



## Safe destinations, healthy communities, happy tourists

Guidelines for Government on Gender Equality,  
Disability and Socially Inclusion in Water,  
Sanitation and Hygiene in Fiji's tourism sector



## **Acknowledgements**

The research project, *Engaging Corporate Actors for Inclusive WASH-at-Work*, is supported by the Australian Government's Department of Foreign Affairs and Trade (DFAT) and implemented by International WaterCentre (IWC), Griffith University as part of the Water for Women Fund. In Fiji, International WaterCentre works in partnership with the University of the South Pacific (USP). The team gratefully acknowledges the contributions and participation of hotel, government and community stakeholders to this research in Suva and the Coral Coast, Viti Levu, Fiji.

The Inclusive WASH-at-Work government guidelines are officially endorsed by the Fiji Hotel and Tourism Association (FHTA). The Ministry of Commerce, Trade, Tourism and Transport and Tourism Fiji are supporting partners for the implementation of this Inclusive WASH-at-Work government guideline. The preparation of this guideline involved collaborative effort and consultation with the following agencies and organizations:

- Tourism Fiji
- Ministry of Women, Children and Poverty Alleviation
- Ministry of Health and Medical Services
- Department of Water and Sewerage and Water Authority of Fiji
- Ministry of *i-taukei* Affairs

## **Citation**

Vada, S., Gibson, D., Masau, N., Bibi, P., Johnson, H. Dwipayanti, N. and Powell, B. (2021) *Safe destinations, healthy communities, and happy tourists: Guidelines for Government on Gender Equality, Disability and Social Inclusion in Water, Sanitation and Hygiene Fiji's tourism sector.*

Report prepared by International WaterCentre, Griffith University. Brisbane, Australia.

## **Disclaimer**

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Cover images photo of and supplied by Outrigger Fiji Beach Resort.



# Contents

<b>1</b>	<b>Introduction</b> .....	<b>5</b>
1.1	Background.....	7
1.2	The framework for Inclusive WASH in Fiji.....	8
1.3	The value of Inclusive WASH in Fiji’s tourism sector.....	9
1.4	Scope.....	10
1.5	Inclusive WASH-at-Work principles and components.....	11
1.6	National policy, legal and regulatory framework.....	11
1.7	Purpose of the guideline.....	12
1.8	Capacity Mapping Process for Inclusive WASH in Fiji Tourism Sector.....	20
1.9	Monitoring and Evaluation.....	22
1.10	Important indicators.....	23
<b>2</b>	<b>Strengthen collaboration for Inclusive WASH</b> .....	<b>25</b>
2.1	Existing cooperation between the Fijian Government and international donors.....	25
2.2	Recommendations for future cooperation.....	26
<b>3</b>	<b>Reference List</b> .....	<b>27</b>
<b>4</b>	<b>Appendices</b> .....	<b>28</b>
	Appendix 1: Inclusive WASH in Tourism Taskforce.....	28
	Appendix 2: Proposed framework for assessing CSR effectiveness.....	28
	Appendix 3. Relevant Inclusive WASH Governance Tools and Guidelines.....	30
	Appendix 4. Inclusive WASH posters for communities.....	30

## Abbreviations

- CSR:** Corporate Social Responsibility
- FNCDP:** Fiji National Council of Disabled Persons
- GEDSI:** Gender Equality, Disability and Social Inclusion
- HWWS:** Hand washing with soap
- IFC:** International Finance Corporation
- LGBTQI:** Lesbian, Gay, Bisexual, Transgender, Queer and Intersexed
- MCTTT:** Ministry of Commerce, Trade, Tourism and Transport
- MHM:** Menstrual Hygiene Management
- NGOs:** Non-Governmental Organisations
- SPC:** The Pacific Community
- SWOT:** Strength, Weakness, Opportunities, Threats
- UNICEF:** United Nations International Children's Emergency Fund
- WAF:** Water Authority of Fiji
- WASH:** Water, Sanitation and Hygiene

## ABOUT THIS GUIDELINE

### Purpose

This guideline provides recommendations to government on ways to assist hotels/resorts to implement gender equality, disability and socially inclusive (GEDSI) Water, Sanitation & Hygiene (WASH)-at-Work practices in Fiji's tourist sector and communities within the wider destination. It has been designed to improve the resilience of communities and the sustainability of GEDSI WASH services during the COVID-19 pandemic and climate-change related disasters. The provision of accessible and Inclusive WASH facilities for tourism employees and visitors is important for protecting human health, enhancing work productivity, promoting development, and meeting citizens' human rights. Inclusive WASH-at-Work programmes within the tourism sector can significantly contribute to the sector's sustainable development and its host communities, particularly post-COVID-19.

#### **Primary users**

Government Ministries and Departments who have a role in WASH in order to evaluate, implement and monitor Inclusive WASH programmes specifically in tourism workplaces and neighbouring communities in Fiji, and donors to obtain information on the Inclusive WASH-at-Work approach in Fiji's tourism sector in order to support the implementation of national level processes that improves consistency of WASH approaches in Fiji's tourism sector and local communities.

#### **Secondary users**

Hotels/resorts and tourism operators to improve the provision of sustainable and resilient WASH services in workplaces in Fiji. Inclusive WASH programmes generated from and for the tourism sector can work to ensure good WASH access within and surrounding hotel sites enhance knowledge and awareness of effective hygiene practices in the workplace and within local communities.

#### **Beneficiaries of the guidelines**

Communities and individuals, with a focus on socially vulnerable groups (women and young girls, people with disabilities, pregnant women, elderly people and children) within Fiji that will receive the highest quality training and required infrastructure from the primary users to meet their WASH needs in a sustainable and resilient manner.



# 1 Introduction

The access to water, sanitation and hygiene (WASH) is a human right, as stated in Resolution 64/292 of the United Nations General Assembly, which explicitly recognises human rights to drinking water and sanitation. In Fiji, an estimated one in ten people lack access to basic water supply and sanitation (UNICEF, 2018). According to the 2018-2019 United Nations World Health Organisation (WHO) Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS), the governance and monitoring of Fiji's national drinking-water, sanitation and hygiene (WASH) systems have highlighted a policy gap in public participation (WHO, 2018). The Fijian Government's commitment to ensuring that all Fijians have access to both safe water and adequate sanitation services is reflected in the National Development Plan (2017), which targets 100% access to safe, drinking water by 2030 and 70% access to improved sanitation systems by 2021 (Ministry of Economy, 2017). Whilst national policies and plans are evident in health care facilities, schools and infection prevention and control guidelines, this is not reflected in the tourism sector as there is limited coordination between government, tourism stakeholders and surrounding communities.

The COVID-19 pandemic and increasing occurrence of natural disasters have had immediate and devastating impacts on tourism in Fiji. More specifically, these events have highlighted the importance of maintaining good hygiene in locations where many people meet and interact, such as those in the tourism sector. To navigate the 'new normal' and provide reassurance to tourists and visitors that Fiji is a safe and popular tourism destination, it is critical for tourism stakeholders, government and communities to deliver a clean and healthy environment for both staff and visitors. A low risk of illness, minimal pollution levels, and fit and healthy staff in the tourism sector are critical to ensuring tourism in Fiji flourishes during times of crisis. To maintain environmental and public health in Fiji requires the provision of clean WASH facilities that can be accessed by all (women and men of all ages, as well as people with disabilities as hotel visitors and within the surrounding community). Without effective destination-wide WASH, tourist illness can lead to unpleasant experiences and create a negative image of Fiji as a tourism destination.

Socially vulnerable people face increased health and safety risks from poor WASH conditions at work and in communities. Whilst all members of local communities deserve access to improved WASH facilities, some people require special consideration, including:



**Women and young girls** require safe and private sanitation access as well as good menstrual hygiene management access at work, school and in the community



**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 for accessing toilets and hand washing stations, thus requiring consideration in the design of facilities



**Elderly people** may have special needs for accessing toilet 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 home and lack of access to health and social services



**Children** require adequate access to and safe use of age-appropriate toilets, washing and drying facilities

Gender equality, disability and socially inclusive (GEDSI) (hereafter called 'Inclusive') WASH-at-Work programmes ensure that women and socially vulnerable groups are part of decision-making processes about water allocations, hygiene and sanitation infrastructure. There is an estimated 11,402 people living with a disability and 16.1% of women and 17.3% of men live in an inaccessible home environment (Fiji National Council for Disabled Persons, 2010). The impact of poor WASH services falls disproportionately on women who bear responsibility for all household water and sanitation related tasks such as cooking, cleaning, washing, caring for children, the elderly and the sick. Poor WASH, particularly in healthcare facilities, adversely impacts maternal health and childbirth.

The provision of accessible and Inclusive WASH facilities for tourism employees and visitors is important for protecting human health, enhancing work productivity, promoting development, and meeting citizens' human rights. Inclusive WASH-at-Work programmes within the tourism sector can significantly contribute to the sector's sustainable development and its host communities, particularly post-COVID-19.

## 1.1 Background

### **Why focus on WASH in tourism in Fiji?**

Tourism in Fiji has been a significant source of national and familial income by providing direct and indirect employment to an estimated 118,000 people (IFC, 2020). Since workplaces are a key site in the life of tourism 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 locations where many people meet and interact, such as in the tourism industry. Inclusive WASH-at-Work programmes support focused engagement and decision-making. They 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. Women, girls and people with disabilities have specific access needs for water and sanitation at home and at work. Improving access to WASH based on recognition of specific needs helps to ensure risk of illness is reduced and minimises the unequal social, economic and health impacts of tourism. Women and girls usually have more household responsibilities than men and boys, 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 may decrease water availability and quality as well as increase costs to the community.

## 1.2 The framework for Inclusive WASH in Fiji

In Fiji, tourism is a key driver of economic development, is geographically dispersed, employs a significant number of women, is a substantial consumer of water, and is a source of solid waste and wastewater. Given the outbreak of COVID-19 and the increasing occurrence of natural disasters in Fiji, safe Inclusive WASH practices are now appropriate for the sustainability of Fiji's tourism sector. Inclusive WASH programmes generated from and for the tourism sector and supported by government can work to ensure good WASH access within and surrounding hotel sites enhance knowledge and awareness of effective hygiene practices in the workplace and within local communities.

Practical and sustainable Inclusive WASH programmes can deliver many benefits at multiple scales: to tourism businesses, local communities and the wider destination (Figure 1).

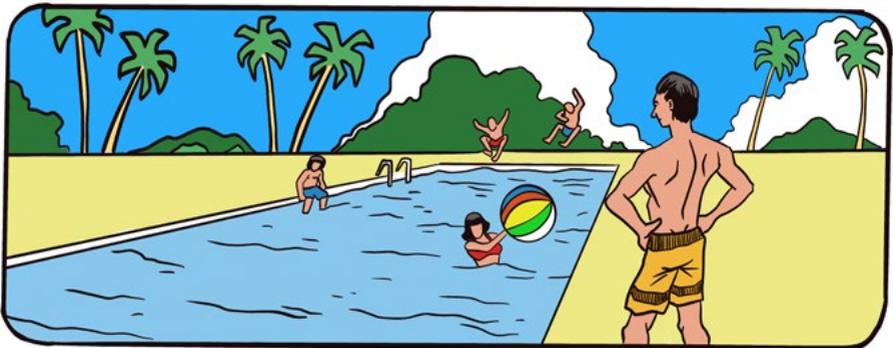


Figure 1. WASH in hotels, communities and across the tourist destination

### 1.3 The value of Inclusive WASH in Fiji's tourism sector

The rationale for a stronger focus on Inclusive WASH in Fiji is that it:

- Enhances Fiji's competitiveness as a tourist destination post COVID-19 via effective hygiene practices and cleanliness, improved health and safety of employees and tourists, and compliance with health regulations by tourism businesses.
- Improves the resilience of Fiji's tourism infrastructure and systems to cope with crises such as pandemics and natural disasters.
- Improves Fiji's destination image and reputation as a clean and healthy environment for visitors.
- Enhances collaboration between stakeholders and supports stewardship of the tourism sector. Inclusive WASH-at-Work will improve workplace health and employee performance by increasing productivity, reducing absenteeism and minimising reputational risk.
- Promotes behavioural change to maintain personal and health safety for tourism employees and their families in the community.
- Improves Inclusive WASH access for people in the community, including informal settlements and socially vulnerable groups.
- Respects local culture(s) by implementing Inclusive WASH programmes safely, respectfully and collaboratively from a base of social equity, and cultural and educational awareness.



## 1.4 Scope

Three guides have been developed to support Inclusive WASH in Fiji's tourism sector. The three guides were co-designed as part of the 'Engaging Corporate Actors for Inclusive WASH-at-Work' project'. They highlight the relationship between three key stakeholders in the tourist sector (government, hotels and local communities) through a collaborative and participatory framework (Figure 2).

1. Guidelines for hotel/resort/tourism operators.
2. Guidelines for government ministries/departments who have a role in WASH.
3. Posters for community and non-government organisations (NGOs).



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

## 1.5 Inclusive WASH-at-Work principles and components

The following principles guide Inclusive WASH in Fiji's tourism sector:

1. Ensure equal and active participation in decision-making processes that enable all groups' and citizens' involvement in WASH improvement activities.
2. Equal access to WASH facilities by all groups (tourists and community/citizens).
3. Recognise and respond to the various skills, capacities, needs and concerns of various genders, people with disabilities, and other groups with special needs.
4. Protect environmental health by promoting water management and sustainable environmental health to support workable Inclusive WASH for all.

## 1.6 National policy, legal and regulatory framework

Section 35 and 36 of the Fiji Constitution 2013 state that Fiji's citizens have a right to housing and sanitation and to adequate food and water respectively. There are several Acts and decrees which legally ensure the provision of safe and sufficient water, adequate sanitation and hygiene promotion.

**Public Health Act** contains a series of legislative requirements governing a wide range of health-related issues. Specific to WASH, the Public Health Act states that in regard to water supply, each building should be connected to a water supply system which provides water in sufficient quantity and adequate quality (Act 120 to 127).

**Environmental Management Act** provides guidelines in the protection of natural resources and the control and management of related development as well as waste management and pollution control.

**Water Supply Act** provides guidelines in regard to water supply in Fiji and specifies catchment area delimitation, connection and disconnection criteria, payment fees and penalties related to non-compliance of the act.

**National Building Code** provides requirements on the construction of all buildings at national level, including piping specification in water or wastewater, types of toilets to be installed, rainwater storage.

**Fiji National Drinking Water Quality Standards** are the minimum water quality requirement for drinking water purposes.

## 1.7 Purpose of the guideline

This Guide provides recommendations to Government Ministries and Departments who have a role in WASH in order to evaluate, implement and monitor Inclusive WASH programmes specifically in tourism workplaces and neighbouring communities in Fiji. Currently, three government Ministries and a private subsidiary agency of the Government are responsible for different aspects of WASH, i.e. the Ministry of Health and Medical Services, Ministry of Lands and Mineral Resources, Department of Water and Sewerage and the Water Authority of Fiji. These lead institutions are responsible for sanitation, drinking water and hygiene promotion (Table 2). The Ministry of Health and Medical Services is the co-lead with the Department of Water and Sewerage on water and sanitation and enforces both the Public Health Act (Section 50 on sanitation) and the Fiji Water Authority of Fiji Act Section 28 on National Drinking Water Quality standards. Whilst there is significant ongoing work to address drinking water and sanitation, there is minimal effort to specifically address hygiene (WHO, 2014). The COVID-19 pandemic and increasing occurrence of natural disasters, prompt the need to raise awareness and promote the importance of hygiene, especially in the tourism sector due to its high levels of social interaction.

**Table 2. Current governance of WASH in Fiji (WHO, 2014)**

Lead Institutions	Sanitation	Drinking-water	Hygiene promotion
Water Sewerage Department	✓	✓	
Water Authority of Fiji	✓	✓	
Ministry of Health	✓	✓	✓
Mineral Resources Department		✓	

In Fiji, national policies, legal and regulatory frameworks primarily focus on health care, schools and infection prevention and control. There are currently two platforms in place which address WASH in Fiji:

1. Fiji WASH Cluster, which coordinates WASH activities in emergencies (pandemic/public health emergency and natural disasters).
2. National Drinking Water Quality Committee, which collaborates to implement, monitor and review drinking water standards and other issues of national interest on WASH.

There is currently no existing national or regulatory framework in relation to Inclusive WASH for the tourism sector, nor is there collaboration between Government Ministries, tourism stakeholders and local communities in relation to improving access to Inclusive WASH in the tourism sector and communities. According to the UN-Water Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS) 2018/2019 country survey, there are limited mechanisms to coordinate the work of different Government Ministries and Departments in Fiji in relation to Inclusive WASH in the following key areas (WHO, 2018):

- Mutual review and assessment of WASH in Fiji.
- Application of evidence-based decision making.
- Bases work on agreed sectoral framework or national plan.
- Documentation of processes and activities.
- Budget line allocated for coordination activities.

While non-government agencies (NGOs) and civil society organisations (CSOs) have a major role in the provision of services and infrastructure on WASH in Fiji, the responsibility ultimately lies with the relevant Government Ministries and Departments to monitor and evaluate the progress of Inclusive WASH in Fiji as a destination. According to WHO (2014), whilst respective government departments monitor urban and major water and sanitation schemes, there is limited monitoring and evaluation of private schemes. MHMS is responsible for rural sanitation whereby health inspectors oversee and coordinate rural sanitation efforts. As monitoring and evaluation of rural schemes is *ad-hoc* the development of a guideline to address them is strongly recommended.

Formative research findings from the project “Engaging corporate actors for Inclusive WASH-at-Work” have raised some key issues and possible pathways to improve Inclusive WASH in Fiji’s tourism sector. The findings were gathered with stakeholders in Suva and the Coral Coast between January and September 2020.

The communities included Naivikinikini, Korotogo, Suvavou, and Yadua villages; the hotels included Novotel Lami, Peninsula Hotel, Grand Pacific Hotel, Crusoe's Retreat, Outrigger Beach Resort, Uprising Resort, Naviti Fiji Resort, Warwick Fiji Resort, Yadua Bay, the Beachhouse, Mango Bay, Studio 6 and Suva Motor Inn.

The recommended pathways from the formative research are only possible through continuous engagement and collaboration between Government Ministries and Departments who have a role in WASH in Fiji. The first step in initiating engagement and collaboration is through the establishment of an 'Inclusive WASH in Tourism' taskforce comprised of relevant Government Ministries and Departments and tourism stakeholders. At present, the COVID-19 Risk Mitigation Taskforce is a Cabinet-mandated working group consisting of the Permanent Secretaries for Economy (Chair), Health and Medical Services and Commerce, Trade, Tourism and Transport. Currently, the Incident Management Taskforce supports overall COVID-19 preparedness and response. However, a specific taskforce would provide more support to post COVID-19 preparedness once international borders re-open, particularly with a focus on safe Inclusive WASH practices for the sustainability of Fiji's tourism sector. Inclusive WASH programmes supported by Government can work to ensure good WASH access within and surrounding hotel sites and operations and enhance knowledge and awareness of effective hygiene practices in the workplace and within local communities.

Table 3 highlights the existing gaps from formative research and recommendations for each Government Ministry and Department to improve Inclusive WASH in Fiji's tourism sector.



**Table 3. Recommendations to improve collaboration between Fiji's Government Ministries via an Inclusive WASH in tourism taskforce**

Government Ministry/ Department	Existing gaps	Recommendations for Inclusive WASH in tourism sector
<p><b>Ministry for Commerce, Trade, Tourism and Transport</b></p>	<ul style="list-style-type: none"> <li>Limited consultation with tourism stakeholders on issues relating to Inclusive WASH.</li> <li>Minimal collaboration with existing Government Ministries/Departments with responsibilities in WASH.</li> <li>Existing Corporate Social Responsibility (CSR) programmes coordinated by hotels primarily focus on clean-up campaigns of beaches and environmental conservation. There are limited, if any, CSR programmes working to improve WASH in nearby tourism communities.</li> </ul>	<ul style="list-style-type: none"> <li>Establish 'Inclusive WASH in Tourism' taskforce comprised of relevant Government Ministries/Departments, tourism stakeholders and communities. Taskforce should be initiated and led by the Ministry for Commerce, Trade, Tourism and Transport. Recommended that a Senior Tourism Officer be responsible for meeting with relevant Government Ministries and tourism stakeholders to form the taskforce. Appendix 1 includes a suggested template to record potential taskforce members. Template identifies an organisation's current role in WASH and maps collaboration with other key stakeholders. Potential members should include:             <ol style="list-style-type: none"> <li>Government Ministries/Departments with responsibility for WASH in Fiji.</li> <li>Tourism Fiji.</li> <li>Fiji Hotel &amp; Tourism Association (FHTA).</li> <li>Society of Fiji Travel Associates (SOFTA).</li> <li>Fiji Independent Travellers &amp; Backpacker Association (FITBA).</li> <li>Fiji National Council of Disabled Persons (FNCDP).</li> <li>Rainbow Pride Foundation.</li> <li>Local and international NGOs and CSOs.</li> <li>Universities and schools.</li> <li>Community and religious leaders.</li> <li>Fiji Disabled Peoples Federation.</li> <li>Children and youth groups.</li> <li>Sanitation entrepreneurs (e.g: Initial Hygiene Fiji, Rentokil, Hygiene &amp; Sanitation Services Fiji, Ecoclean Fiji, Kaks Marketing).</li> </ol> </li> <li>Initiate discussion and collaborate with Ministry of Health and Medical Services to incorporate tourism sector within existing Public Health Act (and commence consultation on areas where the MCTT can provide input and support in relation to Inclusive WASH in tourism sector).</li> <li>Initiate discussion with Ministry of Women, Children &amp; Poverty Alleviation on ways to incorporate gender, disability and social inclusion into WASH training with specific support for CSR programmes coordinated by hotels and other relevant tourism/hospitality organisations. Appendix 2 provides a checklist to assess CSR effectiveness.</li> </ul>

Government Ministry/ Department	Existing gaps	Recommendations for Inclusive WASH in tourism sector
<b>Ministry of Health and Medical Services</b>	<ul style="list-style-type: none"> <li>• Communities have little knowledge of what COVID-19 is, how to prepare themselves to deal with it, and how their behaviour needs to change. They also articulate significant concerns for staff and communities once borders re-open.</li> <li>• Whilst hotel operators/ managers are aware of tourism legislation, policies and plans, the greater tourism workforce requires more awareness of existing tourism policies and plans. There is limited to no consultation on policies being implemented and enforced.</li> <li>• Sanitation access in communities in comparison to access in hotels is different, especially availability, type, comfort, and quality of toilets, and disposal of wastewater.</li> <li>• While good hand hygiene by hotel staff is viewed as critical to guest satisfaction, explicit hygiene training is not usually provided. In the community handwashing was reported as practised for some (but not all) critical times, due to hygiene training learnt at school, and public health advertisements on television. However, there was no mention of washing hands after cleaning infant <i>faeces</i> or helping children use the toilet.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase consultation with Ministry for Commerce, Trade, Tourism and Transport to conduct regular workshops with tourism stakeholders to raise awareness of WASH policies being implemented and enforced.</li> <li>• Collaborate with tourism stakeholders on visits to communities to raise awareness and share information about COVID-19 preparedness and Inclusive WASH training.</li> <li>• Review and advise relevant stakeholders (e.g. MCTTT, hotels, Municipal Councils) on increasing access to public toilets in the hotel vicinity, the availability of soap in public facilities, ensure water is safe, and collaborate with stakeholders to ensure that drinking fountains are available and maintained.</li> <li>• Increase collaboration with Ministry of Women, Children &amp; Poverty Alleviation for the inclusion of GEDSI across all areas of WASH policies, plans and strengthen their implementation.</li> <li>• Continue engagement and empowerment of communities to improve good hygiene behaviour through handwashing with soap at critical times.</li> <li>• Strengthen collaboration with the Ministry of <i>i-Taukei</i> affairs to raise awareness on implementing endorsed sanitation designs and onsite waste management programs in rural communities.</li> </ul>

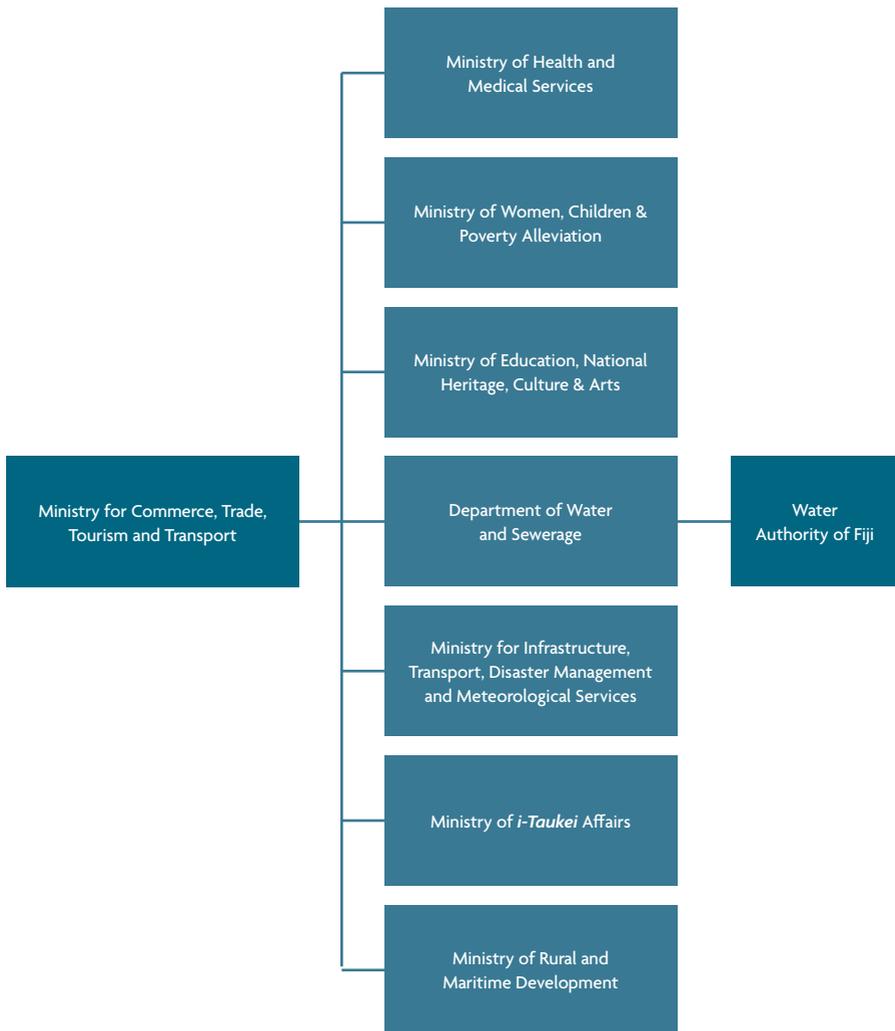
Government Ministry/ Department	Existing gaps	Recommendations for Inclusive WASH in tourism sector
<b>Ministry of Women, Children &amp; Poverty Alleviation</b>	<ul style="list-style-type: none"> <li>• There is little GEDSI WASH training, nor provision for the needs of vulnerable people (elderly, people with disabilities, pregnant women, young women and children).</li> <li>• There is no explicit Menstrual Hygiene Management (MHM) training for hotel staff and no discussion of women missing work, needing or being granted special leave, or problematic taboos about MHM.</li> </ul>	<ul style="list-style-type: none"> <li>• Take active consultative role within 'Inclusive WASH in Tourism' Taskforce by providing support for inclusion of GEDSI across all areas of WASH policies and plans and strengthen their implementation.</li> <li>• Work with Ministry for Commerce, Trade, Tourism and Transport to explore how tourism sector CSR programmes can address GEDSI issues in WASH.</li> <li>• Collaborate with Ministry of Education, National Heritage, Culture and Arts to ensure that GEDSI and MHM are incorporated into school curriculum.</li> </ul>
<b>Ministry of Education, National Heritage, Culture &amp; Arts</b>	<ul style="list-style-type: none"> <li>• Whilst there is some WASH training in some workplaces, many hotels rely on knowledge staff acquired in school.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate with Ministry of Health and Medical Services to ensure Inclusive WASH-at-Work programmes are implemented in all tourism sector venues.</li> </ul>



**Tourism staff and providing hygiene education in communities.**

Government Ministry/ Department	Existing gaps	Recommendations for Inclusive WASH in tourism sector
<p><b>Department of Water and Sewerage</b></p> <p><b>Water Authority of Fiji</b></p>	<ul style="list-style-type: none"> <li>Water conservation awareness is present in villages and schools. Hotels provide limited training on water supply to staff on how to guide water use for guests.</li> </ul>	<ul style="list-style-type: none"> <li>Take active consultative role within the 'Inclusive WASH in Tourism' Taskforce by supporting and improving training on monitoring and evaluating water supply, particularly by hotels and the broader tourism sector.</li> <li>Work with Ministry for Commerce, Trade, Tourism and Transport to support the tourist sector through regular workshops to increase awareness and strengthen implementation of water-related policies and guidelines in the tourist sector, including training to communities on the operation and maintenance of water tanks.</li> <li>Review suitability of water systems designed to cope with natural disasters such as heavy rainfall and encourage risk-based management (e.g. water safety planning).</li> <li>Support improvement of drainage in urban and peri-urban areas for protection against extreme events such as storm surge. Educate local communities on safe behaviours around drains following storms and natural disasters. Link with Ministry for Infrastructure, Transport, Disaster Management and Meteorological Services to create Disaster Management Plans for local communities.</li> <li>Develop programmes to incentivise and subsidise household water tanks.</li> <li>Improve standards for residential sewage treatment and disposal in areas where houses are not connected to the mains.</li> </ul>
<p><b>Ministry for Infrastructure, Transport, Disaster Management and Meteorological Services</b></p>	<ul style="list-style-type: none"> <li>Limited collaboration with relevant Government Ministries to address Inclusive WASH specifically in the tourism sector on disaster management.</li> </ul>	<ul style="list-style-type: none"> <li>Take active consultative role within the 'Inclusive WASH in Tourism' Taskforce by collaborating closely with the Department of Water and Sewerage and Water Authority of Fiji on ways to address Inclusive WASH in tourist sector during disasters and emergencies.</li> <li>Review Disaster Management Plans for local communities.</li> <li>Raise awareness and communicate Disaster Management Plans.</li> </ul>
<p><b>Ministry of <i>i-Taukei</i> Affairs</b></p>	<ul style="list-style-type: none"> <li>Hotel managements' respect for and knowledge of the local culture enables workplace issues to be resolved sensitively and professionally, particularly for local managers, who have the advantage of understanding culturally appropriate practices.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborate with relevant Government Ministries and Departments (e.g.: Ministry of Health and Medical Services, Ministry of Women, Children &amp; Poverty Alleviation, Ministry of Commerce, Trade, Tourism and Transport) to work with tourism stakeholders about culturally appropriate practices for Inclusive WASH, including support for current community systems that contribute to WASH such as the Village Nurse and '<i>Tiko Bulabula</i>' programmes.</li> </ul>

Based on the above recommendations, Figure 3 presents the proposed structure for the 'Inclusive WASH in tourism' taskforce



**Figure 3: Inclusive WASH in tourism taskforce**

## 1.8 Capacity Mapping Process for Inclusive WASH in Fiji Tourism Sector

Although Table 3 provides recommendations to improve Inclusive WASH in Fiji's tourism sector, further mapping of Inclusive WASH needs outside the scope of existing research is required. This Guide recommends a taskforce be created and led by the Ministry of Commerce, Trade, Tourism and Transport, comprised of Government Ministries and departments with a role in WASH, as well as tourism stakeholders and communities. An initial meeting for the 'Inclusive WASH in Tourism' Taskforce should involve a capacity mapping process. The process will provide government with a platform to ensure delivery of Inclusive WASH services in the tourism sector (and beyond) are driven by strategic priorities and maximise available resources. This can reduce the duplication of work between relevant stakeholders and assist in the prioritisation of activities in relation to available funds.

A capacity mapping process enables the government to identify further gaps, distinguish what is working competently, and what needs to change, to effectively progress towards desired goals for stakeholders. Knowing what is working well and what needs to change is critical to progressing effectively toward agreed goals. The capacity mapping process should address:

- What is the coverage of Inclusive WASH in the tourism sector in Fiji?
- Who plays a role in fulfilling Inclusive WASH within the tourism sector in Fiji?
- What is the interconnection between the roles of Government Ministries and Departments, the tourism private sector and communities in implementing Inclusive WASH in Fiji's tourism sector?

This process should be led by the delegated Senior Tourism Officer under the supervision of the Director of Tourism. Depending on the availability of resources in the Ministry of Commerce, Trade, Tourism and Transport, a small team can be dedicated to support the Senior Tourism Officer through the collection of data with Government Ministries and Departments and stakeholders throughout the capacity mapping process.

Following the capacity mapping process (Table 4), the 'Inclusive WASH in Tourism Taskforce' should carry out a needs mapping process to identify gaps, distinguish what is working competently and what needs to change and effectively progress towards promoting Inclusive WASH in tourism and surrounding communities.

**Table 4. Needs mapping process**

Steps	Main actions and outputs
<p><b>1. Identify the necessary information requirements</b></p>	<ul style="list-style-type: none"> <li>• Define geographical area and conditions of the area (village, community or larger area).</li> <li>• Examine the existing WASH needs and gaps in WASH infrastructure, with a focus on GEDSI requirements such as women’s workloads and care-giving duties, specific needs of people with a disability, the elderly and children.</li> <li>• Determine stakeholder distribution and analysis.</li> </ul>
<p><b>2. Design a needs mapping method and determine resource requirements</b></p>	<ul style="list-style-type: none"> <li>• Implement the Inclusive WASH-at-Work Guidelines in hotels and tourism/hospitality businesses.</li> <li>• Determine Inclusive WASH funding levels and requirements.</li> <li>• Monitor Inclusive WASH in hotels and surrounding communities via dedicated human resources.</li> <li>• Align hotel CSR programmes within the tourism sector to focus on Inclusive WASH in communities.</li> <li>• Determine stakeholder operational and technical capacity.</li> </ul>
<p><b>3. Collect GEDSI-sensitive data</b></p>	<ul style="list-style-type: none"> <li>• Gather information through meetings and focus group discussions, interviews with key informants, observations and/or questionnaires to the public.</li> <li>• Ensure all data is disaggregated by GEDSI categories.</li> </ul>
<p><b>4. Analyse data</b></p>	<ul style="list-style-type: none"> <li>• Engage in data analysis via a SWOT analysis, gap analysis, stakeholder analysis and/or other relevant analytical instruments, ensuring that data is analysed via a GEDSI lens.</li> </ul>

During the needs mapping process, it is critical to include disability mapping in communities to identify the availability, relevance, importance of and access to WASH in and around the community and to analyse implications for vulnerable groups. According to the UN-Water Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS) 2014 country survey, nine disadvantaged groups were identified in WASH plans in Fiji’s goal for the provision of water and sanitation for all.

## DISADVANTAGED GROUPS IN WASH PLAN

1. Poor populations and homeless.
2. People living in informal settlements.
3. Remote populations.
4. Displaced persons.
5. Indigenous populations in rural areas.
6. Ethnic minorities.
7. People living with disabilities.
8. Women.
9. Children.
10. The elderly

Figure 4. Disadvantaged groups - adapted from Fiji WASH plan (WHO, 2014)

## 1.9 Monitoring and Evaluation

Depending on capacities and available resources, it is the role of government to monitor Inclusive WASH services in a particular tourism destination. This Guide is an adaptation of the UNICEF WASH4WORK framework (UNICEF, 2019) and provides three levels of performance that can be used by the 'Inclusive WASH in Tourism' taskforce to assess existing achievements, and future performance expected to be reached.

- The lowest level is **Basic**, in which WASH services are available, but with limited gender, disability and social inclusion considerations.
- The second level is **Intermediate**, in which Inclusive WASH services and considerations have been fulfilled in the destination.
- The highest level is **Advanced**, in which a comprehensive Inclusive WASH strategy has been implemented that benefits tourism employers, staff and workers, local communities and the broader tourist destination area.

Figure 4. Inclusive WASH ladder



## 1.10 Important indicators

Seven important indicators for Inclusive WASH performance are presented in Table 5; they are commitment and policy, collaboration, GEDSI, WASH coverage, WASH stewardship, budgeting and planning. The ‘Inclusive WASH in Tourism’ taskforce should add context and/or programme specific indicators that can be monitored over time based on Fiji’s Inclusive WASH goals. Monitoring and evaluation of the achievement of Inclusive WASH performance should be conducted annually by the Inclusive WASH in Tourism taskforce to review Fiji’s progress.

**Table 5. Indicators of GEDSI WASH performance in a tourist destination**

KEY COMPONENTS	BASIC	INTERMEDIATE	ADVANCED
Commitment and policy	Low commitment to Inclusive WASH.	Tourist destination has a statement to meet Inclusive WASH needs of the communities and tourists.	Tourist destination has a high commitment to and a policy statement for Inclusive WASH and joins multi-stakeholder initiatives.
Collaboration	No collaboration with tourism stakeholders or communities relevant to Inclusive WASH.	Government collaborates with surrounding communities to improve Inclusive WASH.	Collaboration with multiple stakeholders to improve Inclusive WASH implementation in the broader tourist destination.
GEDSI	Tourist destination provides public WASH facilities that are not separated between men and women, with no menstrual hygiene management facilities (MHM), no access for people with a disability, no recognition of LGBTQI needs.	Tourist destination provides separate public facilities for men and women, with limited MHM, limited disability access, limited recognition of LGBTQI needs.	Tourist destination provides high quality public WASH facilities (including WASH in schools and healthcare facilities), taking into account the diverse needs of women, men, elderly, children, people with disabilities, and LGBTQI community.

WASH coverage	Tourist destination has <50% coverage for drinking water and effective sanitation.	Tourist destination has 50-90% coverage for drinking water and effective sanitation.	Tourist destination has >90% coverage for drinking water and effective sanitation and >15% coverage for safe drinking water and sanitation.
Water stewardship	No raw water protection and environmental cleanliness programmes in the tourist destination.	Programme for protecting raw water and environmental cleanliness in tourist destination in place, but it is not carried out regularly and systematically.	Programme for protecting raw water (including wastewater management) and environmental hygiene in tourist destination in place, is carried out periodically and systematically, and involves stakeholders.
Budgeting	No budget allocated to Inclusive WASH.	Budget allocated for Inclusive WASH is <2% of GDP.	Budget allocated for Inclusive WASH is >2% of GDP.
Planning	Planning for Inclusive WASH has not been integrated with other issues.	Planning on Inclusive WASH issues discussed across stakeholders, but not included in local policies and regulations.	Inclusive WASH planning is cross-sectoral and is addressed in local policies and regulations.



## 2 Strengthen collaboration for Inclusive WASH

Many Inclusive WASH challenges are complex, cross jurisdictional boundaries and require systemic change with the ongoing support of the Fijian Government. The most effective approach is to collaborate with the potential stakeholders identified in Table 3. Through continuous collaboration, complex issues such as Inclusive WASH can be managed to effectively promote a sense of ownership and opportunities for systematic change to occur. Key tourism associations, in cooperation with the relevant Government Ministries, can collaborate on efforts to review existing infrastructure for necessary upgrades and replacements. The use of enhanced systems and renewable energy could be explored to ensure sustainability and efficiency of Inclusive WASH infrastructure. The use of GEDSI approaches can provide a platform from which issues can be raised and heard.

The UNICEF WASH Strategy 2016-2030 guides the global efforts to meet the water and sanitation Sustainable Development Goals (SGD) agenda targeting priority interventions for children (UNICEF, 2016). In Fiji, there are existing collaborative multi-stakeholder partnerships working to resolve issues of access to drinking water and sanitation. The following sections provide examples of existing cooperation between the Fijian Government and international donors, and recommendations for future cooperation.

### 2.1 Existing cooperation between the Fijian Government and international donors

Below are some examples of existing cooperation between the Fijian government and international donors on projects related to improving WASH in communities.

- The 'Three Star Approach' which was a partnership between Fiji Ministry of Education, Heritage and Arts, the Fiji Ministry of Health and Medical Services, the Fijian Teachers' Association, the Access to Quality Education Program and UNICEF Pacific to improve the effectiveness of WASH in schools.
- The Water Authority of Fiji partnered with the Asian Development Bank to coordinate conservation and management efforts of natural resources. Some hotels in the Coral Coast Tourism Chapter also supply water to the communities.
- The Australian Government partnered with the Habitat for Humanity Fiji to provide essential water and sanitation services to 35 communities affected by Tropical Cyclone Winston in Tailevu, Ra and Tavua.

## 2.2 Recommendations for future cooperation

- Design and enact programmes to provide/improve access to Inclusive WASH facilities through stakeholder and community engagement, socially inclusive design, and retrofitting of existing infrastructure to improve accessibility.
- Design and implement Inclusive WASH behaviour change programmes in the tourism sector and within communities with Water for Women, Habitat for Community investment in rural infrastructure and village water committees.
- Design, plan and implement environmental conservation programmes as they address water stewardship. For example, water conservation awareness in rural communities and training on the operation and maintenance of water treatment systems and water supply systems undertaken by the Department of Water and Sewerage.
- The Inclusive WASH in tourism taskforce could lead the development of a guideline to address monitoring and evaluation of rural schemes, as currently this is *ad-hoc* in comparison to urban schemes.
- Cooperation with local communities through NGOs such as Habitat for Humanity, UNICEF etc. in order to ensure knowledge and learning is part of the process to increase engagement and sustainability of Inclusive WASH initiatives.
- Cooperation within the community through community groups (such as religious, youth, women) to actively promote water and environmental health, menstrual hygiene management. Appendix 4 presents Inclusive WASH posters which can be distributed within the community to promote WASH behaviour.
- Collaboration with the private sector through Corporate Social Responsibility (CSR) programmes in order to expand benefits beyond environmental protection by including support and training to improve community behaviours around Inclusive WASH.
- Collaboration with sanitation entrepreneurs such as Initial Hygiene Fiji, Rentokil, Hygiene & Sanitation Services Fiji, Ecoclean Fiji, Kaks Marketing and integration of Inclusive WASH programmes and recognition of issues with relevant licensing requirements in the tourism sector to improve access to hygiene and sanitation facilities
- Cooperation with public-private partnerships, tourism associations (eg. Fiji Hotel & Tourism Association and tourism host communities, Destination Management Organisations and sanitation entrepreneurs in order to increase dialogue between international, regional and local stakeholders as a platform to share knowledge and learn to improve access to Inclusive WASH in the destination.

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## 4 Appendices

### Appendix 1: Inclusive WASH in Tourism Taskforce

Name	Organisation	Current role in Inclusive WASH	Current collaboration	Contact details (Address/Phone/Email)

### Appendix 2: Proposed framework for assessing CSR effectiveness

The Ministry for Commerce, Trade, Tourism and Transport could use this framework (adapted from Lamb, Jennings & Calain, 2017) to evaluate the CSR programmes coordinated by hotels and other relevant tourism businesses. The framework is valuable to assess the effectiveness in terms of contributions to Inclusive WASH in nearby communities.

Adapted principles	Definitions	Score categories
<b>Motivation</b>	Values (economic, environmental, social) via which the company positions its CSR policy.	Does the community benefit from these CSR activities? Do all members of the community benefit equally. Or are adverse impacts on communities mitigated?  Are benefits from CSR activities shared between the company and the community?  Is there a GEDSI sensitive social license to operate?

<b>Adapted principles</b>	<b>Definitions</b>	<b>Score categories</b>
<b>Alignment with country health policies</b>	Investments in the health system in collaboration with the Ministry of Health and Medical Services.	Is there an alignment with national policies and priorities? Is there an alignment with local community interests?
<b>Alignment with local needs assessment</b>	Community health programmes should be aligned with the health needs of the population as determined by an objective and independent assessment.	Is the assessment GEDSI sensitive or GEDSI transformative? If not, why not? Is the assessment completed, available and used to define and implement health activities?
<b>Timescale</b>	Refers to the sustainability of the activities and long-term impacts for the communities.	Is the impact immediate or does it extend beyond the lifecycle of the CSR initiative?
<b>Reach</b>	The reach of a health activity determines its relevance in terms of public health.	Does the local programme extend beyond the catchment area of the site, is it GEDSI sensitive or GEDSI transformative, and does it include local communities, industry employees and their families?
<b>Integration within the health system</b>	Integration with health system priorities, as opposed to environmental programmes.	Is the CSR programme working in partnership with the Ministry of Health and Medical Services?
<b>Address hotel/ tourism impacts</b>	The impacts of tourism on the health of populations can be categorised direct vs indirect, and environmental and social.	Does the CSR programme address direct or indirect environmental and social impacts?

## Appendix 3. Relevant Inclusive WASH Governance Tools and Guidelines

<b>Fiji Inclusive WASH guidelines</b>	<a href="https://www.watercentre.org/research/research-impacts/engaging-corporate-actors-for-inclusive-wash-services-in-workplaces-and-host-communities/">https://www.watercentre.org/research/research-impacts/engaging-corporate-actors-for-inclusive-wash-services-in-workplaces-and-host-communities/</a>
<b>Food hygiene</b>	The Food Safety Act 2003 promotes public health and safety with regard to food, its preparation, sale and use - <a href="http://www.pacii.org/fj/legis/num_act/fsa2003127/">http://www.pacii.org/fj/legis/num_act/fsa2003127/</a> The Food Safety Regulations 2009 - <a href="http://www.health.gov.fj/wp-content/uploads/2014/09/33_The-Food-Safety-Regulations-2009.pdf">http://www.health.gov.fj/wp-content/uploads/2014/09/33_The-Food-Safety-Regulations-2009.pdf</a> details good hygienic practices, labelling rules and commodity standards among others.
<b>Gender equality, disability and social inclusion in Fiji</b>	Fiji Gender, Disability and Inclusion Analysis COVID-19 and TC Harold (2020) - <a href="https://reliefweb.int/report/fiji/fiji-gender-disability-and-inclusion-analysis-covid-19-and-tc-harold-june-2020-version-1">https://reliefweb.int/report/fiji/fiji-gender-disability-and-inclusion-analysis-covid-19-and-tc-harold-june-2020-version-1</a> Fiji National Building Code - <a href="http://www.health.gov.fj/wp-content/uploads/2018/02/Fiji-National-Buiding-Code.pdf">http://www.health.gov.fj/wp-content/uploads/2018/02/Fiji-National-Buiding-Code.pdf</a> also considers access and standards to buildings and premises for persons with disabilities Fiji National Council of Disabled Persons (FNCDP) Act (1994) <a href="http://www.fnmdp.org/docs/FNCDP_Act1994.pdf">http://www.fnmdp.org/docs/FNCDP_Act1994.pdf</a> Fiji National Gender Policy - <a href="https://www.fiji.gov.fj/getattachment/db294b55-f2ca-4d44-bc81-f832e73cab6c/NATIONAL-GENDER-POLICY-AWARENESS.aspx">https://www.fiji.gov.fj/getattachment/db294b55-f2ca-4d44-bc81-f832e73cab6c/NATIONAL-GENDER-POLICY-AWARENESS.aspx</a> National Policy on Persons Living with Disabilities - <a href="https://www.fnmdp.org/docs/2008-18_NationalDisabilityPolicy.pdf">https://www.fnmdp.org/docs/2008-18_NationalDisabilityPolicy.pdf</a> United Blind Persons of Fiji – A stepping stone: Empowering others through shared experiences <a href="https://fdpf.org/wp-content/uploads/2019/06/A-Stepping-Stone.pdf">https://fdpf.org/wp-content/uploads/2019/06/A-Stepping-Stone.pdf</a>
<b>Disaster Risk Management</b>	National Disaster Risk Reduction Policy 2018 – 2030 <a href="https://drive.google.com/file/d/IDGs-fCP5WLyhjmxt_HAdxoFdXkUfjJO/view?ts=5e0cf812">https://drive.google.com/file/d/IDGs-fCP5WLyhjmxt_HAdxoFdXkUfjJO/view?ts=5e0cf812</a> National Tsunami Response Plan - <a href="http://www.ndmo.gov.fj/images/National_Tsunami_Response_Plan.final.pdf">http://www.ndmo.gov.fj/images/National_Tsunami_Response_Plan.final.pdf</a>
<b>Tourism and COVID-19</b>	Fiji Hotel and Tourism Association. (2020). Minimum COVID-Safe Guidelines and Recommended Standard Operating Procedures - <a href="file:///F:/USP%20Work%202014-2021/WASH/Fiji%20Hotel%20Guideline%20Templates/Minimum%20Covid%20Safe%20Guidelines%20and%20Recommended%20Standard%20Operating%20Procedures.pdf">file:///F:/USP%20Work%202014-2021/WASH/Fiji%20Hotel%20Guideline%20Templates/Minimum%20Covid%20Safe%20Guidelines%20and%20Recommended%20Standard%20Operating%20Procedures.pdf</a> MCTTT. (2021) Guidelines for the Fijian Tourism Industry COVID Safe Operations. <a href="https://www.mcttt.gov.fj/doc_uploads/Tourism%20Guidelines.pdf">https://www.mcttt.gov.fj/doc_uploads/Tourism%20Guidelines.pdf</a> Tourism Fiji. (2020). CAREFIJI's Commitment. Fiji Tourism's Industry Guide. <a href="file:///F:/USP%20Work%202014-2021/WASH/Fiji%20Hotel%20Guideline%20Templates/Care%20Fiji%20Commitment%20-%20Industry%20Guide.pdf">file:///F:/USP%20Work%202014-2021/WASH/Fiji%20Hotel%20Guideline%20Templates/Care%20Fiji%20Commitment%20-%20Industry%20Guide.pdf</a>

<b>Water, Sanitation and Hygiene</b>	<p>Guidelines for Rural Water Supply and Management Plan - <a href="http://www.moit.gov.fj/images/policies/WSD%20Guidelines%20for%20Rural%20Water%20Supply%20Management%20Plan.pdf">http://www.moit.gov.fj/images/policies/WSD%20Guidelines%20for%20Rural%20Water%20Supply%20Management%20Plan.pdf</a></p> <p>National Water Resources Policy (Draft) - <a href="https://www.pacificwater.org/_resources/article/files/FJ2%20-%20PfWG%20Fiji%20Water%20Policy%20Draft.pdf">https://www.pacificwater.org/_resources/article/files/FJ2%20-%20PfWG%20Fiji%20Water%20Policy%20Draft.pdf</a></p> <p>Rural Water and Sanitation Policy - <a href="http://www.moit.gov.fj/images/policies/Rural%20Water%20-%20Sanitation%20Policy%2011th%20September%202012.pdf">http://www.moit.gov.fj/images/policies/Rural%20Water%20-%20Sanitation%20Policy%2011th%20September%202012.pdf</a></p> <p>Rural water and sanitation policy practical guidelines - <a href="http://www.moit.gov.fj/images/WSD_Practical_Guidelines_for_Rural_Water_Supply_Management_Plan.pdf">http://www.moit.gov.fj/images/WSD_Practical_Guidelines_for_Rural_Water_Supply_Management_Plan.pdf</a></p> <p>The Wastewater Policy for Informal Settlements is currently being drafted by Fiji's Department of Water and Sewage</p>
<b>Solid waste management</b>	<p>The Fiji National Solid Waste Management Strategy 2011-2014 provided an integrated approach to waste management in all communities - <a href="https://www.sprep.org/attachments/Fiji_NSWMS_2011-2014.pdf">https://www.sprep.org/attachments/Fiji_NSWMS_2011-2014.pdf</a></p>
<b>Workplace health</b>	<p>Health and Safety At Work Regulations 2003 - <a href="http://www.ilo.org/dyn/travail/docs/838/Health%20and%20Safety%20at%20Work%20-%20General%20Workplace%20Conditions%20-%20Regulations%202003.pdf">http://www.ilo.org/dyn/travail/docs/838/Health%20and%20Safety%20at%20Work%20-%20General%20Workplace%20Conditions%20-%20Regulations%202003.pdf</a> is applied to all work places to which the provisions of the Health and Safety at Work Act , 1996 apply. Occupational Health and Safety, and Occupational Health Services Profile of Fiji - m <a href="https://fhta.com.fj/wp-content/uploads/2017/07/Occupational-Health-and-Safety-and-Occupational-Health-Services-Profile-in-Fiji.pdf">https://fhta.com.fj/wp-content/uploads/2017/07/Occupational-Health-and-Safety-and-Occupational-Health-Services-Profile-in-Fiji.pdf</a> provides an overview of the Fijian Occupational Health and Safety legislation, compliance with international standards and other information related to OHS issues.</p> <p>The National Wellness Policy - <a href="http://www.health.gov.fj/wp-content/uploads/2018/03/National-Wellness-Policy-for-Fiji.pdf">http://www.health.gov.fj/wp-content/uploads/2018/03/National-Wellness-Policy-for-Fiji.pdf</a>, recognises the contribution of the environment to health</p>
<b>International guidance documents</b>	
<b>Five keys to safer food manual</b>	<p>World Health Organisation, available at: <a href="https://www.who.int/publications/i/item/9789241594639">https://www.who.int/publications/i/item/9789241594639</a></p>
<b>ILO Wash at Work</b>	<p>Provides basic skills to practitioners from governments, from workers' and employers' organisations to implement the relevant ILO standards and Codes of Practice. This includes recognising 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: <a href="https://www.ilo.org/global/industries-and-sectors/utilities-water-gas-electricity/WCMS_535058/lang--en/index.htm">https://www.ilo.org/global/industries-and-sectors/utilities-water-gas-electricity/WCMS_535058/lang--en/index.htm</a></p>

<b>UNICEF WASH4WORK</b>	Baseline and monitoring indicators, available at: <a href="https://www.unicef.org/csr/css/WASH-workplace-indicators-DRAFT-Mar19.pdf">https://www.unicef.org/csr/css/WASH-workplace-indicators-DRAFT-Mar19.pdf</a>
<b>UNICEF's WASH Strategy 2016 – 2030</b>	Guides 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: <a href="https://www.unicef.org/wash/files/UNICEF_Strategy_for_WASH_2016_2030.PDF">https://www.unicef.org/wash/files/UNICEF_Strategy_for_WASH_2016_2030.PDF</a>
<b>World Health Organisation</b>	Global Analysis and Assessment of Sanitation and Drinking-Water (GLAAS). It is available at <a href="https://www.who.int/water_sanitation_health/glaas/2014/fiji.pdf">https://www.who.int/water_sanitation_health/glaas/2014/fiji.pdf</a>

## Appendix 4: Inclusive WASH posters for communities

# Handwashing makes you feel good!

Hotels/resorts should train staff in good hand hygiene and handwashing practices as part of their Standard Operating Procedures.

The critical times for handwashing with soap are:

- Before and after eating
- After using the toilet
- Before preparing food
- After coughing or sneezing
- When caring for sick people
- After handling animals or waste

Hotel staff trained in hand hygiene can promote these practices with their family at home and within their community.



Handwashing stations should be accessible to everyone. For children this may include a stool to reach the tap, and for people with disabilities and the elderly this may include railings or ramps in bathrooms.



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# Responsible yaqona drinking

When preparing to drink yaqona, to be safe these are the steps you should take:

- 1 Wash your hands carefully.
- 2 Ensure the *tanoa*, *bilos* and *yaqona* cloth are carefully washed between each use.
- 3 Make sure you have clean water.
- 4 Mix the *yaqona* carefully. Wear gloves.
- 5 Bring your own *bilo*. Do not share.
- 6 Use a long coconut shell spoon to serve the *yaqona*. Do not put your hands in the *yaqona* when serving it.
- 7 Do not share your cigarettes or snacks.
- 8 Sit at least 2 metres apart from each other so you do not give another person Covid.



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# Menstrual Hygiene Management

## What makes a toilet period friendly?



Periods are a normal part of life. Women and girls need access to safe and clean toilet facilities to manage menstrual hygiene with dignity.

Safe and conveniently located and accessible for all women with disabilities

Culturally appropriate menstrual waste disposal option (dustbins, pits)

Provide privacy (doors, locks)

Public and community toilets should be separated by gender, also provide access to menstrual products and have hooks, shelves and mirrors

Accessible during day and night (area and internal lighting)

Water and soap is available to wash hands, bottles and reusable products

And of course the toilet must be clean







  
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# Toilet hygiene in communities

## Inclusive toilet design



Flat floorings as foundation for easy maneuver

Use a simple door handle. The door should be able to be opened easily in order to ease wheelchair-users (with exit opening and width of 90cm)

Make sure there is no height difference between the ground and the floor of the toilet. If there is, then a ramp with a rough texture (not slippery) must be placed (with a maximal slope in six degrees)

Allow adequate lighting to pass through

Firmly placed handrails



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