Safe destinations, healthy staff, happy tourists

Guidelines for Hotels on Gender Equality, Disability and Social Inclusion in Water, Sanitation and Hygiene in Fiji’s tourism sector
Acknowledgements

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- 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


Disclaimer

The authors have used all due care and skill to ensure the material is accurate as at the date of this report. IWC and the authors do not accept any responsibility for any loss that may arise by anyone relying upon its contents.

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ABOUT THIS GUIDELINE

Purpose
This guideline has been written to assist hotels/resorts to implement gender equality, disability and socially inclusive (GEDSI) Water, Sanitation & Hygiene (WASH)-at-Work practices in Fiji’s tourism 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
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.

Secondary users
Government 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 improve consistency of WASH approaches in Fiji’s tourism sector and 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 who will receive the highest quality training and required infrastructure from the primary users to meet their WASH needs in a sustainable and resilient manner.
**Structure of this guide**

**Part 1:** Introduces the framework for Inclusive WASH in Fiji, the value of Inclusive WASH-at-Work for different stakeholders in Fiji, the scope and principles which guide this guideline.

**Part 2:** Provides a step-by-step guidance to improve Inclusive WASH performance in hotels/resorts.

**Part 3:** Describes the five components of Inclusive WASH outcomes.

**Part 4:** Provides additional resources such as national regulations and international guidance documents on WASH resilience approach.
1 Introduction

To ensure that Fiji remains a safe and popular tourism destination, hotels/resorts play an important role in delivering a clean and healthy environment for both staff and visitors. Tourism in Fiji has been a significant source of both national and familial income by providing direct and indirect employment to an estimated 40,000 people. The low risk of illness and pollution levels, and fit and healthy staff in hotels/resorts, are critical to ensuring tourism in Fiji can flourish.

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

**Women and adolescent girls** require access to safe sanitation facilities as well as proper menstruation hygiene management at work, schools and in communities.

**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 homeland and lack of access to health and social services.

**Children** require adequate and age-appropriate toilet, washing and drying facilities, plus safe use of, and convenient access to, the location and design of the facilities.
Gender equality, disability and socially inclusive (GEDSI) (hereafter called ‘Inclusive’) WASH-at-Work programs ensure that women and socially vulnerable groups are part of decision-making processes about water allocations, hygiene and sanitation infrastructure. Inclusive WASH-at-Work programs within the tourism sector can significantly contribute to the sustainable development of the tourism sector and its host communities, particularly post-COVID-19. The provision of accessible water, sanitation and hygiene (WASH) facilities for staff and visitors are important for protecting human health, enhancing work productivity and promoting development. These guidelines aim to assist hotels/resorts to implement GEDSI WASH-at-Work practices. They outline three levels (Basic, Intermediate, Advanced) for Inclusive WASH-at-Work and how these can be implemented with inclusive policies integrated into the workplace.

1.1 Background

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

Access to safe WASH promotes good health. Since workplaces are a major place in the life of employers and workers, access to Inclusive WASH in workplaces can contribute to occupational and general good health. The COVID-19 pandemic has highlighted the importance of hygiene which is particularly relevant for those working in places where many people meet and interact, such as hotels/resorts 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. Women and girls and people with disabilities have specific access needs for water and sanitation at home and at work. Improving access to WASH based on specific needs helps to ensure risk of illness is reduced equally. It also helps to minimise the unequal impacts of tourism. Women and girls usually have more household responsibilities such as house cleaning, food preparation and caring for children and the elderly that require access to good water supply and toilets. Extraction of finite water resources by the tourism industry can decrease water availability and quality as well as increasing costs to the community.
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, and is a substantial consumer of water and source of solid waste and wastewater. Whilst strategies to increase tourism in Fiji remains a major objective for the Fijian Government, the engagement and collaboration between government stakeholders and the tourism sector to create effective Inclusive WASH-at-Work outcomes is informal to non-existent. Strategic planning has also not considered important factors that contribute to the development of sustainable tourism, such as gender equity, broad-based social inclusion, and current WASH practices. Given the outbreak of COVID-19 and the increasing occurrence of natural disasters in Fiji, safe WASH practices are now of considerable concern to the sustainability of the tourism sector in Fiji. A GEDSI WASH-at-Work program generated from and for the tourism sector and supported by government can work to ensure good water and sanitation and hygiene access within and surrounding their operations, and enhance knowledge and awareness of effective hygiene practices in the workplace and within local communities in Fiji.

A practical and sustainable Inclusive WASH-at-Work program delivers many benefits at multiple scales: to the tourism business, the community and to the wider destination (Figure 1).

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

Safe destinations, healthy staff, happy tourists
## 1.3 The value of Inclusive WASH-at-Work for different stakeholders in Fiji

| **Hotels and resorts** | A stronger focus on hygiene practices and cleanliness, health and safety of staff and visitors and the need for tourism businesses to comply with health regulations enhances the competitiveness of hotels/resorts post COVID-19.  

Improve the resilience of hotel/resort structures and systems to cope with recurring natural disasters, particularly cyclones and floods.  

Enhanced Inclusive WASH-at Work improves workplace health and employee performance by increasing productivity, reduce absenteeism and reputational risk. |
| **Community** | Promote behavioral change to maintain personal and health safety for staff and their families in the community.  

Improve WASH access for people in the community, including informal settlements and socially vulnerable groups.  

Respect local culture(s) by implementing Inclusive WASH-at Work safely, respectfully and collaboratively from a base of equity, cultural and educational awareness. |
| **The destination** | Improve the resilience of Fiji’s tourism infrastructure and systems to cope with crisis such as pandemics and natural disasters.  

Improve the destination image and reputation of Fiji as a clean and healthy environment for visitors.  

Enhance collaboration between stakeholders and supports stewardship of the tourism sector. |
1.4 Scope
There are three guidance documents developed to support the implementation of Inclusive WASH-at-Work:

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

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

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

1.5 Inclusive WASH-at-Work principles and components
The following principles guide Inclusive WASH-at-Work in hotels/resorts in Fiji:

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, local culture(s), capacity, needs and concern of different genders, people with disability, other groups with special needs.
4. Protect environmental health by promoting water stewardship and sustainable environmental health to support workable Inclusive WASH for all.
Core components of Inclusive-WASH outcome

This guidance document comprises five components to achieve Inclusive WASH-at-Work outcomes (Table 1).

### Table 1. Component of Inclusive WASH outcome and indicators

<table>
<thead>
<tr>
<th>COMPONENTS</th>
<th>INDICATORS</th>
</tr>
</thead>
</table>
| 1. Commitment and policy to support Inclusive WASH-at-Work | a. Knowledge  
b. Policy  
c. Commitment to implement and monitor |
| 2. Awareness of Inclusive -WASH issues and sustained WASH behaviour among management and staff | a. Training related to WASH  
b. Promotion to improve WASH behaviour among staff  
c. Encourage staff to maintain and spread WASH behaviour at home |
| 3. Access to and reliable and safe use of water and sanitation infrastructure | a. Water  
b. Sanitation  
c. Hygiene and Food safety  
d. Menstrual Hygiene Management |
| 4. Consideration of broader environmental and health impacts | a. Water stewardship and conservation  
b. Waste management  
c. Health resilience |
| 5. Commitment to collaborate with others to maintain destination values | a. Inclusive WASH program in communities  
b. Inclusive WASH campaign |
1.6 The process

This document will guide hotel operators to improve Inclusive WASH performance in their hotel through a continuous cycle of the following steps (refer Appendix 1):

1. **Self-assessment.** This assessment can be done by first appointing a small team comprised of, for example, Human Resources, Front Office, Food and Beverage, Maintenance, Children’s Clubs, and the Spa Manager. It is recommended that representatives of both genders and vulnerable groups be part of this team. In larger hotels/resorts, the team can be led by the Human Resource Training Manager, whereas smaller hotels/resorts can be led by the General Manager, Human Resources or a Training Manager. The team would then collect information from hotel/resort staff through one-on-one interviews or group discussions on Inclusive WASH outcomes and indicators, as highlighted in Table 1.

![Figure 3. Iterative self-assessment process for hotels to develop Inclusive WASH plans.](image-url)
2. **Identify gaps.** Using the collected information in (1), the team would then identify inclusive WASH issues in the hotel/resort and highlight areas that need improvement and what action can be taken to improve these issues (refer Appendix 2).

3. **Develop an Action Plan.** Based on (2), the team would develop an action plan with achievable targets in order to make progress towards effective Inclusive WASH implementation in the hotel/resort. The Action Plan (refer Appendix 3) should identify the person responsible for each activity, budget allocation and policy support (if required). Monitoring tools, such as tracking of progress in annual reports or hotel/resort review cycles which can help to measure progress, should also be set for each activity or target indicator.

4. **Implement the Action Plan.** The team can designate a person responsible to monitor the progress while the plan is implemented. Monitoring can be conducted via observation and via personal communication with staff. Findings can be noted in completion plans and progress reports. Notes of any support and barriers in implementation should be made for future improvement.

5. **Annual Review of Action Plan.** The team should review the implementation of the plan annually and 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 hotels/resorts’ available resources.
1.7 Setting achievable targets

This guidance document provides three levels of performance that can be used to assess existing achievement, and future performance expected to be reached, based on the current capacity of the hotel/resort.

- The lowest level is Basic, in which WASH services are 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/resort.
- The highest level is Advanced, in which a comprehensive Inclusive WASH approach has been implemented that benefits staff and visitors in the hotel/resort, local communities and the broader tourist destination area.

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

<table>
<thead>
<tr>
<th>KEY COMPONENTS</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Commitment and policy</td>
<td>Low commitment to Inclusive WASH.</td>
<td>Hotel/resort has a statement to meet WASH needs of staff.</td>
<td>Hotel/resort has high commitment and a policy statement on Inclusive WASH and joins multi-stakeholder initiatives.</td>
</tr>
<tr>
<td>2 Awareness and behaviour change</td>
<td>No formal hygiene training for staff.</td>
<td>Staff meet a standard WASH training level.</td>
<td>All staff are trained in Inclusive WASH.</td>
</tr>
<tr>
<td>3 Access and use of facilities</td>
<td>Hotel/resort provides shared WASH facilities, no menstrual hygiene management (MHM) facilities, incomplete food safety/hygiene practices.</td>
<td>Hotel/resort provides separate facilities for females and males, and a facility for disabled.</td>
<td>Hotel/resort provides high quality WASH staff and tourist facilities; considers different needs of females, males, disabled and children.</td>
</tr>
<tr>
<td>4 Environmental and health considerations</td>
<td>Hotel/resort does not meet environmental guidelines for water and waste management; is not concerned about staff health.</td>
<td>Hotel/resort meets minimum requirements for water and waste management on hotel/resort site; considers health of staff.</td>
<td>Comprehensive management on-site water and waste in hotel/resort plus active involvement in protecting surrounding environment; assistance and support provided to mitigating health issues of staff, their families and community.</td>
</tr>
<tr>
<td>5 Collaboration</td>
<td>No collaboration with other stakeholders relevant to WASH.</td>
<td>Hotel/resort collaborates with surrounding community for improving Inclusive WASH.</td>
<td>Collaborate with multiple stakeholders to improve Inclusive WASH implementation in broader tourist destination.</td>
</tr>
</tbody>
</table>
1 Commitment and policy

Commitment and policy are crucial for supporting the implementation of Inclusive WASH-at-Work in hotels/resorts. 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**

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge</td>
<td>No knowledge of local and national regulations relevant to Inclusive WASH.</td>
<td>Knowledge of local regulation relevant to Inclusive WASH.</td>
<td>Knowledge of local and national regulations (specific) relevant to Inclusive WASH.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotel understands the benefits of Inclusive WASH to the hotel and its visitors.</td>
<td>Hotel understands the benefits of Inclusive WASH to the broader tourist destination.</td>
</tr>
<tr>
<td>Policy</td>
<td>No written statement/policy on Inclusive WASH.</td>
<td>Written statement / policy of Inclusive WASH in the hotel.</td>
<td>Written statement /policy to support Inclusive WASH improvement in the tourism destination.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Policy is actively communicated and promoted with all stakeholders.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Hotel participates in the multi-stakeholder platform.</td>
</tr>
<tr>
<td>Commitment to implement and monitor</td>
<td>There is no internal mechanism to implement, monitor, and assess Inclusive WASH.</td>
<td>Internal mechanism to implement, monitor and assess Inclusive WASH policy aligns with government regulations.</td>
<td>Internal mechanisms to review, update and implement Inclusive WASH policy are in place and actioned.</td>
</tr>
</tbody>
</table>
1.1 Knowledge, policy and commitment to implement and monitor Inclusive WASH-at-Work

It is recommended that hotels/resorts should aim for the advanced level whereby:

- Management has the knowledge of any national WASH guideline/laws/ regulations/standards with respect to WASH in workplace settings.

- There should be a written statement/policy commitment specific to promoting WASH in the workplace, in terms of: Drinking Water (access/safety), Sanitation, MHM, HWWS (handwashing with soap), WASH in kitchens and canteens, WASH in workplace clinics (if relevant) and other settings. Provision of accessible facilities for people with a disability, the elderly, and children.

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

Announcement of hotel’s GEDSI WASH strategy
2 Awareness of and sustaining WASH behaviours

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

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

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training related to WASH</td>
<td>Staff are briefed on some WASH topics but not as formal WASH hygiene training.</td>
<td>Staff meet a standard WASH training level with some gender considerations.</td>
<td>All staff are trained in comprehensive Inclusive WASH.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There is a mechanism to orient staff on the hotel Inclusive WASH policies and targets.</td>
<td>There is a mechanism to regularly orient staff on the hotel Inclusive WASH policies and targets, e.g. 6-month intervals.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There is a mechanism to assess and improve the subject included in the training.</td>
<td>There is a mechanism to evaluate the effectiveness of Inclusive WASH training to improve the training Action Plan.</td>
</tr>
<tr>
<td>Promotion to improve WASH behaviours among staff</td>
<td>There is minimal WASH promotion by the hotel.</td>
<td>Hotel plans and conducts some Inclusive WASH promotion with staff, for example, through posters.</td>
<td>Hotels conduct Inclusive WASH promotion for staff and visitors, for example, through training, posters and management notes in all rooms.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>There is a mechanism to evaluate staff knowledge on Inclusive WASH such as through focus groups or surveys.</td>
<td>There is a mechanism to evaluate Inclusive WASH promotion strategies.</td>
</tr>
<tr>
<td>INDICATOR</td>
<td>BASIC</td>
<td>INTERMEDIATE</td>
<td>ADVANCED</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Encourage staff to maintain and spread WASH behaviour at home</td>
<td>There are incidental messages given to staff on the importance of WASH hygiene at home.</td>
<td>Hotels have collected information about Inclusive WASH access at employees’ homes.</td>
<td>Hotels have collected information about Inclusive WASH access at staff home and inclusive WASH coverage in the surrounding village. Hotels have planned and conducted Inclusive WASH promotion through posters or stickers being made available to employees’ families.</td>
</tr>
<tr>
<td>Guest communication and awareness</td>
<td>There is no communication to guests on WASH issues at the hotel or destination.</td>
<td>Hotels provide some information on the cleanliness of the hotel. Only upon request, staff provide recommendations on drinking water, water saving, and other hygiene questions.</td>
<td>Hotels communicate WASH information to guests pre-arrival (via email or website) and on-site (at reception or in-room). Staff actively recommend to staff how to keep themselves and the local community safe.</td>
</tr>
</tbody>
</table>
2.1 Training related to WASH

In order to ensure knowledge is gained and behaviour change is sustained, Inclusive WASH topics should be included in the training of new staff and in periodic refreshment training. The training should be designed to respect cultural differences and both women, men and gender diverse people should participate. Hotels/resorts are encouraged to use a training approach that engages all participants in a critical thinking and action-reflection process. 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. Topics in the training could include (for hotels/resorts and home settings):

- Key hygiene practices such as handwashing with soap; use of latrines etc.
- Specific WASH needs of women and girls such as Menstrual Hygiene Management (MHM).
- Specific WASH needs of people with a disability, the elderly, children etc.
- Importance of personal hygiene generally, and for infection prevention and control in pandemics.
- Sanitation behaviors and sanitation facilities.
- Drinking water (transport, storage and treatment).
- Food hygiene.
- Solid waste management.
- Wastewater management and handling.
- Water conservation and pollution prevention.
- Health preventive measure for common diseases.
Box 1: Yaqona is a favourite past time for many Fijians but has become one of the main reasons for the spread of the COVID-19 virus. ‘Grog’ sessions are therefore not recommended unless they are within your own homes and ‘bubbles’. When preparing to drink yaqona these are the steps you should take:

i. Wash your hands carefully.

ii. Ensure the *tanoa* (bowl), *bilos* (coconut shells) and grog (*yaqona*) cloth are all carefully washed.

iii. Make sure you have clean water.

iv. Mix the *yaqona* carefully. Consider wearing gloves.

v. Do not undertake this exercise if you have a cold, running nose, fever or any COVID-19 systems.

vi. Ensure that you have one *bilo* each for everyone who is drinking yaqona.

vii. Take your own *bilo* with you when drinking *yaqona*.

viii. Use a long coconut shell spoon or similar device to serve the *yaqona*.

ix. Do not put your hands in the *yaqona* when serving it.

x. Do not share your cigarettes or ‘chasers’ (snacks) e.g. hacks, mints, lollipops etc.

xi. Make sure everyone sits at least 2 metres apart from each other.

xii. Do not invite people from outside of your household to come and drink yaqona with you.

xiii. Consider drinking your yaqona on your own.

xiv. For the safety of your family it is important that you stay within your own family bubble.

xv. If you feel the need for company, hold a Zoom session with your friends and engage with them virtually.

xvi. If you decide to follow your yaqona session with ‘washdown’ (few drinks) do not *taki* (share shots) of these with other people.
2.2 Promotion to improve WASH behaviour among staff

The promotion of Inclusive WASH in hotels/resorts can support sustained awareness and sustainable practice amongst staff. To ensure the continuous benefit of Inclusive WASH promotion for changing behaviour, promotion strategies through posters, signage, stickers or videos should be clearly communicated and easily seen by staff during their working hours such as in the canteen and at WASH facilities. Topics should include drinking water, sanitation, hygiene/handwashing, waste management, environmental protection of water sources, Personal Protection Equipment (PPE), care from workplace risk, MHM and other relevant Inclusive WASH issues. The framing of messages should make clear that WASH and good hygiene behaviours are important at work and at home. Management should regularly monitor the effectiveness of the messages by either informally speaking with staff or organizing group discussions to address any improvements to be made. Appendix 4-7 provides four example posters which can be disseminated to communities to improve their WASH behaviour.

2.3 Encourage staff to maintain and spread WASH behaviours at home

Hotels/resorts should encourage their staff to promote WASH practices with their family at home and within their community. Topics should include drinking water, sanitation, access to hygiene/handwashing, waste management, environmental protection of water sources, and MHM. The wider impact of Inclusive WASH promotion on the improvement of community health and WASH access can be monitored from local health office reports.
2.4 Visitors communication and awareness

Hotels/resorts should create targeted communication to visitors to reinforce the Inclusive WASH practices of the hotel/resort and to ensure the appropriate behaviour of visitors when visiting the hotel/resort and the destination. Communication may include a statement on the importance of sanitation and hygiene at the hotel/resort to provide a comfortable and safe stay, but also tips for visitors 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 visitor behaviour should be worded as recommendations to take voluntary actions rather than requirements, starting from transport to the destination or hotel/resort, arrival, time at the hotel/resorts and experiences sought at the destination such as village visits. Communication may be presented via the hotels/resorts’ website, via email with the booking confirmation, on arrival by receptionist, on print outs in the room or in-room compendiums.
3 Access and use of infrastructure: inclusive access, reliability and safe disposal

Hotels/resorts are obliged to provide accessible and adequate facilities for staff and visitors. This means access to water for drinking and personal and food hygiene purposes; safe, accessible, inclusive and clean toilets; and products for effective hygiene (e.g. soap).

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

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

Hotels/resorts in Fiji are obliged to provide access to accessible, adequate and improved WASH facilities for staff and visitors. For example, community access to water in Suva and the Coral Coast is considered secure as most communities are connected to the main water supplied by Water Authority of Fiji (WAF). The Coral Coast Tourism Chapter is also reported to provide backup water supply to communities whilst several hotels supply all water to communities. In Suva, the Suva City Council (SCC) transports water to communities in times of disruption to water supply. Communities experience low water pressure at certain times of the year, i.e. during some of the afternoons and the dry season. Within the workplace, hotels/resorts should provide adequate amounts and several options of safe drinking water that is easily accessible to visitors and staff, with consideration given to accessibility (by all ages and abilities). This can include portable drinking water stations, water coolers, or water fountains. Hotels/resorts should also be aware that water quality may be affected after heavy rain, or after a cyclone or during droughts, therefore, drinking water should be stored in closed containers to avoid microbial or chemical contamination. Containers should be periodically cleaned. If drinking water is sourced through commercial bottled water companies, occasional water quality testing should be demanded by the hotel/resort.
3.2 Sanitation

Hotels/resorts should provide hygienic toilets/latrines for staff and visitors, separated by male and female gender in public access areas within the hotel that are also accessible to people with disabilities. According to the Fiji Public Health Act, Cap 111, for every hotel/resort or lodging house, there should be 1 toilet per 12 staff or visitors. Hotels/resorts should also ensure that:

- Toilets are well maintained, accessible and functional, with a cleaning roster to meet hygiene standards. The responsibility for cleaning and maintenance tasks should be clear with records kept;

- Toilet facilities are accessible and functional at all times with water for flushing and handwashing, a lockable door that provides privacy and safety, a light (and where possible, solar lights) so the facility can be used at night (or during power outages), station with soap for washing hands after toilet use (urinating and defecating) and a shelf or hook for menstrual hygiene products;

- Disabled access toilets have adequate space and accessibility features (such as location, physical access such as ramps, and handrails).
3.3 Hygiene and food safety

Hotels/resorts in Fiji should provide sufficient and safe water and sanitation access to enable staff and visitors to maintain personal and environmental hygiene which include bathing, handwashing as well as maintaining cleanliness of clothing (through laundering). For example, whilst the majority of hotels/resorts in Suva and the Coral Coast have high hygiene standards as documented in Staff Handbooks and signage around the hotels/resorts, handwashing vigilance depends on staff roles, for example: kitchen staff frequently wash their hands whilst maintenance staff wash hands less frequently. Therefore, hotels/resorts should ensure sufficient location and number of handwashing facilities with continuous flowing water and soap are accessible to staff in critical places (toilet, kitchen, laundry). The hand washing station should be easy to operate by all groups of people including elderly, children and disabled people, and if possible, can be operated without touching the faucet (tap). Cleaning drying materials (such as paper towels or laundered towels) should be available for drying hands after handwashing. Alcohol-based hand sanitisers should be available in other busy areas (e.g. reception, restaurant).

Handwashing station for children
Routine cleaning of hotel bathroom

Hygiene inspections are conducted regularly by Fiji health officials so the hotel/resort can obtain an occupation and health certificate. The hotel/resort can also independently check hand hygiene levels of their staff through routine observations by supervisors. Job descriptions should also include expectations of maintaining good hand hygiene at critical times whilst at work.

For food safety, hotels/resorts should refer to the five key aspects of food hygiene (WHO, 2006) and provisions of the Food Safety Act 2003 and Food Safety Regulations 2009. Part 2 of the Act promotes public health and safety with regard to food and its preparation. The Food Safety Regulations 2009 establish minimum standards on food products to protect the health of the public and consumers.

Although the risks associated with COVID-19 have increased handwashing and improved hygiene practices (such as social distancing, mask wearing, coughing etiquette) amongst community members and hotel staff in Suva and the Coral Coast, it is still critical for Hotels/resorts to organize regular training as well as notices placed in key locations to remind staff and visitors of these expected Infection Prevention and Control (IPC) behaviors.
3.4 Menstrual Hygiene Management

Menstrual Hygiene Management (MHM) refers to what females should do to manage their monthly periods in a safe, private, and healthy manner. Women need adequate soap, 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. Generally, whilst hygiene facilities are available and safe in Fiji, few are designed to support women’s menstrual hygiene needs (other than disposal facilities to avoid pipe blockages). Hotels/resorts should aim to have the highest MHM practices. These include:

- Having female managers or female staff lead or be involved in processes to identify MHM needs and plans to address gaps in the hotel/resort;
- 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.
- Ensure a MHM training and awareness program is conducted at regular intervals for all staff.
4. **Broader environmental and health impacts**

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**

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water stewardship and conservation</td>
<td>No water-saving strategies in place</td>
<td>Water-saving strategies in place, but effectiveness not monitored</td>
<td>Measure impact of water consumption on broader resources available for other stakeholders</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Water conservation measures in place and monitored</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Provides water to surrounding community</td>
</tr>
<tr>
<td>Waste management</td>
<td>Wastewater treatment not monitored.</td>
<td>Wastewater treatment complies with local regulations</td>
<td>Faecal sludge handling complies with local regulations</td>
</tr>
<tr>
<td></td>
<td>Solid waste is handled without any segregation</td>
<td>Clear management of solid waste to separate organic and inorganic matter</td>
<td>Activities to reduce, reuse recycle solid waste</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Specific management for hazardous waste</td>
</tr>
<tr>
<td>Health resilience</td>
<td>Little concern for staff health</td>
<td>Monitoring health of staff for early detection of potential disease transmission between staff, guests and community</td>
<td>Assistance and support provided to mitigate health issues of staff, their families and the community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotel environment management to control disease vector</td>
<td>Provide information to guests on the prevention of health risks related to environmental health.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provides PPE and other disease preventive equipment for staff</td>
<td></td>
</tr>
<tr>
<td>INDICATOR</td>
<td>BASIC</td>
<td>INTERMEDIATE</td>
<td>ADVANCED</td>
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<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Disaster preparedness</td>
<td>No plans in place to manage hotel premises including WASH infrastructure in extreme events (e.g. flood, drought, storm)</td>
<td>Hotels have emergency procedures in place for extreme events, but these do address safe water and sanitation.</td>
<td>Hotels have procedures in place to safeguard the continuity of water and sanitation services during extreme events and emergencies. Specific needs of vulnerable groups are considered in these (e.g. disabled people need more assistance in evacuation). Hotel is involved in and contributes to destination or area-wide disaster and climate change preparedness measures.</td>
</tr>
</tbody>
</table>

Emergency evacuation in a hotel
4.1 Water stewardship and conservation
Understanding and responding to water supply challenges, relating both to water quantity and water quality, underpins the capacity to deliver Inclusive WASH. Where hotels/resorts manage water supply for surrounding communities (such as the Coral Coast), it is critical for these hotels/resorts to ensure the operation and maintenance of the water supply services. Their actions may include providing training to communities for maintenance of water supply systems (e.g. checking or cleaning key water connections, or cleaning of water filters).

4.2 Waste management
The management of all forms of waste from hotels/resorts is critical in maintaining human health, and protecting the environment and surrounding communities. Wastewater 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 environment, potentially impacting on biodiversity, ecosystem services and reducing the quality of the tourist destination and experience. The standard of wastewater disposal in Suva and the Coral Coast varies. Whilst many residential houses have septic tanks for toilets, other households have their wastewater connected to small streams. There are risks of surface and groundwater contamination from overflow into streams and during floods. Some of the ways that hotels/resorts can assist are to:

- Encourage staff and visitors to reduce, reuse and recycle via awareness campaigns coupled with strategically placed signage within the hotel/resort;
- Implement on-site waste management strategies, such as composting and glass crushing;
- Revise purchasing policies to reduce single use items and to focus on biodegradable items.
4.3 Health resilience

The Inclusive WASH program in the workplace can help to improve the health of hotel/resort staff and their families. The managers/supervisors in each department of the hotel/resort should be responsible for monitoring the health of the staff as this would help assess the impact of the Inclusive WASH program at work and also supports the early detection of diseases, thus enabling preventive measures to be applied such as the provision of gloves or masks. Hotel/resort management should be aware of the current health situation in Fiji such as an increasing incidence of endemic diseases such as malaria, typhoid and dengue. Therefore, awareness can be communicated amongst staff and visitors through periodical news, announcements or newsletters, including strategies to control disease vectors such as eliminating flies, mosquito breeding places and other insects such as cockroaches.

4.4 Disaster preparedness and climate change

There is increasing frequency and severity of extreme events such as droughts, flooding and storms associated with human-induced climate change. For Fiji, the cyclone and rainy season is from November to April. Therefore, hotels/resorts should plan how they will respond to extreme events and ensure that water and sanitation services are maintained as well as possible. For example, hotels/resorts can protect their water supply from floodwater contamination, have a backup or alternative supply to ensure safe drinking water during flooding. For Fiji, emergency plans should detail and hotels/resorts should be aware of the National Disaster Risk Reduction Policy 2018 – 2030 and National Tsunami Response Plan. The National Disaster Management Plan is due to be finalized at the end of 2021.
5 Commitment to collaborate with others to maintain destination values

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

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>BASIC</th>
<th>INTERMEDIATE</th>
<th>ADVANCED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusive WASH program in communities</td>
<td>Involvement in ad hoc projects to support WASH programs in communities.</td>
<td>Hotels/resorts are involved and collaborate with other organisations in WASH programs for the community.</td>
<td>Hotel/resort has Corporate Social Responsibility (CSR) campaigns or MOU with other organisations or communities to implement WASH program in communities.</td>
</tr>
<tr>
<td>Inclusive WASH campaign</td>
<td>No involvement to support government campaigns or promote WASH.</td>
<td>Hotel/resort support WASH campaigns and promotion in the destination area</td>
<td>Hotel/resort provides support and/or training to other hotels/resorts and community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotel/resort participate in stakeholders’ forum or meetings on WASH issues in the destination area</td>
<td>Hotel/resorts are in continuous collaboration with other organisations in local campaigns on Inclusive WASH in the destination area</td>
</tr>
</tbody>
</table>
5.1 Inclusive WASH program in communities

The Fijian Government’s commitment to ensuring that all Fijians have access to both safe water and adequate sanitation services are reflected in the National Development Plan. The Fiji Government and other relevant organisations have implemented projects and programs to improve WASH access and behaviour in communities. These include coordination by the WASH cluster led by the Fiji Ministry of Health and Medical Services, which was established to assist in the delivery of water, sanitation and hygiene promotion in the long-term and during emergencies. Other government WASH related projects are carried out in partnership with local and international NGOs, CSOs and regional organisations such as The Pacific Community (SPC), Save the Children Fiji and Water for Women - Fiji. Hotels/resorts can consult with the surrounding communities and learn about existing WASH plans developed by the community and identify how the hotels/resorts can provide further support such as:

- Support for the production of Inclusive WASH promotion materials (for example, posters) or share knowledge during workshops and in guidelines related to personal hygiene and food hygiene practice with the community. Appendix 4 provides examples of community posters on hand-washing, responsible yaqona drinking, menstrual hygiene management and inclusive toilet designs. These posters can be shared with neighboring communities as part of the hotel’s support for Inclusive WASH in communities.

- Collaborate with other hotels/resorts through associations to provide financial assistance, materials, equipment or supplies (like soap and cleaning items) to support existing WASH programs in the community and improve Inclusive WASH facilities for the most vulnerable households.
5.2 Inclusive WASH campaigns

Whilst most hotels/resorts in Suva and the Coral Coast have their own respective in-house WASH policies, a broader and more detailed Inclusive WASH promotion is necessary to build destination-wide awareness of the importance of a healthy and safe destination. In addition, although Fiji Government policies and their requirements for hotel/public/community WASH facilities are in place, the implementation of these policies addressing the specific needs of people with a disability and other socially vulnerable groups can be improved. Some key tourism stakeholders in the Suva and Coral Coast area 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. Such small-scale initiatives and campaigns can be continuously improved to address more issues of Inclusive WASH-at-Work in tourism and within local communities. With the outbreak of COVID-19 and the increasing frequency and severity of extreme natural disasters, it is critical that Inclusive WASH practices be of considerable concern for the sustainability of the tourism sector in Fiji.
4.1 National Regulations

**Food hygiene**


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


National Disaster Risk Reduction Policy 2018 – 2030 [https://drive.google.com/file/d/1DGs-fCP5WLyhjmxt_HAdxOdfXkUfjio/view?ts=5e0cf812](https://drive.google.com/file/d/1DGs-fCP5WLyhjmxt_HAdxOdfXkUfjio/view?ts=5e0cf812)


**Water**


**Solid waste management**


**Waste water**

The Wastewater Policy for Informal Settlements is currently being drafted by Fiji's Department of Water and Sewage

**Workplace health**


4.2 Other international guidance documents

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


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

**Five keys to safer food manual,** World Health Organisation, available at: https://www.who.int/publications/i/item/9789241594639
Appendix 1: Self-assessment process

<table>
<thead>
<tr>
<th>Steps</th>
<th>Verified</th>
<th>Actioned</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1: Appoint a small team</strong>&lt;br&gt;This team can be comprised of Human Resources, Front Office, Food and Beverage, Maintenance, Children’s Clubs, and the Spa Manager. It is recommended that representatives of different genders and vulnerable groups be part of this team. In larger Hotels/resorts, the team can be led by the Human Resource Training Manager, whereas smaller Hotels/resorts can be led by the General Manager, Human Resources or a Training Manager. The team would then collect information from hotel/resort staff through one-on-one interviews or group discussions on Inclusive WASH outcomes and indicators.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Step 2: Identify gaps</strong>&lt;br&gt;Using the collected information in Step 1, the team would then identify inclusive WASH issues in the hotel/resort and highlight areas that need improvement and what action can be taken to improve these issues.</td>
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</tr>
<tr>
<td><strong>Step 3: Develop an Action Plan</strong>&lt;br&gt;Based on Step 2, the team would develop an action plan with achievable targets in order to make progress towards effective Inclusive WASH implementation in the hotel/resort. The Action Plan should identify the person responsible for each activity, budget allocation and policy support (if required). Monitoring tools, such as tracking of progress in annual reports or hotel/resort review cycles which can help to measure progress, should also be set for each activity or target indicator.</td>
<td></td>
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<tr>
<td><strong>Step 4: Implement the Action Plan</strong>&lt;br&gt;The team can designate a person responsible to monitor the progress while the plan is implemented. Monitoring can be conducted via observation and via personal communication with staff. Findings can be noted in Completion Plans and Progress Reports. Notes of any support and barriers in implementation should be made for future improvement.</td>
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<tr>
<td><strong>Step 5: Annual Review of Action Plan</strong>&lt;br&gt;The team should review the implementation of the plan annually and the Action Plan should be revised and updated according to review findings.</td>
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</tbody>
</table>
## Appendix 2: Self-assessment checklist on Inclusive WASH-at-Work in hotels

<table>
<thead>
<tr>
<th>Key components</th>
<th>Indicators</th>
<th>Questions</th>
<th>Verified (Yes/No), comments and future actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commitment and policy to support Inclusive WASH-at-Work</td>
<td>Knowledge</td>
<td>Does the hotel have knowledge of local and national regulations relevant to Inclusive WASH?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Policy</td>
<td>Does the hotel have a policy statement to meet the WASH needs of staff?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Commitment to implement and monitor</td>
<td>Does the hotel have a mechanism in place to review, update and implement the Inclusive WASH policy?</td>
<td></td>
</tr>
<tr>
<td>Awareness of Inclusive WASH issues and sustained WASH behaviour among management and staff</td>
<td>Training related to WASH</td>
<td>Are hotel staff trained in Inclusive WASH and is there a mechanism in place to assess and improve the subject areas in the training?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Promotion to improve WASH behaviours among staff</td>
<td>Does the hotel conduct Inclusive WASH promotion for staff and visitors (eg through training, distribution of posters)?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Encourage staff to maintain and spread WASH behaviour at home</td>
<td>Does the hotel collect information about Inclusive WASH access at staff home and WASH coverage in their community?</td>
<td></td>
</tr>
<tr>
<td>Key components</td>
<td>Indicators</td>
<td>Questions</td>
<td>Verified (Yes/No), comments and future actions</td>
</tr>
<tr>
<td>------------------------------------</td>
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</tr>
<tr>
<td>Guest communication and awareness</td>
<td></td>
<td>Does the hotel communicate WASH information to guests pre-arrival (via email or website) and on-site (at reception or in room)?</td>
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<tr>
<td></td>
<td></td>
<td>Does the hotel actively recommend staff how to keep themselves and their community safe?</td>
<td></td>
</tr>
<tr>
<td>Access to and reliable and safe use of water and sanitation infrastructure</td>
<td>Water</td>
<td>Does the hotel safely manage water, including water quality monitoring?</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Does the hotel provide safe, accessible and free drinking water to staff and guests?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sanitation</td>
<td>Does the hotel provide toilets that are well maintained, functional with a cleaning roster to meet hygiene standards (for staff and guests)?</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Does the hotel have a room designed with space and toilet for people with a disability and the elderly?</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Are hotel toilet facilities functioning with water, lockable door, light, hand-washing station and shelf or hook for menstrual hygiene products?</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Is there easy access to all toilets (including the one for the elderly and people with a disability?)</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Can hotel staff easily access the toilets when working?</td>
<td></td>
</tr>
<tr>
<td>Key components</td>
<td>Indicators</td>
<td>Questions</td>
<td>Verified (Yes/No), comments and future actions</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>Hygiene and food safety</strong></td>
<td></td>
<td>Does the hotel have handwashing stations with continuous flowing water and soap accessible to both staff and guests (including people with a disability, children and the elderly in critical places (toilet, kitchen, laundry)? Does the hotel have alcohol-based hand sanitisers available in busy areas (eg reception, restaurant) whilst following government COVID-19 hygiene protocols? Does the hotel comprehensive food hygiene and storage practices in place and monitored?</td>
<td></td>
</tr>
<tr>
<td><strong>Menstrual Hygiene Management</strong></td>
<td></td>
<td>Does your hotel have specific disposal management system for MHM materials (eg covered bins or special plastic bags) in the female toilet and other private toilets?</td>
<td></td>
</tr>
<tr>
<td><strong>Access to and reliable and safe use of water and sanitation infrastructure</strong></td>
<td><strong>Water stewardship and conservation</strong></td>
<td>Does your hotel meet minimum requirements for environmental guidelines for water and waste management? Is your hotel actively involved in protecting the surrounding environment and nearby communities?</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Waste management</strong></td>
<td>Does wastewater treatment at the hotel comply with local regulations? Does the hotel implement activities to reduce, reuse and recycle solid waste? Does the hotel have specific management for hazardous waste?</td>
<td></td>
</tr>
<tr>
<td>Key components</td>
<td>Indicators</td>
<td>Questions</td>
<td>Verified (Yes/No), comments and future actions</td>
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</tr>
<tr>
<td>Health resilience</td>
<td></td>
<td>Does your hotel provide assistance and support to mitigating health issues of your staff, their families and overall community? Does the hotel provide information to guests on the prevention of health risks related to environmental health?</td>
<td></td>
</tr>
<tr>
<td>Disaster preparedness</td>
<td></td>
<td>Does the hotel have procedures in place to safeguard the continuity of water and sanitation services during extreme events and emergencies (addressing specific needs of vulnerable groups such as the elderly, disabled and children)? Is the hotel involved in and contributes to destination or area-wide disaster and climate change preparedness measures?</td>
<td></td>
</tr>
<tr>
<td>Commitment to collaborate with others to maintain destination values</td>
<td>Inclusive WASH program in communities</td>
<td>Does the hotel implement Corporate Social Responsibility (CSR) campaigns with other organisations or communities to implement WASH programs in communities?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inclusive WASH campaign</td>
<td>Does the hotel collaborate with multiple stakeholders (eg government, NGOs) to improve Inclusive WASH implementation within the broader destination? Does the hotel provide support and/or training to other hotels/resorts and the wider community?</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix 3: Action Plan on Inclusive WASH-at-Work in hotels

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<th>Action</th>
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<td><strong>Awareness of Inclusive WASH issues and sustained WASH behaviour among management and staff</strong></td>
<td>Training related to WASH</td>
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<td>Promotion to improve WASH behaviours among staff</td>
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<td>Encourage staff to maintain and spread WASH behaviour at home</td>
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<td><strong>Access to and reliable and safe use of water and sanitation infrastructure</strong></td>
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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.
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.
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

Water and soap is available to wash hands, bodies and reusable products
And of course the toilet must be clean
Accessible during day and night (area and internal lighting)
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)
- Firmly placed handrails
- 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

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