



Lao People's Democratic Republic

Ministry of Information, Culture and Tourism

Self-assessment

ASEAN Sustainable Tourism Awards



APPLICANT CONTACT DETAILS

Name of Organisation, City or Business:	Contact Person:
Province:	Title / Position:
District:	Mobile:
Village:	Email:
Physical Address:	

AUTHORISATION:

We certify that all information filled in this application is reliable and true, we also have followed all the procedures and Self - Assessment Guidelines for Lao Tourism Standards.

Authorised Signature on behalf of the Applicant:

Name: _____

Date: _____

Title: _____

Signature: _____

**ASTA Restroom Sustainability Criteria
Self-evaluation checklist**

Name of the restroom:			
Date:			
Executed by:			
Phone Number/Email address:			
Description of Indicators and criteria from the ASEAN Public Toilets Standard		Yes	No
1	Toilet Entrance		
1.1	Signs are clear and easily seen from a distance. Entrance is clean & uncluttered		
2	General	Yes	No
2.1	Walls and ceiling are clean, dry and not littered		
2.2	Floors and walls are clean, intact, dry		
2.3	There is no bad smell in the toilet		
2.4	Ventilation / openings for air circulation are in place and functioning		
2.5	Suggestion Box and education material are in place		
2.6	Basic amenities are in place (toilet paper, soap, bins, mirror, tissues etc)		
2.7	Resource & water saving measures (sensor taps, natural light, etc) are in place		
3	Wash Area	Yes	No
3.1	Taps, hand dryers, litter bins are in place and working		
3.2	No leakage, no damage to the fittings, fixture and plumbing		
3.3	Tissue/soap dispensers are in place, working and filled		
3.4	Wash area is overall clean, dry, tidy, not littered		
4	Toilet Cubicle	Yes	No
4.1	Cubicle door is clean, functioning and latched		
4.2	Toilet bowl has a toilet seat and lid		
4.3	Coat hanger is in place and intact		
4.4	Toilet bowl/squat and seat are intact and unclogged, not stained		
4.5	Manual/Auto flush is clean and functioning		
4.6	Toilet paper dispenser is intact and replenished		
4.7	Waste bin (hand-free with foot pedal) with liners is in place, dry, clean, sanitized, odourless, intact		
5	Urinals	Yes	No
5.1	Urinals are intact and unclogged, not stained		
5.2	Manual/Auto flush is clean and functioning		
6	Safety	Yes	No
6.1	Internal and External lighting is in place and functioning		

**ASTA Hotel Sustainability Criteria
Self-evaluation checklist**

Name of the hotel:			
Date:			
Executed by:			
Phone Number/Email address:			
Description of Indicators and criteria from the ASEAN Green Hotel Standard		Yes	No
1	Environmental policy and actions for hotel operation	Yes	No
1.1	The hotel communicates its environmental policy to staff, clients and suppliers (posters, email's signature, etc.)		
1.2	The hotel has an environmental activity plan to encourage staff, guests and suppliers to participate in (written plan, signs, communication at the reception and in rooms)		
2	Use of Green products	Yes	No
2.1	The rooms, restaurants, lobby, rooms and other public spaces are decorated mainly with local products (curtains, fabrics, etc.)		
2.2	Half of the food served (50% of all meals) are local dishes		
2.3	The hotel uses environmentally friendly products (biodegradable trash bags, recycled plastics and papers, 'eco-friendly' detergents and washing powders in refillable containers)		
3	Collaboration with the local community	Yes	No
3.1	The hotel has plans or activities that help to improve the quality of life for local communities (health and education in local areas etc)		
3.2	The hotel has environmental awareness activities with the local community		
3.3	The hotel employs local people as much as possible		
4	Solid Waste management	Yes	No
4.1	The hotel practices reduce, reuse, recycle in its solid waste management		
4.2	The organization shall have activities encouraging client to support waste management of the hotel, for example giving the options of using recyclable/ biodegradable plastics /fabric bags to the clients.		
5	Energy efficiency	Yes	No
5.2	Energy saving equipment is used in the hotel (such as energy efficient lighting, or low loss ballast and other appliances certified with the highest energy saving rated as NO.5)		
5.2	Hotel staff are encouraged to help with energy saving (posters in local language, trainings, manuals, etc)		
6	Water efficiency and water quality	Yes	No

6.1	The organization shall promote for encouraging clients to participate in water saving campaign, for instance of water saving friendly reminder in guest room and advertisement board.		
6.2	The hotel has a contingency plan in case the water consumed does not meet acceptable standards		
7	Air quality management (indoor and outdoor)	Yes	No
7.1	Smoking areas are separated from non- smoking areas		
7.2	The hotel regularly maintains its ventilation and air conditioning systems		
8	Waste water treatment and management	Yes	No
8.1	The hotel has an approved wastewater disposal and treatment system		
8.2	Grease traps are installed in food preparation and cooking areas		
9	Toxic and chemical substance disposal	Yes	No
9.1	The organization shall have a safe place isolated from its staff and clients for storing hazardous and toxic substance. The store room is safe with approved facilities that comply with local or international guidelines		
9.2	Signs, posters and warning labels are used to communicate hazards to guests, staff and suppliers		
10	The overall state, hygiene and cleanliness of the hotel	Yes	No
10.1	The entire hotel structure / building is safe, clean and tidy		
10.2	All rooms, kitchen and toilets are clean and free of malodour, dirt, dust, cobwebs etc		

ASTA Homestay Sustainability Criteria Self-evaluation checklist			
Name of the homestay:			
Date:			
Executed by:			
Phone Number/Email address:			
Description of Indicators and criteria from the ASEAN Community Based Tourism Standard		Yes	No
1	Host	Yes	No
1.1	Homestay providers have completed a homestay course		
2	Accommodation	Yes	No
2.1	The structure of the house is in good and safe condition		
2.2	Building design and materials reflect local architecture and identity		

2.3	Separate guest bedroom(s) are provided for homestay guests		
2.4	There is an adequate clean water supply inside the house		
2.5	Up to four (4) bedrooms are allocated to guests in each homestay		
2.6	Clean and fresh bed linen is provided for every guest		
2.7	Basic amenities such as a fan, desk, mini cupboard, mirror, electric socket, mosquito net or coils are provided in each room		
2.8	Clean and functioning toilet and bathroom facilities are provided		
3	Activities	Yes	No
3.1	Activities enable interaction between the local community and guests		
4	Management	Yes	No
4.1	The homestay organisation has a management structure with clear roles and responsibilities		
4.2	A record of guest arrivals, country of origin, length of stay, comments, complaints and suggestions from guests is used		
4.3	Homestay providers have an up to date inventory of tourism attractions and activities in the village or surrounding area.		
5	Location	Yes	No
5.1	Clear signs guide guests to the homestay		
6	Hygiene and cleanliness	Yes	No
6.1	All rooms, kitchen and toilets are clean e.g., free of malodour, dirt, dust, and cobwebs		
6.2	Soap, shampoo, toilet tissue and clean towels are provided		
6.3	The surrounding compound at the homestay is litter free		
6.4	There are no breeding grounds for mosquitoes		
6.5	Kitchen utensils are in good condition, clean, and kept in a dry place		
6.6	Individuals involved in food preparation have good personal hygiene and are properly dressed		
6.7	Fresh meat, fruit and vegetables-used in food preparation are sourced from local suppliers		
6.8	Safe drinking water is available		

ASTA Food & Beverage Service Sustainability Criteria Self-evaluation checklist			
Name of the Food & beverage service:			
Date:			
Executed by:			
Phone Number/Email address:			
Description of Indicators and criteria from the ASEAN Homestay and Community Based Tourism Standard			
1	Minimum requirements for ensuring a good quality of F&B service providers	Yes	No
1.1	Food and beverage providers can demonstrate commitment to hygienic food preparation and service techniques		
1.2	Food and beverage providers make maximum use of natural biodegradable products when serving and packaging food		
1.3	Food and beverage providers ensure treated or boiled water is available for use in food preparation		
1.4	Food and beverage providers ensure clean water and soap are available in food preparation areas		
1.5	Toilet(s), shower tray(s), bath tub (s), well and sinks are regularly cleaned and kept free from dirt, stains and malodour		
1.6	Disinfectants are used to keep toilets clean and free from germs		
1.7	Soap, toilet tissue and clean towels are provided by the F&B provider		
2	Minimum requirements for a quality F&B service	Yes	No
2.1	Menus are available with associated prices		
2.2	Menus vary daily and include at least one traditional meal at each dining period		
2.3	Maximum use is made of fresh, organically grown food and local ingredients, including fresh meat and vegetables, but no bush meats prohibited by law		
2.4	Guests are served safe drinking water		
2.5	Dessert and/or fruit forms part of each meal		
2.6	Food preparation and dining utensils are cleaned thoroughly before use		
2.7	Food is stored in clean containers, which are kept in good order		
2.8	Animals (domestic and pest) are kept out of food storage, cooking and dining areas		
3	Experience exchange	Yes	No
3.1	Food and beverage providers provide opportunities for tourists to participate in cooking activities to learn traditional cooking techniques		
3.2	Food and beverage providers encourage visitors to share recipes and cooking techniques from their own countries		
4	Sustainability principles	Yes	No
4.1	Food and beverage providers employ staff from the local community		

4.2	Incentives are used to reward and /or motivate staff		
4.3	Food and beverage providers display information on local food and recipes		
4.4	Restaurant and café buildings are designed to be environmentally friendly		
4.5	The surrounding area is free of litter / rubbish		

ASTA Local Guide – Travel Agency/Tour Operator Sustainability Criteria Self-evaluation checklist			
Name of the local guide or the involved guide association:			
Name of the Travel Agency/Tour operator:			
Date:			
Executed by:			
Phone Number/Email address:			
Description of Indicators and criteria from the ASEAN Community Based Tourism Standard			
1	Minimum requirements for ensuring local guide quality and expertise	Yes	No
1.1	Local community guides are recruited based on appropriate levels of knowledge, physical health and fitness for proposed guided activities.		
1.2	Local guides can demonstrate sound knowledge of the local environment and culture; including history, cultural traditions, geography, flora and fauna and cultural/heritage sites, and sustainable tourism principles		
1.3	Local guides facilitate environmentally, socially and culturally relevant and sensitive experiences for visitors that are protective of natural and cultural resources and values.		
1.4	Local guides have access to on-going capacity building and training opportunities to increase their skills and knowledge		
2	Minimum commitment to ASEAN CBT Standards and regulations	Yes	No
2.1	Local guides commit to on-going learning and improving their skills		
2.2	Local guides adopt ethical and visitor friendly practices, and take pride in representing their community		
2.3	Tour guides contribute to raising the awareness of visitors and local residents about their natural and cultural assets		
2.4	Local guides follow all ASEAN CBT approved policies and codes of conduct regarding safety and security of visitors		
2.5	Local guides conform to all other relevant ASEAN guidelines for tour guiding		

3	Minimum requirements for the management of tours and activities	Yes	No
3.1	Tours/activities operate within the objectives, guidelines, regulations and codes of conduct of the CBT initiative		
3.2	Tours/activities ensure visitors, at all times, observe CBT approved guidelines for interacting with the culture, natural environment and people of the community		
3.3	Tours/activities have a clearly defined itinerary and associated price and documented booking system		
3.4	Tours/activities record the number of visitors on tours, country of origin, departure and return times		
3.5	Visitors are informed of the tour itinerary, level of difficulty, possible hazards, safety precautions and regulations or rules that apply to their conduct on the tour		
3.6	A quality control and improvement system exists, including visitor feedback on the tour/activity experience is obtained via surveys, interviews or online tools such as TripAdvisor or Travel Fish		
3.7	The local guide to visitor ratio is not greater than 1:10		
4	Tour Operators contributions to community and nature protection	Yes	No
4.1	Tour operators minimise motorized transportation, especially in CBT areas		
4.2	Tour operators take away all solid waste generated from their activities		
4.3	Tour operators and their clients contribute to, or take part in, local development work (e.g., village projects, education, maintenance of local roads etc.).		
4.4	Tour operators explain codes of conduct to clients, emphasising visitor responsibility to treat local people with respect, and avoid environmental damage		
4.5	Tour operators are trained in first aid, including CPR		
4.6	Tour operators are able to demonstrate their efforts in improving the quality of their operation through reporting of visitor satisfaction from client feedback surveys.		

**ASTA Community Involvement in Sustainability
Self-evaluation checklist**

Name of the Community involved:			
Date:			
Executed by:			
Phone Number/Email address:			
	Description of Indicators and criteria from the ASEAN Homestay and Community Based Tourism Standard		
1	Minimum requirements for effective and transparent governance arrangements	Yes	No
1.1	The product is managed by local community members through a Tourism Committee elected for a maximum 5- year term.		
1.2	The key strengths of the destination have been identified		
1.3	Promotional materials (print and online) have been developed		
1.4	The Tourism Committee / Organisation cooperates with local government and tour operators for marketing		
2	Minimum requirement for a legitimate establishment of the product	Yes	No
2.1	The activity is recognised by provincial and/or national level authorities		
3	Minimum requirements for effective and transparent management	Yes	No
3.1	The activity builds the capacity of the community to provide products, goods and services to visiting tourists		
3.2	A clear financial management system exists and is shared with community members		
4	Minimum requirements for effective partnership	Yes	No
4.1	The tourism activity avoids negative impacts on neighbouring communities		
5	Minimum requirements for the maintenance of human dignity	Yes	No
5.1	Sex tourism, drug trafficking, human trafficking and exploitation of child labour Are Not tolerated or supported		
5.2	The tourism activity promotes gender equity and social inclusion		
6	Requirements for shared benefits and costs	Yes	No
6.1	A clear and agreed benefit sharing arrangement is in place		
6.2	A Community Development Fund is in place that is used for projects that benefit the whole community		
7	Links to the regional economy	Yes	No
7.1	Local community members dominate employment in the tourism activity		
7.2	Local community products are used in preference to imports		
8	Minimum requirements for the maintenance of cultural integrity and the enrichment of valued cultural traditions	Yes	No

8.1	Cultural assets of significance to the local community and valued cultural traditions are identified, documented and endorsed by relevant communities		
8.3	Programs exist to authentically present, enhance and retain local cultural traditions towards protecting cultural integrity, identity and values.		
9	Requirements for the conservation of natural resources	Yes	No
9.1	Natural resources and environmentally sensitive sites are documented and endorsed by relevant communities		
10	Minimum requirements of conservation activities to improve the environment	Yes	No
10.1	A locally appropriate solid waste management system is in place		
10.2	Wastewater management minimises risk to human health and environmental impact		
11	Guest and local community interaction	Yes	No
11.1	Environmental and cultural information is included in the interpretation of the community and its surroundings		
11.2	Policies and actions ensure safety and security for visitors		
12	Requirements for the sustainability of the involvement of the communities in the product	Yes	No
12.1	Transparent and fair pricing is used for tourism activities. This provides for an adequate return on community investment in the tourism enterprise		

In order to increase the score of your application, you can answer the following questionnaire on Destination Management and Accessibility			
Destination Management			
<i>Criteria</i>	<i>Indicators</i>	Yes	No
Sustainable destination strategy	Multi-year destination plan or strategy that was developed with public participation (Means of verification: Plan)		
Destination management organization	The private sector and public sector are involved in the organization and coordination of tourism (Means of verification: Minutes of meeting (at least 2 per year))		
Monitoring	Tourism impact mitigation procedures funded and active (Means of verification: Report)		
Tourism seasonality management	Specific strategy for marketing off-season events and attracting year-round visitors (Means of verification: Webpage/et c.)		

Climate change adaptation	Program to educate and raise awareness among the public, tourism enterprises, and visitors about climate change (Means of verification: Leaflet, video, radio show, etc.)		
Inventory of tourism assets and attractions	Current inventory and classification of tourism assets and attractions including natural and cultural sites (Means of verification: Report)		
Planning Regulations	Planning or zoning guidelines, regulations and/or policies that protect natural and cultural resources (Means of verification: Report)		
Access for all	Accessibility solutions are designed to take into account the integrity of the site while making reasonable accommodation for people with disabilities (Means of verification: accessibility solutions)		
Property acquisitions	Policy or legislation that considers indigenous rights, ensures public consultation and authorizes resettlement only when there is informed consent and/or reasonable compensation (Means of verification: Report)		
Visitor satisfaction	Collection and public reporting of data on visitor satisfaction (Means of verification: Report)		
Sustainability standards	Monitoring of tourism business participation in tourism certification or environmental management system (Means of verification: Report)		
Safety and security	Safety precautions such as first aid stations at beaches/tourist attraction sites (Means of verification: # of trained people and materials)		
Crisis and emergency management	Crisis and emergency response plan developed with input from the tourism private sector and includes communication procedures for during and after a crisis or emergency (Means of verification: Plan)		
Promotion	Destination promotional messages that are accurate in their description of products and services (Means of verification: Plan)		

Accessibility		
Questions	Yes	No

Persons with reduced mobility			
If YES, please explain how is the product accessible for persons with reduced mobility			
Persons with visual disability			
If YES, please explain how is the product accessible for persons with visual disability			
Persons with hearing disability			
If YES, please explain how is the product accessible for persons with hearing disability			
Persons with mental disability			
If YES, please explain how is the product accessible for persons with mental disability			