



Safe destinations, healthy staff, happy tourists

Guidelines for Gender Equality, Disability,
and Social Inclusion in Water, Sanitation, and
Hygiene in Hotels, Lombok, Indonesia



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1. Introduction

Tourists are attracted to the beautiful beaches, friendly locals and good service 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 how inclusive policies can be integrated into the workplace.

1.1 Background

Why focus on WASH in tourism?

Tourism is a big consumer of water, with tourists consuming up to twenty times as much water as locals and potentially threatening catchment and human health. Hotels want to provide good access to water, facilities and products for staff personal hygiene and sanitation to safeguard guests and staff and usually do so through Standard Operating Procedures (SOPs). Without good water and sanitation access and hygiene behaviours, tourists, staff and their families may become ill, resulting in a bad experience for tourists and lost work time for staff and families.

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 improve dignity and reduce the risk of illness. 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.

What is Inclusive WASH-at-Work?

Access to safe WASH promotes good health. Since workplaces are a major place in the lives 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, to the community, and to the wider destination (Figure 1).

Figure 1. WASH in hotels, communities and across the tourist destination.



1.3 The value 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-19.
- Maintain and enhance a strong positive commercial reputation due to ensuring sanitation and hygiene standards are maintained, enriching human rights awareness and improving environmental practices.
- Create marketing opportunities through promotion of the hotel and increasing potential for future accreditation/certification.
- Expand the market for people with disabilities and other minor social groups.
- 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.
- The hotel builds the ‘social license to operate’ by taking care of the local community and environment that will result in increasing support for management from the community.

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 in the community through increased knowledge and improved hygiene behaviour.

The destination benefits as Inclusive WASH-at-Work sustains safe tourism as it can:

- Improve health and increase resilience to current and future pandemics.
- Improve Mandalika’s destination image and tourism reputation.
- 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 support stewardship of the tourism sector.

1.3.1 Scope

There are three guidebooks developed to support the implementation of Inclusive WASH-at-Work:

1. Guidance for community with NGOs.
2. Guidance for hotels and tourism operators.
3. Guidance for government.



Figure 2. Implementation of Inclusive WASH-at-Work is supported by three Guidance Documents targeting three different stakeholder groups

The three guidebooks highlight the links between the responsibilities of governments, employers, workers, and local communities and promote an engaged and collaborative framework for action.



2. Inclusive WASH-at-Work considerations, principles and components

2.1 Gender equality, disability and social inclusion 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, these people require special consideration:



Women and adolescent girls require proper menstruation hygiene management at work, school and home.



Pregnant women may need to use the toilet more frequently during the workday and thus require frequent breaks and easy access to a toilet.



People with disabilities may have different needs to access toilets and hand washing stations, thus requiring consideration in the design of facilities



Elderly may have special needs to access toilets and handwashing facilities due to limited mobility, as well as vision and auditory decline.



Migrant workers are often vulnerable due to the distance from their homeland and lack of access to health and social services.



Children require adequate and age-appropriate toilets, hand washing and drying facilities. They require safe and convenient access to the facilities.

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 concerns of different gender, people with disability, other groups with special needs.
4. Protect environmental health by promoting good water stewardship via the implementation of recognised sector standards to support Inclusive WASH for all.



¹ Alliance for Water Stewardship Standard or other sector standards are credible and accountable means for achieving good water stewardship. See <https://a4ws.org/>

2.3 Core components of Inclusive WASH-at-Work outcome

The guidebook comprises five components to achieve Inclusive WASH-at-Work outcomes

(Table 1)².

Table 1. Component of Inclusive WASH outcome and indicators

Components	Indicators
1. Commitment and policy to support Inclusive WASH-at-Work	<ul style="list-style-type: none"> a Knowledge b Policy c Commitment to implement and monitor
2. Awareness of Inclusive WASH issues and sustained WASH behaviour among management and staff	<ul style="list-style-type: none"> a Training related to WASH b Promotion to improve WASH behaviours among staff c Encourage staff to maintain and share WASH behaviours at home
3. Access to inclusive and reliable safe use of water and sanitation infrastructure	<ul style="list-style-type: none"> a Water b Sanitation c Hygiene and Food safety d Menstrual Hygiene Management
4. Consideration of broader environmental and health impacts	<ul style="list-style-type: none"> a Water stewardship and conservation b Waste management c Health resilience
5. Commitment to collaborate with others to maintain destination values	<ul style="list-style-type: none"> a Inclusive community WASH programs b Inclusive WASH campaigns

²The components of Inclusive WASH are adapted from the UNICEF WASH4WORK framework (UNICEF, 2019)

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 managers and 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).



Hotel staff and management discussing GEDSI WASH strategy in the hotel



Figure 3. Iterative self-assessment process for hotels to develop Inclusive WASH plans

2. **Identify gaps.** Using the information collected, develop an understanding of Inclusive WASH achievements and issues in the hotel. Highlight areas that need improvement and their causes. Discuss with the team which of the identified issues are most important and less important, and what actions can be taken.
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 achievable targets

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, 'over the fence' in communities, and supports Inclusive WASH in the broader tourist destination.



Figure 4. Inclusive WASH ladder

Table 2. An overview of Inclusive WASH performance levels 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.

	BASIC	INTERMEDIATE	ADVANCED
1	Low commitment to Inclusive WASH.	Hotel has a written statement to meet inclusive WASH needs of staff.	Hotel has high commitment and a policy written statement to achieve Inclusive WASH and joins multi-stakeholder initiatives.
2	No formal hygiene training for staff.	Staff meet a standard level of WASH training level.	All staff are trained in Inclusive WASH.
3	Hotel provides shared WASH facilities, no menstrual hygiene management (MHM) facilities, and incomplete food safety/hygiene practices.	Hotel provides separate facilities for females and males.	Hotel provides high quality WASH staff and tourist facilities that consider the different needs of females, males and the disabled.
4	Hotel does not meet environmental guidelines for water and waste management; not concerned about staff health.	Hotel meets minimum requirements for water and waste management on the hotel site; considers the health of staff.	Comprehensive management on-site water and waste in hotel plus active involvement in protecting surrounding environment; assistance and support provided to mitigating health issues of staff, their families and community.
5	No collaboration with other stakeholders relevant to WASH.	Hotel collaborates with the surrounding community for improving Inclusive WASH.	Hotel collaborates with multiple stakeholders to improve Inclusive WASH implementation in broader tourist destinations.

4. Commitment and policy

Commitment and policy are crucial for supporting the implementation of Inclusive WASH-at-Work in hotels. There are three relevant 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

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Knowledge	No knowledge of local and national regulations relevant to Inclusive WASH.	Knowledge of local regulation relevant to Inclusive WASH. Hotel understands the benefit of Inclusive WASH to hotel and its visitors.	Knowledge of local and national regulations (specific) relevant to Inclusive WASH. Hotel understands the benefit of Inclusive WASH for broader tourist destination.
Policy	No written statement/policy on Inclusive WASH.	Written statement / policy of Inclusive WASH in hotel.	Written statement / policy to support Inclusive WASH improvement in the tourism destinations. Policy is actively communicated and promoted with all stakeholders. Hotel participates in a multi-stakeholder platform.
Commitment to implement and monitor	There is no internal mechanism to implement, monitor, and assess Inclusive WASH.	There is an internal mechanism to implement, monitor and assess Inclusive WASH policy aligns with government regulations.	Internal mechanisms to review, update and implement Inclusive WASH policy are in place and actioned.

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 Inclusive 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 Inclusive 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 brand, worker health, and environment health.

4.2 Policy

At the Advanced level, hotel management should have a written statement/policy commitment specific to promoting Inclusive 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 Inclusive WASH for workers and in their surrounding communities.



Announcement of Hotel's GEDSI WASH strategy

4.3 Commitment to implement and monitor

At the Advanced level, hotels should have internal mechanisms in place to regularly monitor/assess Inclusive WASH policies against hotel policies/regulations and against local/national laws/regulations/standards, where relevant. In addition, there should be internal 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 and cleaning documentation mechanism (e.g. toilet cleaning checklist with dates/times of cleaning), etc.

Hotels should also have mechanisms for workers, provide a way to report problems within the workplace regarding Inclusive WASH facilities/conditions in the workplace. 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 sustaining WASH behaviours

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

Table 4. Indicators and ladders of awareness of inclusive WASH and sustainable WASH behaviour

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Training related to WASH	Staff are briefed on some WASH topics but not as formal WASH hygiene training.	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 topics included in the training.	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. at 6 month intervals. There is a mechanism to evaluate the effectiveness of Inclusive WASH training to improve the training Action Plan.
Promotion to improve WASH behaviours among staff	There is minimal WASH promotion by the hotel.	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 focus groups or surveys.	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.

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Encourage staff to maintain and share WASH behaviour at home	There are incidental messages given to staff on the importance of WASH hygiene at home.	Hotel has collected information about Inclusive WASH access at employee's homes. Hotel has planned and conducted Inclusive WASH promotion through making posters or stickers available to employee's families.	Hotel has collected information about Inclusive WASH access at staff home and WASH coverage in the surrounding village. Hotel has planned and conducted Inclusive WASH promotion through posters, stickers or other communication means to staff's family, the surrounding communities, and the hotel's supply chain.
Guest communication and awareness	There is no communication to guests on WASH issues at the hotel or destination.	Hotel provides some information on cleanliness of the hotel. Only upon request, staff provide recommendations on drinking water, water saving, and other hygiene questions.	Hotel communicates Inclusive 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 the local community safe.

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 refresh training. 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 (e.g. handwashing with soap; use of latrine)
- 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
- Safe wastewater management
- Water conservation and pollution prevention
- Health preventive measure for common diseases
- Inclusive WASH in natural disaster and emergency situations.

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.

Training for staff for hotels or homestays with a low number of staff can be done collectively, where activities are facilitated by hotel associations or other touristic business associations.

5.2 Promotion to improve WASH behaviours 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 to be used (e.g. posters, pamphlet, signage, nudges, stickers, videos) so that they are easily seen by staff during their working hours such as in their canteen and in 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) and occupational health and safety. 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 share WASH behaviours at home

Interactions between tourists, staff and their families in communities can spread diseases 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 caring for ill family members. The wider impact of Inclusive WASH promotion on the improvement of community health and WASH access can be monitored from local health office reports.



Hotel staff providing hygiene education to their family.

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. 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 or stickers in the room or in-room compendiums.

6. Access and use of inclusive and reliable WASH infrastructure

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

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Water	<p>Water supply to the hotel is not reliable (e.g. less than 24 hrs/ day) and the quality is not monitored.</p> <p>Safe drinking water is not freely available to staff and guests.</p>	<p>Water supply to hotels is improved and reliable, but quality is not monitored.</p> <p>Equal quantity and quality water access by staff and guests.</p> <p>Water for hygiene is accessible in appropriate amounts for all.</p>	<p>Mechanism to safely manage water, including water quality monitoring.</p> <p>Safe, accessible and free drinking water available to staff and guests.</p> <p>Sufficient water quantity for hygiene practices.</p> <p>Extraction of water should be according to allowed allocations and not reduce water availability to surrounding communities.</p>

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Sanitation	<p>Toilets for guests and staff are not separated by gender in public spaces (i.e. not guestroom).</p> <p>Toilets are not always functional or hygienically maintained.</p> <p>Handwashing facilities are not available near toilets.</p> <p>No toilet available for people with disabilities or other groups with special needs.</p>	<p>Toilets for guests and staff are separated by gender and have disability access features.</p> <p>Meet toilet ratio of 1 toilet for 15-20 staff .</p> <p>Toilets for guests and staff are well maintained and functional, though not always hygienically maintained (for staff and guests).</p> <p>Toilet facilities are functioning with water, lockable doors, light, and hand washing station.</p> <p>Easy access to all toilets (including the one for people with disability and elderly).</p> <p>Staff can easily access toilets when working.</p>	<p>Room designed with space and a toilet for people with disabilities is available.</p> <p>Toilets are well maintained and functional, with a cleaning roster to meet hygiene standards (for staff and guests).</p> <p>Toilet facilities are functioning with water, lockable door, light, hand washing station and shelf or hook for menstrual hygiene products</p> <p>Access to toilets are easy for everyone, including groups with disability and the elderly.</p> <p>Staff can easily access the toilet when at work.</p>

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Hygiene and food safety	<p>Handwashing stations do not have consistent flowing water or soap available.</p> <p>Basic food hygiene and food storage practiced.</p>	<p>Handwashing stations with flowing water and soap are accessible to all groups including children, people with a disability and the elderly but not in all locations.</p> <p>Comprehensive food hygiene and storage practices in place.</p>	<p>Handwashing stations with continuous flowing water and soap are accessible to everyone in all guests that include children, people with a disability and the elderly in critical places (toilet, kitchen, laundry).</p> <p>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.</p> <p>Comprehensive food hygiene and storage practices in place are monitored regularly.</p>
Menstrual Hygiene Management	<p>No disposal facilities available for MHM materials in toilets.</p>	<p>Covered bins for MHM materials or special packets to pack MHM wastes in the female toilets and other private toilets.</p>	<p>Specific disposal management system for MHM materials.</p> <p>Provision of MHM emergency supplies.</p>

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 uses of water to meet standards set by the Ministry of Health (see Section 9). 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 or 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 MHM. 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 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 that:

- 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 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).



Inclusive toilet design in a hotel

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 placement and a 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 people with a disability, and if possible can be operated without touching the faucet (tap). Clean drying materials (such as paper towels or laundered towels) should be available for drying hands after handwashing. Alcohol-based hand sanitiser should be available in other busy areas (e.g. reception, restaurant).



Inclusive hand washing facility



Handwashing station for children

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) and procedures in place following the Regulation of Health Ministry of Indonesia Number 70 year 2016 on Standards and Requirements for Environmental Health of Industrial Workplace.

During the 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. Hotels should have training as well as notices placed in key locations to remind staff and guests of these expected IPC behaviours.

6.4 Menstrual Hygiene Management

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.



Image credit: Indonesia Tourism Development Corporation (ITDC)

7. Broader environmental and health impact

Hotels water and waste operations affect and are affected by the surrounding area. The hotels readiness to respond to health threats or natural disasters, including climate change related, affects their resilience and business sustainability.

Table 6. Environmental and public health considerations for hotels

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Water stewardship and conservation	No water saving strategies in place.	Water saving strategies in place, but effectiveness not monitored.	Measure impact of water consumption on resources available for other stakeholders. Water conservation measures in place and monitored. Provides water to surrounding community.
Waste management	Waste water treatment not monitored. Solid waste is handled without any segregation.	Waste water treatment complies local regulations. Clear management of solid waste to separate organic and inorganic matter.	Faecal sludge handling complies with local regulation. Activities to reduce, reuse recycle solid waste. Specific management for hazardous waste.
Health resilience	Little concern for staff health.	Monitoring health of staff for early detection of potential disease transmission between staff, guests and community. Hotel environment managed to control disease vectors. Provides PPE and other disease preventive equipment for staff.	Assistance and support provided to mitigate health issues of staff, their families and community. Provide information to guests related to prevention of health risks related to environmental health .

Preparation for Natural Disasters and Climate Change	<p>There is no procedure or plan to anticipate and manage the hotel building, including WASH infrastructure during natural disasters or emergencies such as during drought, flood or storm.</p>	<p>Hotels have a procedure regarding emergency management during extreme events that include handling of access to clean water and sanitation.</p>	<p>Hotels have a procedure that guarantees access to clean water and sanitation even in extreme weather conditions and emergencies. Special needs for minor social groups, such as how people with disability and the elderly will require extra assistance during evacuations, are considered well.</p> <p>Hotels are involved and contribute in preparation for handling natural disasters and climate change on a scale for touristic destinations.</p>
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7.1 Water stewardship and conservation

Understanding and responding to water supply challenges, relating both to water quantity and water quality, underpins capacity to deliver 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 saving measures preserves 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 from 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. This in turn potentially impacts biodiversity, ecosystem services and reduces the quality of the destination and tourist 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. Furthermore, hotels are expected to segregate toxic and dangerous wastes, such as used batteries, pressured containers, insecticide-used containers, and others.

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 assess impact of Inclusive WASH-at-Work program. 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 masks 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 tourists through periodical news, announcements or letters circulating within the hotel.

7.4 Preparatory for Natural Disasters and Climate Change

Presently, there is an increasing frequency and severity of extreme weather conditions such as droughts, floods and storms that are related to climate change as a direct cause to human activities. Touristic destinations and hotels experience these conditions depending on the season, which have a likelihood to affect the infrastructure and the number of visitors. Hotels can create a preparatory plan and procedure to anticipate and handle extreme weather conditions in order to ensure services for clean water and sanitation accessibility are maintained as best as they could. For example, hotels can anticipate to protect water sources from potential contamination due to flood, have spare or alternative water sources to ensure clean water accessibility during flooding situations. Hotels can also create alternative water sources that are safe and adaptive for water consumption during drought. In general, the government in the touristic destination has a plan on how they will handle emergencies and the hotel should have knowledge of the plan and synergized the preparatory plans as according to a regional scale.



8. Commitment to collaborate with others to maintain destination values

Involvement of hotels in community and destination WASH improvements will increase desirability of the destination overall.

Table 7. Indicators of a hotel's commitment to collaboration for Inclusive WASH

INDICATOR	BASIC	INTERMEDIATE	ADVANCED
Inclusive community WASH programs	Involvement in ad hoc projects to support WASH programs in communities.	Hotel is involved and collaborate with other organisations for community WASH programs.	Hotel has Corporate Social Responsibility (CSR) campaigns or MOU with other organisations or communities to implement WASH programs in communities.
Inclusive WASH campaign	No involvement to support government campaigns or promote WASH.	Hotel supports WASH campaigns and promotion in the destination area. Hotel participates in stakeholders' forum or meetings on WASH issues in the destination area.	Hotels provide support and/or training to other hotels and community. Hotel as continuous collaboration with other organisations in local campaign on Inclusive WASH in the destination area.

8.1 Inclusive community WASH programs

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 WASH, named *Sanitasi Total Berbasis Masyarakat* (STBM), are implemented by almost all health centres and health offices in Indonesia at the community level. Other government WASH related projects such as *Penyediaan Air Minum Masyarakat* (PAMSIMAS) managed by the Ministry of

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 plans that have 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. Hotels can make a good approach directly or through a multistakeholder forum to discuss the most effective form of contribution.



Hotel supporting community by building inclusive toilet facilities

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

- Support the production of WASH promotional materials or share knowledge related to personal hygiene and food hygiene practices 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 organisations to support and maintain change in communities.



Hotel staff promoting hand washing.

8.2 Inclusive WASH campaigns

Area-wide 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 at a destination scale. The local government, hotel association and large hotels in some areas have been initiating WASH related campaigns such as beach clean-up movements or “Clean Friday” to engage local communities and other stakeholders to clean the surrounding environment. This is a good start and should be continued and improved to cover more Inclusive WASH issues for tourism and local communities. The more stakeholders participate in this mass promotion and movement, no matter the size of the hotel, the greater 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://pug-pupr.pu.go.id/_uploads/PP/UU.%20No.%208%20Th.%202016.pdf

PP 42, 2020 regarding Accessibility to Settlements, Public Services, and Protection from Disasters for people with Disabilities, available at: <https://peraturan.bpk.go.id/Home/Details/142301/pp-no-42-tahun-2020>, which manages:

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

PerMen PUPR 14, 2017 regarding Requirements for Ease (access) of Building (technical requirements of disability access), available at: <https://peraturan.bpk.go.id/Home/Details/104477/permen-pupr-no-14prtm2017-tahun-2017>

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> . 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.

The quality requirements of drinking water refer to the Regulation of the Ministry of Health Number 492/2010, available at: https://www.mapurna.id/files/SK_Permenkes_492_2010.pdf

Minister of Health Regulation Number 32 of 201, Environmental Health Quality Standards and Water Health Requirements for Sanitary Hygiene, Swimming Pools, Solus Per Aqua, and Public Baths Available at <https://peraturan.bpk.go.id/Home/Details/112092/permenkes-no-32-tahun-2017>

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 by a household and business and/or activities has the potential to pollute the environment, so it is necessary to treat wastewater before discharging it into the surrounding environment.

Solid waste management

Solid waste management in hotels refers to Laws of The Republic Indonesia Number 18 of 2008 about Waste Management, available at: [http://jdih.menlhk.co.id/uploads/files/UU%2018%20Tahun%202008%20\(Sampah\).pdf](http://jdih.menlhk.co.id/uploads/files/UU%2018%20Tahun%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>. 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.

The standard for environmental health of workplaces are regulated in Republic of Indonesia Public Health Regulation Nomor 70 Tahun 2016 Tentang, Standar Dan Persyaratan Kesehatan Lingkungan Kerja Industri available at: <https://peraturan.bpk.go.id/Home/Details/114490/permenkes-no-70-tahun-2016>

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 sanitary transport. This decree also regulates procedures to obtain other sanitation hygiene certificate catering services.

Collaboration

Guide on Collaboration for Villages for Activities Related to Drinking Water and Sanitation can be accessed:

<http://pamsimas.org/petunjuk-pelaksanaan-kerja-sama-desa-untuk-kegiatan-air-minum-dan-sanitasi/>

9.2 Other international guidance documents

Alliance for Water Stewardship (AWS) Standard is a globally-applicable framework for major water users to understand their water use and impacts, and to work collaboratively and transparently for sustainable water management in a catchment. Implementing the AWS Standard aims to drive social, environmental and economic benefits at the scale of a catchment. It can help to: understand water dependencies and impacts; mitigate operational and supply chain water risks; ensure responsible water procedures are in place; build relationships with local water-related stakeholders; and address challenges shared with others in the catchment. The Standard is supported by an Assurance System. It is available at: <https://a4ws.org/the-aws-standard-2-0/>

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 WASH4WORK: baseline and monitoring indicators, available at: <https://www.unicef.org/csr/css/WASH-workplace-indicators-DRAFT-Mar19.pdf>

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>

9.3 Organisations to consult on GEDSI-WASH

Disability-Sector Organisations

Himpunan Wanita Disabilitas Indonesia, NTB; Address: Asrama Putra Balai Sosial Bina Remaja (BSBR) Karya Mandiri Jl. TGH Ibrahim Khalidy Bengkel, Labuapi Kabupaten Lombok Barat, Province of West Nusa Tenggara, email: srirama91@yahoo.com

Inclusive WASH Organisations

Plan Indonesia, NTB; Address: Jl. Kebyar No. 7 lingkungan Pusaka Kota Mataram; Email: Irfan.Ariyanto@plan-international.org ; Novika.Noerdiyanti@plan-international.org

Mitra Samya; Address: Jl. Sultan Salahuddin No 17, Tanjungkarang, Mataram, West Nusa Tenggara 83115; email: mitrasamya@indonet.id

Study Center

Center for Public Health Innovation, Fakultas of Medicine, University of Udayana, Denpasar, Bali; Address: Kampus Sudirman Universitas Udayana, Jl. PB. Sudirman, Denpasar, Bali; email: cphi@unud.ac.id

Center for Environmental Studies, Institut Teknologi Bandung; Alamat: Jalan Sangkuriang 42A, Bandung, Jawa Barat; email: anindrya@tl.itb.ac.id





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