



**Lao People's Democratic Republic**

**Ministry of Information, Culture and Tourism  
Tourism Development Department**

**Self-assessment  
ASEAN Clean Tourist City Standard**



**APPLICANT CONTACT DETAILS**

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

**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: \_\_\_\_\_

**ASEAN Clean Tourist City Standard  
Self-Evaluation Checklist**

**Environmental Management**

1	Urban planning	Yes	No
	<b>Does the city use its skills in city planning and implements the projects accordingly?</b>		
	<b>Is there an urban land use master plan for the city?</b> <u>Evidence for criteria</u> Prove the presence of municipal authority in charge of urbanism (contract, notice...) and the existence of an urban land use master plan for the city (provide a copy as reference)		
	<b>Is it being complied with?</b> <u>Evidence for criteria</u> A municipal decree should be adopted to constitute a valid proof that the plan is reinforced		
	<b>Has the city been clearly zoned following a zoning plan?</b> <u>Evidence for criteria</u> Provide a zoning plan with phases and time lines, and showcase the result of zoning process		
	<b>Is there a transport plan for the city?</b> <u>Evidence for criteria</u> Provide a transport plan for private and public transportation		
	<b>Are environmental aspects included in the plan?</b> <u>Evidence for criteria</u> Show the presence of environmental aspects in the plan		
	<b>Are these environmental aspects respected?</b> <u>Evidence for criteria</u> Show the reinforcement and application of these environmental aspects		
2	Environmental regulations	Yes	No
	<b>Are environmental regulations being implemented in the city?</b>		
	<b>Do environmental regulations controlling the operation of tourism businesses exist?</b> <u>Evidence for criteria</u> Prove the existence of operation of environmental regulations controlling the operation of tourism businesses		
	<b>Are these enforced in the city?</b> <u>Evidence for criteria</u>		

	Prove the presence of measures aimed at enforcing environmental regulations in the city and evidences of implementation (reports shall be provided)		
<b>3</b>	<b>Pollution</b>	<b>Yes</b>	<b>No</b>
	<b>Does the city fight against pollution?</b>		
	<b>Have water quality norms been set by the authorities?</b> <u>Evidence for criteria</u> Prove the existence of authorities' decision on water quality (freshwater, seawater, drinking water) control and norms		
	<b>Are these enforced in the city?</b> <u>Evidence for criteria</u> Provide list of measures taken by relevant authorities to control water quality norms		
	<b>Is water quality in the city within set norms?</b> <u>Evidence for criteria</u> Provide the schedule and results of the water quality check approved by relevant authorities		
	<b>Have air quality norms been set by the authorities in the city?</b> <u>Evidence for criteria</u> Prove the existence of authorities' decision on air quality control and norms (local standard) as well as provide results and schedule of test approved by relevant authorities		
	<b>Are these enforced in the city?</b> <u>Evidence for criteria</u> Provide list of measures taken by relevant authorities to control air quality norms		
	<b>Have air quality and water quality been publicly announced?</b> <u>Evidence for criteria</u> Provide periodically regular report of air quality and water quality in the city and justify the types of media for announcement (TV, press...)		
	<b>Have measures been introduced by the authorities to mitigate air pollution?</b> <u>Evidence for criteria</u> Provide list of measures taken by relevant authorities to control and mitigate air pollution (for ex. traffic jam reduction initiatives, catalytic converters, use of fuel, awareness raising campaigns...)		
	<b>Are these enforced in the city?</b> <u>Evidence for criteria</u> Provide evidences of implementation of the measures to mitigate air pollution		
	<b>Have measures been introduced by the authorities to control noise pollution?</b> <u>Evidence for criteria</u>		

	Prove the existence of authorities' decision and measures to control noise pollution		
	<b>Are these enforced in the city?</b> <b><u>Evidence for criteria</u></b> Provide evidences of implementation of the measures to mitigate noise pollution (proofs expected: list of complaints registered for noise pollution, noise-reducing wall, ban some vehicles in the city at some specific hours...)		
<b>4</b>	<b>Environmentally friendly transport</b>	<b>Yes</b>	<b>No</b>
	<b>Does the authority implement measures related to environmentally friendly transport?</b>		
	<b>Is there any public transport system in the city?</b> <b><u>Evidence for criteria</u></b> Provide a map indicating the public transport system in the city (i.e., bus, subway, tramway, taxi, public bicycle, train...)		
	<b>Have the authorities introduced environmentally-friendly public transport?</b> <b><u>Evidence for criteria</u></b> Prove that the public transport use environmentally-friendly system (i.e., with pollution controlling mechanisms, and/or use of electric energy and/or catalytic converter)		
	<b>Have the authorities imposed regulations to control pollution from traffic?</b> <b><u>Evidence for criteria</u></b> Prove the existence of specific regulations and measures to control pollution from traffic		
	<b>Are these enforced in the city?</b> <b><u>Evidence for criteria</u></b> Provide evidences of implementation of the measures to mitigate and control pollution from traffic (with the presence of responsible authority) such as banning vehicles that produce too many emissions; imposing a congestion charge zone in the city, etc...		
	<b>What proportion of environmentally friendly vehicles and non-motorised vehicles does the public use compared to total number of vehicles?</b> <b><u>Evidence for criteria</u></b> Provide a classification of vehicles used by the public indicating the number and proportion of environmentally friendly vehicles and non-motorised vehicles		
	<b>Have the authorities encouraged (local) people to use non-motorised transport?</b> <b><u>Evidence for criteria</u></b> Prove the existence of measures encouraging citizens to use non-motorised transport such as cycling and walking...etc.		

5	Sustainable use of energy	Yes	No
	<b>Does the tourism private sector implement specific measures and/or strategies to encourage sustainable use of energy?</b>		
	<b>What proportion of hotels in the city use energy saving and efficiency devices and renewable energy?</b> <u>Evidence for criteria</u> Provide tourism industry data with a classification of hotels which use energy saving and efficiency devices/technologies (such as eco light bulbs, on-off switches, the use of key cards, etc.) and/or renewable energy (solar power, etc.). Measures taken by the hotels to encourage their guests to save energy are also needed.		
	<b>What proportion of restaurants in the city use energy saving and efficiency devices and renewable energy?</b> <u>Evidence for criteria</u> Provide tourism industry data with a classification of restaurants which use energy saving and efficiency devices/technologies (such as lighting, water heating, kitchen ventilation, heating and cooling, maintenance) and/or renewable energy (solar power, etc.)		
	<b>Are tourist businesses made aware of energy-saving techniques that they can use through awareness campaigns?</b> <u>Evidence for criteria</u> Prove the presence of measures included awareness-building campaigns about energy- saving techniques and energy efficiency initiative aimed at tourist businesses in the city		
	<b>Are there any incentive measures for sustainable use of energy?</b> <u>Evidence for criteria</u> Provide the list of incentive measures taken to encourage sustainable use of energy (frequency, type of action ...) and the result (follow-up the use of energy efficiency methods, the decrease of amount of energy consumption, etc.)		
<b>Cleanliness</b>			
1	<b>Cleanliness of public area</b>	<b>Yes</b>	<b>No</b>
	<b>Does the city assess and maintain regularly the cleanliness of public areas?</b>		
	<b>How often do the city authorities clean public areas?</b> <u>Evidence for criteria</u> Prove that the city is cleaning its public areas regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions, staffs, and equipment)		

	<p><b>Is public furniture (public benches, lighting, bus shelters, etc.) maintained and regularly cleaned?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Prove that the city is cleaning its public furniture regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions, staffs, and equipment)</p>		
	<p><b>Are there sufficient public dustbins in public areas?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide a map of public areas indicating the presence of public dustbins and specify the total number: at least one dustbin on each entry of public building; two dustbins per square; one dustbin every 200m along the walkway and in parks</p>		
	<p><b>Are public buildings properly signposted?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide detailed schedule of how often dustbins are emptied per day</p>		
	<p><b>Are public buildings properly signposted?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide a map indicating public buildings and the signposts showcasing its locations</p>		
<b>2</b>	<b>Cleanliness of public toilets</b>	<b>Yes</b>	<b>No</b>
	<b>Does the city assess and maintain regularly the cleanliness of public toilets?</b>		
	<p><b>Are public toilets regularly cleaned and maintained? (Link this to ASEAN Public Toilets Standard)</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide evidence of cleanliness and maintenance of public toilets (notice board, organization in charge, ...) (<i>Link to ASEAN Public Toilets Standard</i>)</p>		
	<p><b>How often are they cleaned?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Prove the presence of notice board of schedule of cleaning (time of the next cleaning) and justify the frequency and quality of maintenance</p>		
	<p><b>Is there a proper separation between toilets for men, women and vulnerable persons?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide the map indicating public toilets and evidences of proper separation between toilets for men, women and vulnerable persons</p>		
	<p><b>Are public toilets properly signposted?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide a map indicating public toilets and the signposts showcasing its locations (photos as evidences)</p>		

3	Cleanliness of tourist sites (museums, temples, parks, beaches, etc.)	Yes	No
	<b>Does the city assess and maintain regularly the cleanliness of tourist sites?</b>		
	<p><b>Are tourist areas given particular attention in terms of regular cleaning?</b></p> <p><b><u>Evidence for criteria</u></b>            Prove that the city is cleaning its tourist areas regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions, staffs, and equipment)</p>		
	<p><b>How often are they cleaned?</b></p> <p><b><u>Evidence for criteria</u></b>            Prove the presence of notice board of schedule of cleaning (time of the next cleaning) and justify the frequency and quality of maintenance</p>		
	<p><b>Are there sufficient dustbins at tourist sites?</b></p> <p><b><u>Evidence for criteria</u></b>            Provide a map of tourist sites indicating the presence of public dustbins and specify the total number: at least one dustbin on each entry; two dustbins per square; one dustbin every 200m along the walkway and in parks.</p>		
	<p><b>Are there sufficient toilets at tourist sites?</b></p> <p><b><u>Evidence for criteria</u></b>            Justify at least:            - 1 toilet/ tourist site            Depending on the frequency, capacity and type of tourist site (for ex. 1 toilet every 500 m/1 toilet for every 40 people)</p>		
	<p><b>Are tourist sites properly signposted?</b></p> <p><b><u>Evidence for criteria</u></b>            Provide a map indicating tourist sites and the signposts showcasing its location (photos as evidences)</p>		
4	Cleanliness along the main roads	Yes	No
	<b>Does the city assess and maintain regularly the cleanliness along the main roads?</b>		
	<p><b>How often are areas around public roads in the city cleaned by the authorities?</b></p> <p><b><u>Evidence for criteria</u></b>            Prove that the city is cleaning the areas around the main public roads regularly (existence of the authority in charge of maintenance, schedule of cleaning activity, missions, and staffs)</p>		
	<p><b>Is the equipment used appropriate?</b></p> <p><b><u>Evidence for criteria</u></b>            Provide list of equipment and its status used for cleaning purpose</p>		
<b>Waste Management</b>			

1	Liquid waste collection	Yes	No
	<b>Quality of liquid waste collection</b>		
	<p><b>Is there a liquid waste collection system in the city?</b></p> <p><b><u>Evidence for criteria</u></b> Provide a map of existing liquid waste collection system</p>		
	<p><b>Is there any norm related to liquid waste collection?</b></p> <p><b><u>Evidence for criteria</u></b> Provide the existing norm related to liquid waste collection</p>		
	<p><b>Is there any measures enforced to punish the violation of this norm?</b></p> <p><b><u>Evidence for criteria</u></b> Provide list of measures taken by relevant authorities to control this norm (by punishing any violation of this norm)</p>		
	<p><b>What percentage of the city population is connected to the main drainage?</b></p> <p><b><u>Evidence for criteria</u></b> Provide: -the map of areas connected to the main drainage by indicating its covering surface - percentage of city population connected to the system</p>		
	<p><b>What percentage of tourism facilities is connected to the main drainage?</b></p> <p><b><u>Evidence for criteria</u></b> Provide the map indicating tourism facilities which are connected to the main drainage and % of connected facilities</p>		
	<p><b>Is there any complementary method used to dispose of liquid waste?</b></p> <p><b><u>Evidence for criteria</u></b> -Prove the existence of complementary method used to dispose of liquid waste -Provide the name of the authority/ institution in charge -Provide the frequency of collection and its covering surface/areas</p>		
2	Solid waste collection	Yes	No
	<b>Quality of solid waste collection</b>		
	<p><b>Does the municipality collect solid waste?</b></p> <p><b><u>Evidence for criteria</u></b> If the municipality collect solid waste, justify: -authority/organization in charge of collection -frequency of collection -covering surface/areas in the city</p>		
	<p><b>If no, how is solid waste collected?</b></p> <p><b><u>Evidence for criteria</u></b> Provide the contract signed with private company or other partner(s) to collect solid waste and its validity</p>		

	<p><b>How often is solid waste collected?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide:</p> <ul style="list-style-type: none"> <li>-Authority in charge of solid waste collection</li> <li>-Schedule of solid waste collection, staffs and equipment</li> </ul>		
	<p><b>What percentage of the city population is connected to the network that disposes of solid waste?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide:</p> <ul style="list-style-type: none"> <li>-the map of areas connected to the network by indicating its covering surface</li> <li>- percentage of city population connected to the network</li> </ul>		
	<p><b>What percentage of tourism facilities is connected to the network that disposes of solid waste?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide the map indicating tourism facilities which are connected to the network and % of connected facilities</p>		
<b>3</b>	<b>Liquid waste storage and treatment</b>	<b>Yes</b>	<b>No</b>
	<b>Quality of liquid waste storage and treatment</b>		
	<p><b>Is there a storage area for liquid waste that Provide a map indicating storage citizens of the city can use?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide a map indicating storage area for liquid waste in the city</p>		
	<p><b>Are there storage facilities near tourist areas (i.e. septic tanks)?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Detail the location and the number of storage facilities (i.e. septic tanks) near tourist areas and the schedule of collection</p>		
	<p><b>Is there a treatment plant near the city?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide the map of the liquid waste treatment plant, if any, near the city and its technical specifications (capacity, etc.)</p>		
<b>4</b>	<b>Solid waste storage and treatment</b>	<b>Yes</b>	<b>No</b>
	<b>Quality of solid waste storage and treatment</b>		
	<p><b>Is there a waste disposal area near the city (i.e., landfill, incineration plant)?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide the map of solid waste disposal area near the city and its technical specifications (capacity, etc.)</p>		
	<p><b>Is there a treatment and recycling plant near the city?</b></p> <p><b><u>Evidence for criteria</u></b></p>		

	Provide the map of solid waste treatment and recycling plant near the city and its technical specifications (type, capacity, volume of waste collected and treated, etc.)		
<b>5</b>	<b>Recycling</b>	<b>Yes</b>	<b>No</b>
	<b>Are there strategies or measures to promote recycling?</b>		
	<b>Do the city authorities encourage recycling and collect from the population?</b> <u>Evidence for criteria</u> Prove the existence of incentive measures encouraging recycling and the collection of recyclable wastes		
	<b>Is there any system to collect toxic and polluted waste?</b> <u>Evidence for criteria</u> Prove the existence of toxic and polluted waste collection system (warehouse, schedule of collection, capacity, etc.)		
	<b>Is there any appropriate equipment for recycling purpose (i.e., tri rubbish bins, etc.)?</b> <u>Evidence for criteria</u> Detail the number, location and type of dustbins dedicated to recycling purpose		
	<b>Are awareness campaigns regularly carried out about recycling aimed at the local population and in particular tourist enterprises?</b> <u>Evidence for criteria</u> Prove the existence of awareness campaigns (types of campaigns, materials/means, targets and frequency)		
<b>Awareness-building about Environmental Protection and Cleanliness Indicators</b>			
<b>1</b>	<b>Raising awareness of local people about Environmental protection and cleanliness</b>	<b>Yes</b>	<b>No</b>
	<b>Are there any actions or strategy to raise awareness of tourist firms about environmental protection and cleanliness?</b>		
	<b>Are there any awareness campaigns (publicity, events, competitions etc.) carried out about environmental protection and cleanliness aimed at the local population?</b> <u>Evidence for criteria</u> Prove the existence of awareness campaigns by justifying types of campaigns and targeted groups of local population		
	<b>How often?</b> <u>Evidence for criteria</u> Justify the frequency		
	<b>Have the authorities produced and disseminated publicity material about environmental protection and cleanliness (booklets, leaflets, banners and posters, etc.)?</b>		

	<b><u>Evidence for criteria</u></b> Justify the materials used for the awareness campaign by providing a sample of each publicity material (booklets, leaflets, banners and posters...)		
<b>2</b>	<b>Raising awareness of tourist firms about environmental protection and cleanliness</b>	<b>Yes</b>	<b>No</b>
	<b>Are there any actions or strategy to raise awareness of tourist firms about environmental protection and cleanliness?</b>		
	<b>Are there any awareness campaigns (publicity, events, competitions, etc.) carried out about environmental protection and cleanliness aimed at employees of tourist enterprises?</b> <b><u>Evidence for criteria</u></b> Prove the existence of awareness campaigns by justifying types of campaigns and targeted tourist firms		
	<b>How often?</b> <b><u>Evidence for criteria</u></b> Justify the frequency		
	<b>Are there appropriate materials and activities for the purpose?</b> <b><u>Evidence for criteria</u></b> Provide list and sample of materials and list of activities used for the campaign purpose		
<b>3</b>	<b>Raising awareness of tourists about Environmental protection and cleanliness</b>	<b>Yes</b>	<b>No</b>
	<b>Are there any actions or strategy to raise awareness of tourist firms about environmental protection and cleanliness?</b>		
	<b>How many parks are there in the city?</b> <b><u>Evidence for criteria</u></b> Prove the existence of awareness campaigns by justifying types of campaigns and targeted groups of tourists		
	<b>How often?</b> <b><u>Evidence for criteria</u></b> Justify the frequency		
	<b>What is the proportion of green space compared to total surface area of the city?</b> <b><u>Evidence for criteria</u></b> Justify that the materials and activities are adapted to and understandable for tourists (the existence of booklets, banners and posters in English language, location (at sensitive areas: parks, riverside, forest, etc.)		
<b>Green Spaces</b>			
<b>1</b>	<b>Quantity of green space in the city</b>	<b>Yes</b>	<b>No</b>
	<b>Surface area in the city allocated for green spaces</b>		

	<p><b>How many parks are there in the city?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide:</p> <ul style="list-style-type: none"> <li>-a map indicating parks in the city and its total number</li> <li>-park development projects in progress (schedule...)</li> </ul>		
	<p><b>What is the proportion of green space compared to total surface area of the city?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Justify the percentage of the green space surface compared to total surface of the city</p>		
<b>2</b>	<b>Green space maintenance and management</b>	<b>Yes</b>	<b>No</b>
	<b>Are there measures to properly manage and maintain green space in the city?</b>		
	<p><b>Which institution maintains and manages green spaces?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide</p> <ul style="list-style-type: none"> <li>-name of authority in charge (with a municipal decision) and/or a contract of maintenance with a company</li> <li>-list of tasks</li> <li>-notice board</li> </ul>		
	<p><b>Is there a regular scheduled maintenance and management programme?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide the monthly schedule to justify frequency of maintenance and management</p>		
	<p><b>Are there environmental management systems in place (energy saving system for lighting, irrigation, the use of organic fertiliser, etc.)?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide:</p> <ul style="list-style-type: none"> <li>-Detail of lighting system</li> <li>-Choice of species</li> <li>-Rational use of natural resources (watering schedule)</li> <li>-Quantity of organic fertiliser used for the parks</li> </ul>		
<b>Health Safety and Urban Safety and Security</b>			
<b>1</b>	<b>Health safety</b>	<b>Yes</b>	<b>No</b>
	<b>Does health safety be ensured in the city?</b>		
	<p><b>Are there enough health centres in the city?</b></p> <p><b><u>Evidence for criteria</u></b></p> <p>Provide a detailed list and map of all health centres (staffs, equipment and size etc.) in the city and compare it to the total number of populations in the city (refer to the latest census data)</p>		

	<p><b>Are there enough pharmacies in the city?</b>  <u>Evidence for criteria</u>  Provide a list and a map of all pharmacies in the city and compare it to the total number of populations in the city (refer to the latest census data)</p>		
	<p><b>Is there a sanitation norm for the places where tourists congregate?</b>  <u>Evidence for criteria</u>  Provide the specific sanitation norm, if any, for each place where tourists congregate (restaurants, markets, fast food outlets, street vendors, etc.)</p>		
	<p><b>How often are sanitation inspections carried out at areas where tourists congregate (restaurants, markets, fast food outlets, street vendors, etc....)?</b>  <u>Evidence for criteria</u>  Provide name of the authority in charge of inspection, the schedule of sanitation inspection and the annual report with the date of each inspection</p>		
<b>2</b>	<b>Safety and security in the city</b>	<b>Yes</b>	<b>No</b>
	<b>Quality of safety and security in the city</b>		
	<p><b>Are there sufficient police officers in the city? (based on individual country's norm)</b>  <u>Evidence for criteria</u>  Provide the number of police officers in the city and the country's norm related to this issue</p>		
	<p><b>Is there a dedicated tourist police unit in the city?</b>  <u>Evidence for criteria</u>  Provide:  -government's decision on tourist police unit with its roles and responsibilities  -the locations of tourist police unit in the city</p>		
	<p><b>Have they been properly trained to deal with issues that tourists may have?</b>  <u>Evidence for criteria</u>  Provide details about trainings conducted for tourist police officers (type of courses, materials, number of intake, etc.)</p>		
<b>3</b>	<b>Crime prevention and enforcement of rules</b>	<b>Yes</b>	<b>No</b>
	<b>Strategies and/or specific measures for crime prevention and enforcement of rules</b>		
	<p><b>Are regulations (protective and preventive measures and activities) against illegal activities resulting from tourism enforced to protect the local population (i.e. child prostitution, drugs, trafficking, smuggling damage of environmental and cultural assets etc.)?</b>  <u>Evidence for criteria</u></p>		

	measures and activities) against illegal activities resulting from tourism enforced to protect the local population (i.e. child prostitution, drugs, trafficking, smuggling, damage of environmental and cultural assets etc.)?		
	<b>Are awareness campaigns to persuade tourists not to indulge in illegal activities carried out regularly?</b> <b><u>Evidence for criteria</u></b> Justify the existence of awareness campaigns (type of campaigns, targeted groups of tourists, materials/means and frequency)		
<b>4</b>	<b>Risk management strategy</b>	<b>Yes</b>	<b>No</b>
	<b>Strategies and/or specific measures for risk management strategy (Refer to Safety and Security Best Practices of ASEAN)</b>		
	<b>Is there a risk management system in place?</b> <b><u>Evidence for criteria</u></b> Provide decision and/or documents related to the risk management system of the city		
	<b>Is it regularly updated and are the main people involved trained and their skills updated?</b> <b><u>Evidence for criteria</u></b> Provide: date and details of each update details about training and skills update for main people involved		
	<b>Is there a crisis management system in place?</b> <b><u>Evidence for criteria</u></b> Provide decision and/or documents related to crisis management system of the city		
<b>Tourism Infrastructure and Facilities</b>			
<b>1</b>	<b>Planning for tourism</b>	<b>Yes</b>	<b>No</b>
	<b>Existence of a tourism master plan being implemented and regularly updated</b>		
	<b>Has a tourism master plan for the city been formulated?</b> <b><u>Evidence for criteria</u></b> Provide decision and/or documents related to tourism master plan for the city		
	<b>Is it being implemented?</b> <b><u>Evidence for criteria</u></b> Provide the name of responsible authorities/ institutions, detailed activities and measures taken place to implement the master plan		
	<b>Is it monitored and adapted on a regular basis (at least every 2 years)?</b> <b><u>Evidence for criteria</u></b> Provide monitoring tools/ mechanism, the schedule and reviewing procedure (at least every 2 years)		

2	Information centres, signage and tourist maps	Yes	No
	<b>Quality of information centres, signage and tourist maps</b>		
	<p><b>Are there sufficient tourist information centres or points in the city?</b>  <u>Evidence for criteria</u>            Provide            - a map of tourism office and tourist information centres/ points responsible authorities staffs who can communicate with tourists working hours available materials</p>		
	<p><b>Are the tourist attractions of the city properly signposted?</b>  <u>Evidence for criteria</u>            Provide a map indicating tourist attractions and signposts showcasing its locations (photos as evidence)</p>		
	<p><b>Are signposts also in English?</b>  <u>Evidence for criteria</u>            Prove that international languages, especially English, are used on signposts (photos as evidence)</p>		
	<p><b>Is there a tourist map for the city?</b>  <u>Evidence for criteria</u>            Provide a sample of tourist map for the city</p>		
	<p><b>Are the map and other tourist information well disseminated at places where tourists congregate in the city?</b>  <u>Evidence for criteria</u>            Justify materials/means for dissemination and prove the actions taken at places where tourists congregate in the city (with schedule/frequency)</p>		
3	Location of shopping centres and retail outlets	Yes	No
	<b>Existence of shopping centres and retail outlets</b>		
	<p><b>Are shopping centres and shopping outlets within a reasonable distance of areas where tourists congregate (i.e. attractions, hotels, etc.)?</b>  <u>Evidence for criteria</u>            Provide a map indicating the locations of shopping centres and shopping outlets and the distance to tourist areas (attractions, hotels, etc.)</p>		
	<p><b>Are there handicraft centres near tourist area?</b>  <u>Evidence for criteria</u>            Provide a map indicating locations of handicrafts centres (specifying size, products, etc.) and the distance to tourist areas</p>		
	<p><b>Are the handicrafts on sale of good quality and representative of the city?</b>  <u>Evidence for criteria</u>            Prove the quality and the origin/ identity of handicrafts on sale</p>		
	<b>Are local products available on sale?</b>		

	<b><u>Evidence for criteria</u></b> Prove the presence of local products on sale for tourists (specifying types of products, location of shops, etc.)		
<b>4</b>	<b>Leisure areas (tourist areas, public parks, sports and recreation, etc.)</b>	<b>Yes</b>	<b>No</b>
	<b>Existence and indication of leisure areas</b>		
	<b>Are leisure areas in the city clearly indicated and available to tourists?</b> <b><u>Evidence for criteria</u></b> Prove the existence of leisure areas in the city with a map indicating its locations (justifying its signposts)		
	<b>Are these affordable to local residents?</b> <b><u>Evidence for criteria</u></b> Provide the range of prices whether it is affordable for local residents (any special price for local residents?)		
<b>5</b>	<b>Level of tourist satisfaction</b>	<b>Yes</b>	<b>No</b>
	<b>Existence of surveys done to prove the level of tourist satisfaction</b>		
	<b>Are surveys regularly carried out to gauge tourist satisfaction with the cleanliness, welcome and hospitality, security, and the appreciation of decor and the environment of the city?</b> <b><u>Evidence for criteria</u></b> Justify: -types of surveys carried out -targets (local and international tourists) -objectives of the surveys -schedule/frequency		
	<b>What percentage of tourists is satisfied?</b> <b><u>Evidence for criteria</u></b> Provide the results (statistics) of the surveys most recently conducted to gauge tourist satisfaction		
	<b>How often are they carried out?</b> <b><u>Evidence for criteria</u></b> Provide the schedule of the surveys to justify the frequency		
	<b>Have the results of the surveys led to actions to improve the situation?</b> <b><u>Evidence for criteria</u></b> Prove the implementation of actions/measures based on the outcomes of the surveys to improve the situation (authority in charge, types of actions/measures, etc.)		