common diseases

Hotels are encouraged to use a training approach that engages participants in a critical thinking and action-reflection process. Reflection activities encourage staff-as-learners to engage in the logical and critical development of the concepts that are introduced and to deepen their understanding of their own context. A participatory approach in the training also encourages staff to take an active role in their own learning through experiential learning, staff-led and/or guided learning. More training resources are listed at the end of this Guidance Document.

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>WASH behaviour at home</td>
<td>importance of WASH hygiene at home.</td>
<td>Hotel has planned and conducted Inclusive WASH promotion through posters or stickers to staff family.</td>
<td>and WASH coverage in the surrounding village. Hotel has planned and conducted Inclusive WASH promotion through posters, stickers or other communication means to staff family, the surrounding communities, and the hotel’s supply chain.</td>
</tr>
<tr>
<td>Guest communication and awareness</td>
<td>There is no communication to guests on WASH aspects of the hotel or destination.</td>
<td>Hotel provides some information on cleanliness of hotel. Only upon request, staff provide recommendations on drinking water and other hygiene questions.</td>
<td>Hotel communicates WASH information to guests pre arrival (via email or website) and on-site (at reception or in room). Staff actively recommend staff how to keep themselves and local community safe.</td>
</tr>
</tbody>
</table>
5.2 Promotion to improve WASH behaviour among staff

The promotion of Inclusive WASH in hotels can support sustained awareness and sustainable practice among management and staff. To ensure the continuous benefit of Inclusive WASH promotion for changing behaviour, promotion strategies should be well planned. The promotion should have clear targets and communication media used (e.g. posters, signage, nudges, stickers, videos) that are easily seen by staff during their working hours such as in their canteen and at WASH facilities. There should be an assessment of whether the messages are understood and also an evaluation on their effectiveness by conducting a focus group discussion (FGD) or a survey with the staff so that improvements can be made. Topics should include drinking water, sanitation, hygiene/handwashing, waste management, environmental protection of water sources, Personal Protection Equipment (PPE), care from workplace risk, MHM and other relevant Inclusive WASH issues for the hotel. Framing of messages should make clear that WASH and good hygiene behaviours are important at work and at home.

5.3 Encourage staff to maintain and spread WASH behaviour at home

Interactions between tourists, staff and their families in communities can spread disease such as COVID-19. Good WASH practices by all, including tourists, staff and their families are critical to protecting health. Hotels’ contributions to improve WASH practices by staff and their family members at home will also benefit hotels. It is expected that hotels’ contribution can also broaden to promote WASH practices in the home of their staff and surrounding communities; topics can be determined and prioritised based on the current issues in surrounding communities. It is also important to monitor and evaluate the impact of Inclusive WASH promotion, which can be conducted by monitoring workers’ days absent due to sickness or care of a family member who is ill. The wider impact of Inclusive WASH promotion on the improvement of community health and WASH access can be monitored from local health office reports.

5.4 Guest communication and awareness

Targeted communication to guests reassures tourists of the hotel’s WASH practices, reinforces appropriate behaviour of guests within the hotel and when visiting the destination and increases guest safety, as well as that of staff and the community. Communication may include a statement on the importance of sanitation and hygiene at the hotel to provide a comfortable and safe stay, but also tips for guests on what they can do to avoid getting sick or spreading illness themselves. These could include awareness about eating out, drinking water and the importance of washing hands regularly and/or using hand sanitiser. There may also be information on freshwater being a limited resource and the importance of saving it. Communication on guest behaviour should be worded as recommendations to take voluntary actions rather than requirements, starting from transport to the destination or hotel, arrival, time at the hotel and experiences sought at the destination. Communication may be presented via the hotel’s website, via email with the booking confirmation, on arrival by receptionist, on print outs in the room or in-room compendiums.
6 Access and use of infrastructure: inclusive access, reliability, safe disposal

Hotels are obliged to provide access to accessible, adequate and improved WASH facilities for workers and guests. This means access to water for drinking and personal and food hygiene purposes, safe, inclusive and clean toilets and products for hygiene (e.g. soap).

Table 5. Indicators and ladders of access and use of infrastructure

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
</table>
| Water                          | - Water supply to hotel not reliable (e.g. less than 24 hrs/day) and quality not monitored.  
- Safe drinking water not freely available to staff and guests. | - Water supply to hotel is improved and reliable, but quality not monitored.  
- Equal quantity and quality water access by staff and guests.  
- Water for hygiene accessible in appropriate amount for all. | - Mechanism to safely manage water, including water quality monitoring.  
- Safe, accessible and free drinking water available to staff and guests.  
- Sufficient water quantity for hygiene practices.  
- Extraction of water should be according to allowed allocations and not reduce water availability to surrounding communities |
| Sanitation                      | - Toilets not separated by gender in public spaces (i.e. not guestroom).  
- Toilets not always functional or hygienically maintained.  
- Handwashing facilities are not available near toilets.  
- No toilet available for people with disabilities or other groups with special needs. | - Guests and staff toilet are separated by gender and have disability access features.  
- Meet toilet ratio of 1 toilet for 15-20 staff.  
- Toilets are well maintained and functional, though not always hygienically maintained (for staff and guests).  
- Toilet facilities are functioning with water, lockable door, light, hand washing station).  
- Easy access of all toilets (including the one for people with disability and elderly).  
- Staff can easily access toilet when working. | - Room designed with space and toilet for people with disability is available.  
- Toilets are well maintained and functional, with a cleaning roster to meet hygiene standards (for staff and guests).  
- Toilet facilities are functioning with water, lockable door, light, hand washing station and shelf or hook for menstrual hygiene products. |
| Hygiene and food safety         | - Handwashing stations do not have consistent flowing water or soap available.  
- Basic food hygiene and food storage practiced. | - Handwashing stations with continuous flowing water and soap are accessible, but not in all locations.  
- Comprehensive food hygiene and storage practices in place. | - Handwashing stations with continuous flowing water and soap are accessible to staff in critical places (toilet, kitchen, laundry).  
- During COVID-19 pandemic, ensure alcohol-based hand sanitiser is available in other busy areas (e.g. reception, restaurant) and government COVID-19 hygiene protocols are followed.  
- Comprehensive food hygiene and storage practices in place and monitored. |
| Menstrual Hygiene Management    | - No disposal facilities available for MHM materials in toilet. | - Covered bins for MHM materials in female toilet and other private toilets. | - Specific disposal management system for MHM materials.  
- Provision of MHM emergency supplies. |
6.1 Water
Hotels are obliged to provide access to accessible, adequate and improved WASH facilities for workers and guests.

The water supply source used should be reliable, and the quality of water provided sufficiently safe for bathing. Hotels that manage their own source (e.g. groundwater bore or desalination plant) should consider the impact of water extraction on other users (see Section 7). Hotel managers should have water quality tested regularly for different use of water to meet standards set by Ministry of Health (in resources list, at the end of the document). Local laboratories that perform water quality testing include The Health Office and other private laboratories that have been accredited for water quality testing.

Hotels should provide adequate amounts of safe drinking water that is easily accessible. This can include portable drinking water stations, water coolers, or water fountains accessible to staff and guests, with consideration given to accessibility (by all ages and abilities). Safe drinking water should be provided freely to staff and guests. Drinking water should be stored in closed containers to ensure no microbial or chemical contamination. Containers should be periodically cleaned. If drinking water is sourced through large bottled water companies occasional water quality testing should be demanded by the hotel of provider.

Different water supplies are used by different hotels. If surface or groundwater is used, treatment processes should follow guidelines to reach levels of treatment suitable for bathing and drinking. If piped water supply from PDAM is used, it can be assumed to be of good quality for bathing but still require treatment (filtering or boiling) before drinking. Adequate quantities of water in suitably safe and private facilities should be available for staff personal hygiene needs such as bathing and for menstrual hygiene management. A hotel staff member should be delegated with responsibility for monitoring and ensuring safety of water supplies.

6.2 Sanitation
Hotels should provide hygienic toilets/latrines for staff or guests, separated by male and female gender in public access areas that are also accessible to people with disabilities. There should be a sufficient number meeting ratios of 1 toilet per 15-20 staff so that there are enough toilets per person at peak hotel occupancy (refer to Regulation of Ministry of Health No 70/2016). When providing toilets, the highest level of service provided by a hotel would include:

- Toilets are well maintained and functional, with a cleaning roster to meet hygiene standards (for staff and guests). Responsibility for cleaning and maintenance tasks should be clear with records kept;
- Toilet facilities that are functional at all times with water for flushing and handwashing, a lockable door that provides privacy and safety, a light so the facility can be used at nighttime, station with soap for washing hands after toilet use (urinating and defecating) and shelf or hook for menstrual hygiene products;
- Disabled access toilets with space and accessibility features (such as handrails).

6.3 Hygiene and food safety
Hotels should provide sufficient and safe water and sanitation access to enable staff and guests to maintain personal and environmental hygiene to keep the hotel clean and safe from disease. Personal
hygiene includes bathing, handwashing as well as maintaining cleanliness of work clothing (through laundering).

Hotels should ensure sufficient location and number of hand washing facilities with continuous flowing water and soap are accessible to staff in critical places (toilet, kitchen, laundry). The hand washing station should be easy to operate by all groups of people including elderly, children and disabled people, and if possible can be operated without touching the faucet (tap). Cleaning drying materials (such as paper towels or laundered towels) should be available for drying hands after handwashing. Alcohol-based hand sanitiser is available in other busy areas (e.g. reception, restaurant).

Hygiene inspections are conducted regularly by the Health Office so the hotel can obtain a hygiene certificate. The hotel can also independently check hand hygiene levels of their staff through routine observations by supervisors. Job descriptions should include expectations of maintaining good hand hygiene at critical times whilst at work.

For food safety hotels should refer to five key aspects of food hygiene (WHO, 2006)\(^1\) and procedures in place following the Peraturan Menteri Kesehatan Republik Indonesia Nomor 70 Tahun 2016 Tentang Standar Dan Persyaratan Kesehatan Lingkungan Kerja Industri. During COVID-19 pandemic, use of social distancing, wearing of masks, coughing etiquette, staying home when unwell and practicing good hand hygiene are all important hygiene behaviours to practice for infection prevention and control (IPC). Hotels should have training as well as notices placed in key locations to remind staff and guests of these expected IPC behaviours.

6.4 MHM
Menstrual hygiene management (MHM) refers to what females must and can do to manage their monthly periods in a safe, private, and healthy manner. Women need adequate water and safe spaces for washing with dignity and in privacy, clean material to absorb menstrual blood, and facilities to properly dispose of soiled materials. MHM also includes using soap and water for washing the body as required. Hotels should aim to have the highest MHM practices. This includes:

- Having female managers or staff lead or be involved processes to identify MHM needs and plan to fill gaps in the hotel;
- Provide covered bins in each toilet, especially female toilets, and have a disposal management system;
- Have MHM emergency supplies available in a discreet location available to staff, and possibly guests.

7 Broader environmental and health impact

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water stewardship and conservation</td>
<td>No water saving strategies in place</td>
<td>Water saving strategies in place, but not effectiveness not monitored</td>
<td>Measure impact of water consumption on broader</td>
</tr>
</tbody>
</table>

\(^1\) [https://www.who.int/publications/i/item/9789241594639](https://www.who.int/publications/i/item/9789241594639)
7.1 Water stewardship and conservation
Understanding and responding to water supply challenges, relating both to water quantity and water quality, underpins capacity to delivery inclusive WASH. Furthermore, inclusive water supplies enable fair and equitable delivery of WASH services, both within and outside of the hotel.

Catchment scale mapping of water supplies, both those currently used and those that are potentially available, can aid in identifying risks and opportunities for the provision of adequate water to visitors, staff and local communities and allied industries. Costs and risks can be reduced if water sources are safely managed, both within the catchment and on-site.

Water consumption controls can build greater resilience to water shortages and changes in supply associated with development and population growth (water demand) and climate change risks. Engaging staff and visitors in water saving behaviours can drastically reduce water consumption and improve environmental awareness and stewardship both locally and abroad. Water conservation can enable the preservation of valuable water resources for consumptive uses, with non-consumptive uses supported by water sources of lesser quality.

7.2 Waste management
Management of all forms of waste coming out of hotels is critical in maintaining environmental and human health in the surrounding communities and environment. Waste water and faecal sludge management are particularly critical, as downstream impacts of poor water quality will have direct human health consequences and will also degrade the receiving environment, potentially impacting on biodiversity, ecosystem services and reducing the quality of the tourist destination and experience.
Appropriate collection, storage, treatment and disposal of waste will maintain the quality of the environment and protect the health of staff, local people and visitors. Planning strategies which locate waste storage and disposal facilities away from communities and sensitive environments are to be encouraged.

Strategies to reduce solid waste must be encouraged wherever possible. Staff and visitors should be encouraged to reduce, reuse and recycle via awareness campaigns coupled with appropriately placed and signposted facilities to enable waste reduction.

7.3 Health resilience

Inclusive WASH access can help to improve the health of hotel staff and their families. Monitoring the health of the staff can help to monitor impact of Inclusive WASH program at workplace and staff home. It also supports early detection of diseases being spread and enables preventive measures to be applied at the right time in hotels and communities. Hotels can support the provision of PPE for staff such as gloves and mask for this purpose. Hotel health resilience should also include strategies to control disease vectors such as eliminating flies, mosquito breeding places and other insects such as cockroaches, which are all part of hotel environmental health management. Awareness of the current local health situation such as an increasing incidence of endemic diseases such as malaria and dengue should also be maintained among management, staff and tourist through periodical news, announcement or letter circulating within the hotel.

8 Commitment to collaborate with others to maintain destination values

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<thead>
<tr>
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<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusive WASH program in communities</td>
<td>Involvement in incidental project to support WASH programs in communities</td>
<td>Hotel is involved and collaborates with other organisation in WASH program in communities</td>
<td>Hotel has Corporate Social Responsibility (CSR) campaign or MOU with other organisations or communities to implement WASH program in communities</td>
</tr>
<tr>
<td>Inclusive WASH campaign</td>
<td>No involvement to support government campaigns or promotion of WASH</td>
<td>Hotel supports WASH campaigns and promotion in the destination area</td>
<td>Hotel provides support and/or training to other hotels and community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotel participates in stakeholders’ forum or meetings on WASH issues in destination area</td>
<td>Hotel as continuous collaboration with other organisations in local campaign of Inclusive WASH in destination area</td>
</tr>
</tbody>
</table>

8.1 Inclusive WASH program in communities

Government and other organisations have implemented projects and programs to improve WASH access and behaviour in communities. The national strategies to increase demand and improve supply of WASH, named *Sanitasi Total Berbasis Masyarakat* (STBM), are implemented by almost all health centres and health offices in Indonesia at community level. Other government WASH related projects such as
Penyediaan Air Minum Masyarakat (PAMSIMAS) managed by Ministry of Public Works also apply the same strategy to address WASH issues. Within the STBM approach, the community is supported to establish their own targets and plans to improve WASH access and behaviours.

Hotels can consult with the surrounding communities and learn about the WASH plan that has been developed by the community, and then identify what support the hotel can provide. For some communities, there are facilitating organisations such as local or international NGOs who work with the community hotels can approach to discuss how to contribute in a meaningful way.

There are various ways for hotels to contribute or participate in STBM. Hotels can, for example:

- Support the production of WASH promotion materials or share knowledge related to personal hygiene and food hygiene practice with the community.
- Support or collaborate with other hotels through associations to provide financial assistance, materials, equipment or supplies (like soap and cleaning items) to improve WASH facilities for the most vulnerable households.
- Participate in hygiene behaviour change and ongoing WASH programs in communities.

Support is not only required to build facilities or to initiate behaviour change, but is also very important to continuously maintain the existing facilities and sustain behaviour change. Thus, regular activities or programs can be planned by hotels in collaboration with other organisation to support and maintain change in communities.

8.2 Inclusive WASH campaigns

Larger Inclusive WASH promotion is necessary to build destination-wide awareness of the importance of healthy and safe destinations. This could possibly be done with support and collaboration from all stakeholders in the destination area. The local government, hotel association and large hotels in some areas have been initiating WASH related campaign such as beach clean-up movements or “Clean Friday” to engage local communities and other stakeholder to clean the surrounding environment. This is a good start and can be continuously carried out and improved to cover more issues of Inclusive WASH in tourism in the local communities. The more stakeholders participate in this mass promotion and movement, no matter the size of the hotel, the higher the positive impact on the destination image and benefit to the tourism sector.

9 Other resources

9.1 National Regulations

**Gender equality, disability and socially inclusion in Indonesia**

UU 8,2016 relates to people with a disability, available at: [https://pupr.pupr.pu.go.id/_uploads/PP/UU.%20No.%208%20Th.%202016.pdf](https://pupr.pupr.pu.go.id/_uploads/PP/UU.%20No.%208%20Th.%202016.pdf)


- Settlements that are easily accessible for Persons with Disabilities;
Easily accessible public services for Persons with Disabilities; and
Disaster Protection for Persons with Disabilities.


Water

Regulation in Indonesia regarding water refers to Government Regulation of The Republic of Indonesia Number 122 Of 2015 about Drinking Water Supply System, available at: [https://peraturan.bpk.go.id/Home/Details/5701](https://peraturan.bpk.go.id/Home/Details/5701). Drinking water supply systems are organized to provide drinking water services to the community to meet people’s right to drinking water. This regulation regulates piped and non-piped drinking water systems.


Waste water

The Ministry of Environment and Forestry has enacted a regulation regarding domestic waste water quality standard (Regulation of The Minister of Environment And Forestry Republic of Indonesia Number P.68 / Menlhk-Setjen / 2016 About Domestic Waste Water Quality) available at: [http://jdih.menlhk.co.id/uploads/files/P.68%20(2).pdf](http://jdih.menlhk.co.id/uploads/files/P.68%20(2).pdf). Domestic wastewater that is generated from a household scale and business and/or activities has the potential to pollute the environment, so it is necessary to treat wastewater before discharging it into environmental surroundings.

Solid waste management

Solid waste management in hotel refers to Laws of The Republic Indonesia Number 18 of 2008 about Waste Management, available at: [http://jdih.menlhk.co.id/uploads/files/UU%202008%20(Sampah).pdf](http://jdih.menlhk.co.id/uploads/files/UU%202008%20(Sampah).pdf). The regulation mentions that solid waste has become a national problem so management is required to be comprehensively integrated from upstream to downstream in order to provide economic benefits, health for the community, and be safe for the environment, as well can change people’s behaviour.

Workplace health

Workplace health is regulated through PP 88 of 2019 concerning Occupational Health, available at [https://peraturan.bpk.go.id/Home/Details/128642/pp-no-88-tahun-2019](https://peraturan.bpk.go.id/Home/Details/128642/pp-no-88-tahun-2019). It is a regulation for implementing Law 36 of 2009 on Health. Occupational Health is an effort aimed at protecting everyone who is in the workplace so that they can live healthily and free from health problems and bad effects resulting from work. Workplace is any room or field, closed or open, mobile or permanent, where
workers work, or where workers often enter for the purpose of a business and where there is a source of danger in accordance with the provisions of laws and regulations.


Food hygiene

Decree of the Minister of Health of the Republic of Indonesia Number 715 / Menkes / Sk / V / 2003 concerning Jasaboga (food service providers) Sanitation Hygiene Requirements (available at: https://bpkn.go.id/posts/show/id/284). In this decree, food management carried out by jasaboga must comply with hygiene requirements for processing, storage and sanitation transport. This decree also regulates procedures to obtain other sanitation hygiene certificate catering services.

9.2 Other international guidance documents

ILO Wash at Work provides basic skills to practitioners from governments, from workers’ and employers’ organizations to implement the relevant ILO standards and Codes of Practice. This includes recognizing the importance of access to water and adequate sanitation and hygiene; how to configure workplaces to make them appropriate for workers to adequately and conveniently access WASH provisions; and supervising provisions of WASH installations and facilities. The modules also provide checklists that can help improve working conditions and productivity. It is available at: https://www.ilo.org/global/industries-and-sectors/utilities-water-gas-electricity/WCMS_535058/lang-en/index.htm


UNICEF’s WASH Strategy 2016 – 2030 is guiding the organisation’s contribution to global efforts to meet the water and sanitation Sustainable Development Goal – SDG 6 – and the broader SDG agenda, targeting priority interventions for children. The Strategy articulates how UNICEF is supporting governments and partners to achieve universal and sustainable water and sanitation services and the promotion of hygiene, with a focus on reducing inequalities especially for the most vulnerable children, wherever they are; both in times of stability and crisis. The document available at: https://www.unicef.org/wash/files/UNICEF_Strategy_for_WASH_2016_2030.PDF

Five keys to safer food manual, World Health Organisation, available at: https://www.who.int/publications/i/item/9789241594639