

## ASTA COMPETITION ASSESSMENT SET

For guidelines on how to fill in the below forms, please refer to the "ASTA presentation for ASSESSMENT".

**ASSESSMENT SET FOR THE ASTA COMPETITION**

**“CULTURE AND HERITAGE TOURISM”**

## RECEPTION OF APPLICATION

**FOR ASEAN NATIONAL TOURISM ORGANISATIONS USE ONLY**

RECEPTION DATES												RECEPTION FORM (SELECT ONE)	
<i>RECEPTION DATE:</i>			/			/	2	0	1	9	POST	<input type="checkbox"/>	
<i>RECEPTION TIME</i>								:					
<i>POST STAMP:</i>			/			/	2	0	1	9	ELECTRONIC POST	<input type="checkbox"/>	
											BY HAND	<input type="checkbox"/> <i>For hand submission, please make a copy of this page and give it to the applicant as proof of reception</i>	

**APPLICATION NUMBER:**

## A. ASTA APPLICATION FORM

**Year of Competition\*:**

*[Please insert the year of the ASTA competition]*

**Theme of Competition\*:**

*[Please insert the theme of the year]*

**Language used to fill the application\*:**

*[Please insert the language used to fill the application]*

### 1. PRODUCT DESCRIPTION

#### 1.1 PRESENTATION OF THE PRODUCT

##### 1.1.1. General information

<b>Title of the product*:</b>	
<b>Location of the product *</b>	<i>[Describe the geographical area(s) visited]</i>
<b>Description of the product*</b>	<i>[Describe the day by day itinerary for the visitors and the services proposed]</i>
<b>Main activity proposed in relation to the annual ASTA theme *</b>	<i>[Describe the activity proposed for the product, in case of several activities, please focus on the activity where the visitor will spend more time. This main activity must be the most related to the annual theme]</i>

<b>The proposed product is respecting the National and ASEAN legislation and policies regarding illegal human and animal activity *</b>	<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
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**1.1.2. Category of the product**

<b>CATEGORY*</b>	<input type="checkbox"/> rural product <input type="checkbox"/> urban product
<b>FOR RURAL PRODUCT ONLY</b> <b>Does the location of the main activity of the product correspond to 3 out of the four ASTA Rural product criteria?</b> <i>[Please cross check the criteria corresponding to your product]</i>	<input type="checkbox"/> An area outside of cities and towns <input type="checkbox"/> Outside settlements with more than 10,000 resident population and sparsely populated with small settlements <input type="checkbox"/> Characterized by farms, vegetation, and open spaces <input type="checkbox"/> Mostly providing homestay and B&B to visitors
<b>FOR URBAN PRODUCT ONLY</b> <b>Does the location of the main activity of the product correspond to 3 out of the four ASTA Urban product criteria?</b> <i>[Please cross check the criteria corresponding to your product]</i>	<input type="checkbox"/> A location with an integrated public transport network <input type="checkbox"/> A human settlement with high population density and infrastructure of built environment <input type="checkbox"/> Counting more than five (5) hotels <input type="checkbox"/> The product or the main activity is not more than one hour drive from the accommodation

**1.1.3. Team of Applicants of the product**

Number of entities involved in the product:*	
<i>[Including the Lead Applicant]</i>	
Number of public entities:*	
Country residence of all entities:*	

Has at least one entity received a regional, national or international recognition within four years before this ASTA edition ?*		<input type="checkbox"/> YES <input type="checkbox"/> NO
Name of partner*:	Name of recognition*:	Year of deliverance*:

*[You can add as many lines as necessary]*

**1.1.4. Commercialisation of the product**

How long is the product being commercialised ?*	
How can the visitor book the product ?*	

What is the price of the product ?*	
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## 1.2 PARTNERSHIP - MANAGEMENT OF THE PRODUCT

1.2.1. OVERNIGHT STAY	
How many overnight stays is/are proposed in the product ?*	
Name of partner(s) in charge of overnight stay:*	

1.2.2. LOCAL FOOD AND BEVERAGE	
How many meals in local food and beverage service are provided ?*	
Name of partner(s) in charge of local food and beverage service:*	

1.2.3. ACTIVITY INCLUDING A LOCAL COMMUNITY	
How many activities including a local community are provided ?*	
Name of partner(s) in charge of an activity including a local community:*	

1.2.4. LOCAL GUIDE	
How many local guides are involved in the product ?*	
What is the role of the guide(s) in the product ?*	
Name of guide(s) involved in the product * <u>or</u> Name of partner in charge of the local guide*	

1.2.5. RESTROOM	
How many public or private restroom(s) can the visitor access free and easily during the product's activity/activities ?*	

Name of partner(s) in charge of the restroom(s):*	
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1.2.6. LOCAL TRANSPORTATION	
How is local transportation organised ?*	<i>[Not compulsory for products including 100% walks or pedestrian activities]</i>
Name of partner(s) in charge of the local transportation(s):*	<i>[Not compulsory for products including 100% walks or pedestrian activities]</i>

1.2.7. PUBLIC PARTNER	
How many public partner(s) are involved in the product ?*	
Name of the public partner(s):*	
What is the role of the public partner(s) in the product ?*	

1.2.8. COMMERCIALISATION	
How is the product commercialised ?*	
Name of the partner(s) in charge of commercialisation:*	

1.2.9. ADDITIONAL SERVICES	
Are other services proposed in the product ? If YES, which ones	
Name of the partner(s) in charge of additional services:	

## 2. APPLICANTS' LEGAL OVERVIEW

### 2.1 LEAD APPLICANT ORGANISATION

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>1</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise]
Postal address	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	
Website / Social network account	

Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	
Contact person for the proposal (coordinator)**	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

### 2.2. PARTNER ORGANISATIONS

*[Please fill these tables for each legal and natural entity involved in the product, you can add tables if necessary]*

#### PARTNER N°1

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>2</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation

<sup>1</sup>Please refer to the Guide for application

<sup>2</sup>Please refer to the Guide for application

Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
<b>Postal address</b>	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	
Website / Social network account	

<b>Legal representative</b>	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	
<b>Contact person for the proposal (coordinator)**</b>	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

## PARTNER N°2

<b>Status</b>	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>3</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
<b>Postal address</b>	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	

<sup>3</sup>Please refer to the Guide for application

Website / Social network account	
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Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	
Contact person for the proposal (coordinator)**	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

### PARTNER N°3

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>4</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
Postal address	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	
Website / Social network account	

Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

<sup>4</sup>Please refer to the Guide for application



Contact person for the proposal (coordinator)**	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

**PARTNER N°4**

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>5</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
Postal address	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	
Website / Social network account	

Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	
Contact person for the proposal (coordinator)**	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

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<sup>5</sup>Please refer to the Guide for application

**PARTNER N°5**

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>6</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise]
Postal address	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	
Website / Social network account	

Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	
Contact person for the proposal (coordinator)**	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

**PARTNER N°6**

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>7</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	

<sup>6</sup>Please refer to the Guide for application<sup>7</sup>Please refer to the Guide for application

<b>Organisation Legal Name in English**</b>	
<b>Legal Status**</b>	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
<b>Postal address</b>	
<b>Street Name and Number *</b>	
<b>Post Code</b>	
<b>Town/City/Village*</b>	
<b>Country Name*</b>	
<b>Website / Social network account</b>	

<b>Legal representative</b>	
<b>Title (Mr, Mrs, Ms.) *</b>	
<b>Usual Family Name *</b>	
<b>First Name*</b>	
<b>Function*</b>	
<b>Telephone n°*</b>	
<b>E-mail</b>	
<b>Contact person for the proposal (coordinator)**</b>	
<b>Title (Mr, Mrs, Ms.) *</b>	
<b>Usual Family Name *</b>	
<b>First Name*</b>	
<b>Function*</b>	
<b>Telephone n°*</b>	
<b>E-mail</b>	

### PARTNER N°7

<b>Status</b>	
<b>Type*</b>	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>8</sup>
<b>Public/Private**</b>	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
<b>Organisation legal** name in national language</b>	
<b>Organisation Legal Name in English**</b>	
<b>Legal Status**</b>	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
<b>Postal address</b>	
<b>Street Name and Number *</b>	
<b>Post Code</b>	
<b>Town/City/Village*</b>	
<b>Country Name*</b>	

<sup>8</sup>Please refer to the Guide for application

Website / Social network account	
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Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	
Contact person for the proposal (coordinator)**	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

### PARTNER N°8

Status	
Type*	<input type="checkbox"/> Legal person <input type="checkbox"/> Natural person <sup>9</sup>
Public/Private**	<input type="checkbox"/> Public organisation <input type="checkbox"/> Private Organisation
Organisation legal** name in national language	
Organisation Legal Name in English**	
Legal Status**	<input type="checkbox"/> Enterprise <input type="checkbox"/> association <input type="checkbox"/> public authority <input type="checkbox"/> other [please precise)
Postal address	
Street Name and Number *	
Post Code	
Town/City/Village*	
Country Name*	
Website / Social network account	

Legal representative	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	

<sup>9</sup>Please refer to the Guide for application

Telephone n°*	
E-mail	
<b>Contact person for the proposal (coordinator)**</b>	
Title (Mr, Mrs, Ms.) *	
Usual Family Name *	
First Name*	
Function*	
Telephone n°*	
E-mail	

### 3. SUSTAINABILITY – ASEAN TOURISM STANDARDS

#### RULES FOR SUSTAINABILITY ASSESSMENT OF THE PRODUCT

**Please refer to the ASTA Guide for Application for more explanation**

- 1. Applicants must calculate the compliance of each service according to a list of criteria (selection of ASEAN Tourism Standards) in percentage.**
  - In case several services are provided for the same criteria, for example 2 hotels or 3 restrooms, the each partner in charge must assess its service with the checklist, and the lead applicant calculate the average percentage. (except for local guide)
  - Each category is composed of 22 indicators.
  - Each indicators is to be answered by YES or NO.

**Be aware that each service for each category must reach a minimum percentage to be eligible.**

- **Minimum 50% for rural products (= 11 “YES”)**
- **Minimum 60% for urban products (=13 “YES”)**

- 2. Applicants are advised to tick “no” when either a doubt exists or one of the states of the evaluated item is not completely fulfilling the indicator.**

**Be aware that in step 3 of the selection procedure, a National Assessor might assess your product on the field.** If the application is strongly different from those of the national assessors (at least 30% of answers), it will be automatically excluded from the competition.

- 3. Applicants are free to send pictures in order to justify the compliance with the ASEAN standard. However, they must ensure that facilities and services must remain in good conditions for the assessment of conformity with the minimum requirements applied.**

Applicants can fill the SUMMARY TABLE OF SCORING SYSTEM in order to know their final scoring

#### 4. ASEAN TOURISM STANDARDS – SELF EVALUATION CHECKLISTS

4.1 Public Restroom	
Does the client have the possibility to use restroom during the activity/ the activities proposed?*	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[The presence of a restroom is compulsory to be eligible to the ASTA]</i>
Please explain where the restroom/s is/are located? *	
To which extent does the restroom respond to the ASTA Restroom sustainability criteria ?*  <i>Please assess the restroom according to the table “ASTA restroom sustainability criteria – Self evaluation checklist” below before inserting the corresponding percentage on the right side</i>  <i>In case of several activities proposing a restroom, please copy and fill the table for each of the restroom and calculate the average percentage of all scores.</i>	<b>Percentage of compliance with the ASEAN Standard</b>  <div style="text-align: center; font-size: 2em;">%</div>
If it does not fully comply with the sustainability criteria, what should be improved ?*	

ASTA RESTROOM SUSTAINABILITY CRITERIA SELF EVALUATION CHECKLIST			
Name of the restroom*:			
Date*:			
Executed by*:			
Phone Number/Email address*:			
<i>[Tick the relevant yes/ no boxes according to the service you are presenting to ASTA]</i>			
Description of Indicators and criteria from the ASEAN Public Toilets Standard	YES	NO	For Assessors use only
<b>1. Toilet Entrance</b>			
1.1 Signage is clear and well visible from distance. Entrance is clean, uncluttered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2 General</b>			
2.1 Walls, ceiling are clean, dry, undusted and not littered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Floors and Walls are clean, intact, dry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 There is no bad smell in the toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Ventilation / openings for air circulation are in place and functioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Suggestion Box and Education materials are in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.6 Basic amenities are in place (i.e.: toilet paper, soap, bins, mirror, tissues etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Resource & water saving measures (sensor taps, natural light, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3 Wash Area</b>			
3.1 Taps, hand dryers, litter bins are in place and working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 No leakage, no damage to the fittings fixture and plumbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Tissue/soap dispensers are in place, working and filled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Wash area is overall clean, dry, tidy, not littered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4 WC</b>			
4.1 Cubicle door is clean, functioning and latched; lock/latch are intact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 WC has a toilet seat and lid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Coat Hanger is in place and intact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Toilet bowl/squat and seat are intact and unclogged, not stained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5 Manual or Auto flush is clean and functioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Toilet paper dispenser is intact and replenished	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7 Waste bin with liners is in place, is dry, clean, sanitized, odourless, intact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5 Urinals</b>			
5.1 Urinals are intact and unclogged, not stained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2 Manual or Auto flush is clean and functioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6 Safety</b>			
6.1 Internal and External lighting is in place and functioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total</b>	<b>/22</b>		<b>/22</b>



4.2. Accommodations	
Does the client sleep in an accommodation during the stay? *	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[1 overnight stay is compulsory to be eligible to the ASTA]</i>
In which type of accommodation does the client sleep? *	Hotel <input type="checkbox"/> Homestay <input type="checkbox"/> <i>[please choose one answer, if the client sleeps in both accommodation types during the stay you can select the two answers]</i>
If yes, please explain where the accommodation is/are located ?*	

4.2.1. Hotels	
To which extent does the hotel respond to the ASTA Hotel Sustainability Criteria ?*  <i>Please assess the hotel according to the table “ASTA hotel sustainability criteria – Self evaluation checklist” below before inserting the corresponding percentage on the right side</i>  <i>In case of several hotels, please copy and fill the table for each of the hotel and calculate the average percentage of all scores.</i>	<b>Percentage of compliance with the ASEAN Standard*</b>       %
If it does not fully comply with the sustainability criteria, what should be improved ?*	

ASTA HOTEL SUSTAINABILITY CRITERIA SELF ASSESSMENT FORM			
Name of the hotel*:			
Date*:			
Executed by*:			
Phone Number/Email address*:			
<i>[Tick the relevant yes/no boxes according to the service you are presenting to ASTA]</i>			
Description of Indicators and criteria from the ASEAN Green Hotel Standard	YES	NO	For Assessors use only
<b>1. Environmental policy and actions for hotel operation</b>			
1.1. The organization shall communicate environmental policy practice to staffs, clients and suppliers to participate in (posters, email's signature, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2. The organization shall establish environmental activity plan to encourage staffs, (clients) and suppliers to participate (written plan, signposting, communication at the reception).			
<b>2. Use of Green products</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1. The rooms, restaurants, lobbies, and etc. shall be mostly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

decorated with local products (curtains, fabrics, etc.).			
2.2. The organization shall use local food product (50% of dishes must be local).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3. The organization shall use environmentally friendly products and biodegradable (biodegradable trash bags, recycled plastics and papers, 'eco-friendly' detergents and washing powders in refillable containers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Collaboration with the community and local the organizations</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1. The organization shall establish plans or arrange activities for improving quality of life for example, health and education in local areas. (Report of activities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2. The organization shall establish awareness programs/ activities on environmental protection for local community. (Report of activities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3. The organization shall support or create job opportunity for its local community. (% of local staff)			
<b>4. Solid Waste management</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1. The organization shall apply 3R's principles for solid waste management (reduce, reuse, recycle).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2. The organization shall have activities encouraging client to support waste management of the hotel, for example giving the options of using recyclable/ biodegradable plastics /fabric bags to the clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Energy efficiency</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1. The organization shall selectively utilize electrical appliances and equipment with energy savings efficiency, for example, energy efficient lighting, or low loss ballast and other appliances certified with the highest energy saving rated as NO.5. <sup>10</sup>			
5.2. The organization shall encourage staffs to involve in energy efficiency activities (posters in local language, trainings, manuals, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6. Water efficiency and water quality</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1. The organization shall promote for encouraging clients to participate in water saving campaign, for instance of water saving friendly reminder in guest room and advertisement board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2. The organization shall have contingency plan in case the water consumed does not meet the standard.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7. Air quality management (indoor and outdoor)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.1. The organization shall provide separate smoking area from centre area and post the symbol.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.2. The organization shall establish maintenance plan of generator and air conditioning system. (Records of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>10</sup>(i) Turn the thermostat of mini bar fridges to the lowest setting when room not occupied, (ii) the use of solar heating to assist with hot water, (iii) Ensure laundry machines operate at maximum capacity only.

maintenance plan)			
<b>8. Waster water treatment and management</b>			
8.1. The organization shall provide wastewater treatment system suitable for size and activities of hotel where there is no support of waste water treatment system outside.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2. The organization shall install a grease trap system in kitchen, restaurant and grease contaminated area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>9. Toxic and chemical substance disposal management</b>			
9.1. The organization shall have a safe place isolated from its staff and clients for storing hazardous and toxic substances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.2. The organization shall communicate information about hazardous waste disposal management to clients and hotel staff, for example, using friendly reminder, brochures, advertisement boards, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10. The overall state, hygiene and cleanliness of the hotel</b>			
10.1. The structure of the house shall be in good, stable and safe condition such as roof, walls, doors, floor, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2. All rooms, kitchen and toilets shall be kept clean and free of malodour, dirt, dust, cobwebs etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTAL</b>	<b>/22</b>		<b>/22</b>

**4.2.2. Home stay (for rural products only)**

To which extent does the Homestay respond to the ASTA Home stay sustainability criteria? *		<i>Percentage of compliance with the ASTA Home stay sustainability criteria*</i>
<p><i>Please assess the homestay according to the table “ASTA homestay sustainability criteria – Self evaluation checklist” below before inserting the corresponding percentage on the right side</i></p> <p><i>In case of several homestays, please copy and fill the table for each of the homestay and calculate the average percentage of all scores.</i></p>		%
If it does not fully comply, what should be improved? *		

ASTA HOMESTAY SUSTAINABILITY CRITERIA SELF EVALUATION CHECKLIST			
Name of the homestay*:			
Date*:			
Executed by*:			
Phone Number/Email address*:			
<i>[Tick the relevant yes/no boxes according to the service you are presenting to ASTA]</i>			
Description of Indicators and criteria from the ASEAN Community Based Tourism Standard	YES	NO	For Assessors use only
<b>1. Host</b>			
1.1. Homestay provider have completed homestay course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Accommodation</b>			
2.1. Structure of house is in good and safe condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2. Design and building materials reflect local architecture and identity (pictures)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3. Separate guest bedroom(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4. Adequate clean water supply inside the house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5. Maximum of four (4) bedrooms allocated to guests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6. Clean and fresh bed linen for every guest (records of laundry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7. Basic amenities such as fan, desk, mini cupboard, mirror, electric socket, mosquito net or coil, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8. Basic toilet and bathroom facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Activities</b>			
3.1. Activities encourage interactive participation between the local community and guests. (Leaflets for visitors explaining activities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Management</b>			
4.1. Homestay organisation has systematic structure with clear roles, responsibilities and line of communication. (Organisation chart)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2. Homestay provider has guests database e.g. records of guest arrivals, origin, length of stay, comments, complaints and suggestions from guests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3. Homestay provider has updated inventory of tourism resources in the village and surrounding area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Location</b>			
5.1. Clear signage to guide guests to the homestay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>6. Hygiene and cleanliness</b>			
6.1. All rooms, kitchen and toilets are clean e.g. free of malodour, dirt, dust, and cobwebs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2. Soap, shampoo, toilet tissue and clean towels are provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.3. Surrounding compound is litter free.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.4. No breeding grounds for mosquitoes.			
6.5. Kitchen utensils are in good condition, clean, and kept in a dry place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.6. Individuals involved in food preparation have good personal hygiene and properly attired.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.7. Fresh ingredients used in food preparation are sourced from local suppliers. (Letter from suppliers or invoices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.8. Have safe drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTAL</b>	<b>/22</b>		<b>/22</b>

4.3 Local food and beverage service provider	
Does the client have the possibility to use a local food and beverage service during the stay? *	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[Local food and beverage service is a compulsory to be eligible to the ASTA]</i>
Please explain where the local food and beverage service/s is/are located? *	
To which extent does the food and beverage service responds to the ASTA food and beverage service sustainability criteria? *  <i>Please assess the food and beverage service according to the table “ASTA food and beverage service sustainability criteria – Self evaluation checklist” below before inserting the corresponding percentage on the right side</i>  <i>In case of several food and beverage services, please copy and fill the table for each of the food and beverage service and calculate the average percentage of all scores.</i>	<b>Percentage of compliance with the ASTA food and beverage service sustainability criteria*</b>  <div style="text-align: center;">%</div>
If it does not fully comply, what should be improved? *	

ASTA FOOD & BEVERAGE SERVICE SUSTAINABILITY CRITERIA SELF EVALUATION CHECKLIST			
Name of the Food & beverage service*:			
Date*:			
Executed by*:			
Phone Number/Email address*:			
<i>[Tick the relevant yes/no boxes according to the service you are presenting to ASTA]</i>			
Description of Indicators and criteria from the ASEAN Homestay and Community Based Tourism Standard	YES	NO	For Assessors use only
<b>1. Minimum requirements for ensuring a good quality of F&amp;B service providers</b>			
1.1. Food and beverage providers possess or can demonstrate commitment to hygienic food preparation and service techniques. <i>(the assessors can ask the kitchen staff how they proceed upon arrival)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2. Food and beverage providers make maximum use of natural biodegradable products when serving and packaging food <i>(The assessors can ask to see how is the packaging for “take-away”)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.3. Food and beverage providers ensure treated or boiled water is available for use in food preparation (e.g. washing raw salad vegetables) and cleaning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4. Food and beverage providers ensure clean water and soap are available in food preparation areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5. Toilet(s), shower tray(s), bath tub (s), well and sinks shall be regularly cleaned and kept free from dirt, stains and malodour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6. Disinfectants shall be used to keep toilets clean and free from germs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7. Soap, toilet tissue and clean towel shall be provided by the F&B provider.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Minimum requirements for a quality management of F&amp;B services</b>			
2.1. Menus are available with associated prices (if appropriate).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2. Menus vary daily and include at least one traditional meal at each dining period.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3. Maximum use is made of fresh, organically grown food and local ingredients, including fresh meat and vegetables, but no bush meats prohibited by law.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4. Guests shall only be served safe drinking water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5. Dessert and/or fruit forms part of each meal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6. Food preparation and dining utensils are cleaned thoroughly before use (i.e. cleaned immediately after dining periods).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7. Food is stored in clean containers, which are kept in good order.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8. Animals (domestic and pest) are kept out of food storage, cooking and dining areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Experience exchange</b>			
3.1. Food and beverage providers ensure opportunities exist for tourists to participate in my cooking activities and learn traditional cooking techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2. Food and beverage providers encourage visitors to share recipes and cooking techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

with me.			
<b>4. Sustainability principles</b>			
4.1. Food and beverage providers shall recruit and employ staff from the local community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2. Food and beverage providers should allocate the provision of incentives and bonuses linked to good performance and/or service levels to motivate staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3. Food and beverage providers shall set up an information corner and cultural displays.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4. Ensure that the design and construction and services of F&B areas and buildings are environmentally friendly. (Assessors should check the discharge of sewage and grey water not to be directly in rivers, lakes or else)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5. The surrounding compound shall be litter free.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTAL</b>	<b>/22</b>		<b>/22</b>



4.4 Local guide – Travel Agency/Tour Operator	
Is a local guide involved in the product? *	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[A local guide is compulsory to be eligible to the ASTA]</i>
Does the client have the possibility to book the product via an online or physical travel agency / tour operator? *	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[The possibility to book the product online or via a travel agency or tour operator is compulsory to be eligible to the ASTA]</i>
<b>To which extent do the Local guide – Travel Agency/Tour Operator respond to the ASTA Local guide – Travel Agency/Tour Operator sustainability criteria? *</b>  <i>Please assess the “Local guide – Travel Agency/Tour Operator according to the table “ASTA Local guide – Travel Agency/Tour Operator sustainability criteria – Self evaluation checklist” below before inserting the corresponding percentage on the right side</i> <i>Answers to the questions related to local guides can refer to the average quality and expertise of the different local guides involved in the product <b>without filling the form for each of them</b></i>	<b>Percentage of compliance with the ASTA Local guide – Travel Agency/Tour Operator sustainability criteria*</b>  <div style="text-align: center;">%</div>
If it does not fully comply, what should be improved? *	

ASTA LOCAL GUIDE – TRAVEL AGENCY/TOUR OPERATOR SUSTAINABILITY CRITERIA SELF EVALUATION CHECKLIST			
Name of the local guide <u>or</u> the involved guide association *:			
Name of the Travel Agency/Tour operator*:			
Date*:			
Executed by*:			
Phone Number/Email address*:			
<i>[Tick the relevant yes/no boxes according to the service you are presenting to ASTA]</i>			
Description of Indicators and criteria from the ASEAN Community Based Tourism Standard	YES	NO	For Assessors use only
<b>1. Minimum requirements for ensuring local guide quality and expertise</b>			
1.1. Local community guides are recruited based on appropriate levels of knowledge, physical health and fitness for proposed guided activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2. Local guides possess or can demonstrate commitment to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

developing sound knowledge of the local environment and culture; including history, cultural traditions, geography, flora and fauna and cultural/heritage sites, and sustainable tourism principles. <i>(Assessors must request for local guides to introduce the product)</i>			
1.3. Local guides facilitate environmentally, socially and culturally relevant and sensitive experiences for visitors that are protective of natural and cultural resources and values. <i>(Assessors can request for local guides to give examples)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4. Local guides have access to on-going capacity building and training opportunities to increase their skills and knowledge. <i>(Assessors can ask the TO about the existence of training opportunities for local guides)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Minimum commitment to ASEAN CBT Standards and regulations</b>			
2.1. Local guides commit to on-going learning and improving their communication skills, particularly in the area of interpretive guiding. <i>(Assessors can ask the list of training followed by local guides)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2. Local guides adopt ethical and visitor friendly practices, and take pride in representing their community. <i>(Assessors can check online and/ or ask community members)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3. Local guides contribute to the protection and presentation of their community's natural and cultural assets and traditions by providing cultural and natural environment awareness raising and education activities for visitors and the host community. <i>(Assessors can ask local guides to provide examples)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4. Local guides follow all CBT approved policies and codes of conduct regarding safety and security of visitors. <i>(Assessors can ask local guides to show potential issues of safety and security and how they cope with)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5. Local guides provide a quality service and conforming to any standards developed by ASEAN for the purposes of improving the quality of guiding services. <i>(Assessors can verify on travel forum online)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Minimum requirements for a management of tours and activities that ensure quality</b>			
3.1. Tours/activities operate within the objectives, guidelines, regulations and codes of conduct of the CBT initiative. <i>(Assessors can check if the TO has signed CBT CoC)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2. Tours/activities ensure visitors, at all times, observe CBT approved guidelines for interacting with the culture,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

natural environment and people of the community. <i>(Assessors can verify on travel forum online and ask community members not directly involved in the product)</i>			
3.3. Tours/activities have a clearly defined: • itinerary and associated price; and • documented booking system. <i>(Assessors can ask for leaflets or the existence of boards)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4. Tours/activities record the visitors on tours, including departure and return times. <i>(Assessors can ask for the book of record)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5. Visitors are informed of the tour itinerary, level of difficulty, possible hazards, safety precautions and regulations or rules that apply to their conduct on the tour. <i>(Assessors can verify on travel forum online and check the communication materials)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6. A quality control and improvement system exists, including a system for visitor feedback on the tour/activity experience, and visitors are actively encouraged to participate in the feedback process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7. The local (interpretative) guide to visitor ratio is not greater than 1:5-10. <i>(Assessors can ask community members not directly involved in the product about the average visitors groups' size)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Standards for Tour Operators' contributions to community and nature protection</b>			
4.1. TOs minimises motorized transportation, especially in CBT areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2. TOs take away all solid waste generated from products it brings into the CBT area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3. TOs, staff and clients contribute to, or take part in, local development work (e.g., village projects, education, maintenance of local roads etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4. TOs explain codes of conduct to clients, emphasising the visitor's responsibility to treat local people with respect, and avoid environmental damage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5. TO staff are trained in first aid, including CPR.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6. TOs are able to demonstrate their efforts in improving the quality of their operation through reporting of visitor satisfaction from client feedback surveys.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TOTAL</b>	<b>/22</b>		<b>/22</b>

4.5. COMMUNITY INVOLVEMENT IN PRODUCT AND ACTIVITIES	
What are the different activities proposed within the product?*	
Which local communities are involved in the activity/activities proposed?*	
<b>To which extent do the Community involvement in the activity proposed responds to the ASTA Community involvement sustainability criteria? *</b>  <i>Please assess the Community involvement according to the table “ASTA Community involvement sustainability criteria – Self evaluation checklist” below before inserting the corresponding percentage on the right side</i>  <i>In case of several communities please copy and fill the table for each of the communities involved and calculate the average percentage of all scores.</i>	<b>Percentage of compliance with the ASTA Community involvement sustainability criteria*</b>  %
If it does not fully comply, what should be improved? *	

ASTA COMMUNITY INVOLVEMENT SUSTAINABILITY CRITERIA SELF EVALUATION CHECKLIST			
Name of the Community involved*:			
Date*:			
Executed by*:			
Phone Number/Email address*:			
<i>[Tick the relevant yes/no boxes according to the service you are presenting to ASTA]</i>			
Description of Indicators and criteria from the ASEAN Homestay and Community Based Tourism Standard	YES	NO	For Assessors use only
<b>1. Minimum Requirements for effective and transparent governance arrangements</b>			
1.1. The product is managed by local community members through a tourism Committee elected for a maximum 5-year term.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2. Unique Selling Proposition (USP) of village has been identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3. Promotional materials e.g. brochure, interpretative boards and panels have been developed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4. Cooperation with local government and tour operators for marketing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Minimum Requirement for a legitimate establishment of the product</b>			

2.1. The activity is recognised by provincial and/or national level authorities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Minimum requirements for an effective and transparent management</b>			
3.1. The activity builds the capacity of the community to provide products, goods and services to visiting tourists. (The majority of people involved is local)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2. A clear financial management system exists and is accessible to community members (balance sheet).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Minimum requirements for effective partnership</b>			
4.1. In conducting activities, the activity avoids negative impacts on neighbouring communities (no complain from neighbouring communities).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Minimum requirements for the maintenance of human dignity</b>			
5.1. Sex tourism, drug trafficking, human trafficking and exploitation of child labour are not tolerated or supported explicitly or implicitly (existence of advertisement boards).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2. The activity promotes gender equity and social inclusion (equal share of men and women / diversity of provenance for workers).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6. Requirements for equitably shared benefits and costs</b>			
6.1. A Clear and agreed benefit sharing arrangements exist. (document)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.2. A community development fund exists that is used or initiatives benefiting the whole community. (Balance sheet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7. Requirements for the links to regional economies</b>			
7.1. Local community members dominate employment in the activity/product.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.2. Local community products are used in preference to imports (e.g., locally produced vs. mass-produced souvenirs).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8. Minimum requirements for the maintenance of cultural integrity and the enrichment of valued cultural traditions</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2. Cultural assets of significance to the local community and valued cultural traditions are identified, documented and endorsed by relevant communities (document/report).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.3. Programs exist to authentically present, enhance and retain local cultural traditions towards protecting cultural integrity, identity and values.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>9. Requirements for the conservation of natural resources</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.1. Natural resources and environmentally sensitive sites and their community significance are identified, planned, documented and endorsed by relevant communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10. Minimum requirements of conservation activities to improve the environment</b>			
10.1. A locally appropriate solid waste management system exists that applies avoid, reduce, reuse, recycle principles and hygienic handling of putrescible waste (e.g., composting).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2. Locally appropriate wastewater management uses technologies that minimise risk to human health and environmental impact. (Which technologies?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>11. Minimum requirements on the existence of guest and local community interaction</b>			
11.1. Environmental and cultural information is included in the interpretation of the community and its surroundings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.2. Policies and actions ensure safety and security for visitors. (Report)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>12. Requirements for the sustainability of the involvement of the communities in the product</b>			
12.1. Transparent and fair pricing exists for visitors with adequate returns on community investments. (Business plan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TOTAL	/22		/22

**4.6. BONUS QUESTIONS**

In order to increase the score of your application, you can answer the following questionnaire on Destination Management and Accessibility

DESTINATION MANAGEMENT					
<i>Criteria</i>	<i>Indicators</i>	<i>YES</i>	<i>NO</i>	<i>Means of verification</i>	<b>For Assessors use only</b>
<b>Sustainable destination strategy</b>	Multi-year destination plan or strategy that was developed with public participation	<input type="checkbox"/>	<input type="checkbox"/>	Plan	<input type="checkbox"/>
<b>Destination management organization</b>	The private sector and public sector are involved in the organization and coordination of tourism	<input type="checkbox"/>	<input type="checkbox"/>	Minutes of meeting (at least 2 per year)	<input type="checkbox"/>
<b>Monitoring</b>	Tourism impact mitigation procedures funded and active	<input type="checkbox"/>	<input type="checkbox"/>	Report	<input type="checkbox"/>
<b>Tourism seasonality management</b>	Specific strategy for marketing off-season events and attracting year-round visitors	<input type="checkbox"/>	<input type="checkbox"/>	Webpage/etc.	<input type="checkbox"/>
<b>Climate change adaptation</b>	Program to educate and raise awareness among the public, tourism enterprises, and visitors about climate change	<input type="checkbox"/>	<input type="checkbox"/>	Leaflet, video, radio show, etc.	<input type="checkbox"/>
<b>Inventory of tourism assets and attractions</b>	Current inventory and classification of tourism assets and attractions including natural and cultural sites	<input type="checkbox"/>	<input type="checkbox"/>	Report	<input type="checkbox"/>
<b>Planning Regulations</b>	Planning or zoning guidelines, regulations and/or policies that protect natural and cultural resources	<input type="checkbox"/>	<input type="checkbox"/>	Report	<input type="checkbox"/>
<b>Access for all</b>	Accessibility solutions are designed to take into account the integrity of the site while making reasonable accommodation for people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	3 accessibility solutions	<input type="checkbox"/>
<b>Property acquisitions</b>	Policy or legislation that considers indigenous rights, ensures public consultation and authorizes resettlement only when there is informed consent and/or reasonable compensation	<input type="checkbox"/>	<input type="checkbox"/>	Report	<input type="checkbox"/>
<b>Visitor satisfaction</b>	Collection and public reporting of data on visitor satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	Report	<input type="checkbox"/>
<b>Sustainability standards</b>	Monitoring of tourism business participation in tourism certification or environmental management system	<input type="checkbox"/>	<input type="checkbox"/>	Report	<input type="checkbox"/>

**ASTA Assessment Set for training**

<b>Safety and security</b>	Safety precautions such as first aid stations at beaches/tourist attraction sites	<input type="checkbox"/>	<input type="checkbox"/>	# of trained people and materials	<input type="checkbox"/>
<b>Crisis and emergency management</b>	Crisis and emergency response plan developed with input from the tourism private sector and includes communication procedures for during and after a crisis or emergency	<input type="checkbox"/>	<input type="checkbox"/>	Plan	<input type="checkbox"/>
<b>Promotion</b>	Destination promotional messages that are accurate in their description of products and services	<input type="checkbox"/>	<input type="checkbox"/>	Assessors' evaluation	<input type="checkbox"/>
<b>TOTAL</b>		<b>/14</b>			<b>/14</b>



ACCESSIBILITY				
QUESTIONS		YES	NO	For Assessors use only
<b>Is the product accessible for public with special needs?</b> <i>If yes, please fill the table below to explain which kind of public can buy the product</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Persons with reduced mobility</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES, please explain how is the product accessible for persons with reduced mobility				
<b>Persons with visual disability</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES, please explain how is the product accessible for persons with visual disability				
<b>Persons with hearing disability</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES, please explain how is the product accessible for persons with hearing disability				
<b>Persons with mental disability</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If YES, please explain how is the product accessible for persons with mental disability				
<b>TOTAL</b>		<b>/5</b>		<b>/5</b>

## SUMMARY TABLE OF SCORING SYSTEM

Indicators		Scoring	<i>For Assessors use only</i>
ASTA restroom Sustainability Criteria		/22	/22
ASTA green hotel Sustainability Criteria		/22	/22
ASTA homestay Sustainability Criteria		/22	/22
ASTA F&B Sustainability Criteria		/22	/22
ASTA local guides – Travel Agency/Tour Operator Sustainability Criteria		/22	/22
ASTA community involvement Sustainability Criteria		/22	/22
<b>Total</b>		<b>/110</b>	<b>/110</b>
BONUS	Destination management	/14	/14
	Accessibility	/5	/5
<b>Total</b>		<b>/129</b>	<b>/129</b>

## B. ASTA MULTI-PARTNERS CONVENTION

The undersigned,

<b>Official Name of the legal or natural person n° 1*:</b>	
Legal address*:	
Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 2*:</b>	
Legal address*:	
Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 3*:</b>	
Legal address*:	
Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 4*:</b>	
Legal address*:	

Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 5*:</b>	
Legal address*:	
Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 6*:</b>	
Legal address*:	
Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 7*:</b>	
Legal address*:	
Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

<b>Official Name of the legal or natural person n° 8*:</b>	
Legal address*:	

Name of the representative legally authorised to represent the entity vis-à-vis third parties and acting on behalf of the aforementioned company or organisation*:	
Function*:	

*[Repeat or cancel the tables according to the number of applicant partners)*

declare on their honours that the organisation or person that they represent:

- a) Is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) Has not been convicted of an offence concerning professional conduct by a judgment which has the force of res judicata;
- c) Has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- d) Has fulfilled its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established, or with those of the country of the contracting authority or those of the country where the contract is to be carried out;
- e) Has not been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- f) Is not currently subject to an administrative penalty referred to article 96.1 of the Financial Regulation applicable to the general budget of the European Communities.

We declare having provided legal documents attached to the application for the product **"NAME OF THE PRODUCT"** proving the legal situation of our organisation / person.

We declare being fully aware of the application to the ASTA RURAL/URBAN [please choose one] product 2019-2020 for the product **"NAME OF THE PRODUCT"**.

We declare to agree with all information presented in the application form concerning the product **"NAME OF THE PRODUCT"**.

FULL NAME	DATE OF SIGNATURE	SIGNATURE

*[Add or cancel the lines according to the number of applicant partners)*

## C. LIST OF COMPULSORY DOCUMENTS PROVIDED BY PARTICIPANTS

Each partner of the Team of Applicant must provide a proof of legal existence and attach a copy to this application form. The table below enables to list the different documents provided by the Team of Applicants.

**If one partner is not providing a document, the application will not be accepted.**

Name of Partner	Description of the document*

## D. AGREEMENT OF FAIR AND TRANSPARENT ASSESSMENT

**TO BE FILLED AND SIGNED ONLY AFTER THE FIELD VISIT OF THE NATIONAL ASSESSORS**

The undersigned,

<u>National Assessor</u> Name of the National Assessor	
<u>Lead Applicant</u> Name of the organisation Name and Function of the representative	
<u>Partner n°1</u> Name of the organisation Name and Function of the representative	
<u>Partner n°2</u> Name of the organisation Name and Function of the representative	
<u>Partner n°3</u> Name of the organisation Name and Function of the representative	
<u>Partner n°4</u> Name of the organisation Name and Function of the representative	
<u>Partner n°5</u> Name of the organisation Name and Function of the representative	
<u>Partner n°6</u> Name of the organisation Name and Function of the representative	
<u>Partner n°7</u> Name of the organisation Name and Function of the representative	
<u>Partner n°8</u> Name of the organisation Name and Function of the representative	

*[Repeat or cancel the lines according to the number of applicant partners]*



We declare to have participated to the field assessment of the product,	<i>Name of the product:</i>
on the	<i>Date(s) of assessment</i>
in	<i>Place(s) of assessment</i>
The Assessment has been fair and respectful of the rules of the ASTA.	
The field assessment resulted with a final score of	<i>Final score:</i>
This score is under the 30% tolerance limit / This score is over the 30% tolerance limit <i>[cross out the wrong indication]</i>	
We agree with the final score.	

FULL NAME	DATE OF SIGNATURE	SIGNATURE

*[Add or cancel the lines according to the number of applicant partners]*

## **A. Guidelines for application**

### **ASEAN SUSTAINABLE TOURISME AWARD**

#### **UNDER THE THEME OF “CULTURE AND HERITAGE TOURISM”**

#### **CALL FOR COMPETITION**

**2019-2020**

#### **GUIDELINES FOR APPLICATION**

#### **NOTE FOR ASSESSORS**

These guidelines are provided to applicants in order to ensure that they have all information to correctly fill the ASTA application form.

It aims at also providing the same information to the assessors.

## I. PREPARATION OF THE PROPOSAL

### Required documents to prepare the application:

Before sending the application, please read carefully the call for application and the Application Set including the Application form (Annex A), the Multi partner convention (Annex B), the List of Compulsory Documents (Annex C), the Self Evaluation Checklist (Annex D) and the present Guide for Application (Annex E).

All documents can be:

#### 1. Option 1: downloaded from

- The ASEAN dedicated website ([link](#)) or
- From the National Tourism Organizations dedicated website of the 10 ASEAN Countries
  - BRUNEI DARUSSALAM: ([link](#))
  - CAMBODIA: ([link](#))
  - INDONESIA: ([link](#))
  - LAO PDR: ([link](#))
  - MALAYSIA: ([link](#))
  - MYANMAR: ([link](#))
  - PHILIPPINES: ([link](#))
  - SINGAPOUR :([link](#))
  - THAILAND: ([link](#))
  - VIETNAM: ([link](#))

#### 2. Option 2: requested in writing to

- ASEAN Secretariat ([email / Postal address](#))
- The National Tourism Organizations of the 10 ASEAN Countries
  - BRUNEI DARUSSALAM: ([email / Postal address / Person of contact](#))
  - CAMBODIA: ([email / Postal address / Person of contact](#))
  - INDONESIA: ([email / Postal address / Person of contact](#))
  - LAO PDR: ([email / Postal address / Person of contact](#))
  - MALAYSIA: ([email / Postal address / Person of contact](#))
  - MYANMAR: ([email / Postal address / Person of contact](#))
  - PHILIPPINES: ([email / Postal address / Person of contact](#))
  - SINGAPOUR: ([email / Postal address / Person of contact](#))
  - THAILAND: ([email / Postal address / Person of contact](#))
  - VIETNAM: ([email / Postal address / Person of contact](#))

#### 3. Option 3: requested in person a print and/or an electric version by visiting the National / Provincial / Local Tourism Organisation of the 10 ASEAN Countries

- BRUNEI DARUSSALAM: ([Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact](#))
- CAMBODIA: ([Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact](#))
- INDONESIA: ([Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact](#))

- LAO PDR: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)
- MALAYSIA: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)
- MYANMAR: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)
- PHILIPPINES: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)
- SINGAPOUR: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)
- THAILAND: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)
- VIETNAM: (Postal address of relevant National-provincial-local tourism organisation authorized to give the ASTA Call documents / Persons of contact)

### **Language:**

Applications can be submitted in any official language of the ASEAN Countries and in English.

### **Structure of the application:**

The Applications shall consist of two parts:

- The Application Form
- The Multi-partners convention

The two parts must be completed and submitted at the same time.

Applications shall be typed, not handwritten.

### **Questions**

During the preparation of the proposal, the team of applicant can:

- Consult the dedicated Frequently Asked Question on the Different National Tourism Organisation dedicated website and on the ASEAN dedicated website
- Contact via email the National ASTA Contact Point referenced in each National Tourism Organisation dedicated website. The ASTA Contact point will then publish the answer within the Frequently Asked Question.

## **II. INFORMATION ON HOW TO COMPLETE THE APPLICATION FORM**

### **Year of competition:**

Please insert the year of the ASTA competition for which you are applying.

### **Theme of Competition:**

Please insert the theme of the year.

## **1. SUMMARY PRESENTATION OF THE PRODUCT (page 2)**

This part will be the first part read by the assessors, it gives a first overview of the application. It is therefore very important to write in a very simple and clear style.

### **Proposed Name of the product:**

*This is a required field; if empty the application will not be accepted.*

Use a clear, self-explanatory title, ready-to-market, providing guidance as to the content of the product.

*Examples:* The story of rice – 3 days trip in xxx / Weekend in the xxx waterfall

Number of entities involved:

This is a required field; if empty the application will not be accepted.

Please insert the number of partners signing the convention

Description of the product:

This is a required field; if empty the application will not be accepted.

Please describe the product you are presenting to the competition using maximum 2000 characters (space excluded)

This presentation will be the first impression of your product for the national assessors. Additionally, this text can be used to present your product in the communication toolkit if your product wins the competition. It shall be written from the perspective of the visitors who need something accessible, enjoyable, and unforgettable; you need a convincing vision to seduce people to buy your product.

**Example for rural products**

This tour is integrated in an innovative initiative that aims to link local communities to promising tourism value chains, harnessing their entrepreneurial capacities and generating income and employment for the poor. It has been made possible thanks to NGOs projects and support to local communities in XXX.

This tour takes you to different villages and communities where you will have the opportunity to share the life and activities of local people, by discovering the cultural richness and the social diversity of XXX. During your stay you will learn and experience traditional craft techniques.

By visiting traditional villages and development projects, this tour helps to bring local communities out of poverty. All profits of your activities are used to improve the life of vulnerable populations. Additionally, it gives you the opportunity to learn about/discover a long-established *know-how/skills* and perhaps to share your own. The uniqueness of this tour is to give you the possibility to completely immerse yourself in the life of different ethnic groups (sleeping in homestay) or to follow your own rhythm (sleeping in a nice responsible hotel).

**Example for Urban products**

A Unique long weekend! First enjoy life outdoors at one of the most cultural areas of XXX ! Just to make you hungry for culinary experiences in XXX, where a delicious dinner and a culinary walk will wait for you. Depending on your interests you can choose either 2 nights or 1 night in XXX. All our activities take place within the district of XXX so no further traveling is needed. The tour takes place on foot: Walking is our preferred mode of transport but when needed public transportation can be used. The visitors will get to experience what a real local life feels like: how it is to walk in crowded and colourful markets.

The hotel has an ecological certificate called XXX which means a systematic way of following material efficiency, energy efficiency and communication of environmental topics both to their personnel and clients and offering environmentally sustainable services.

Food ingredients in XXX generally come from close by and local vegetables and grains are used where possible and we select partners who use local ingredients as much as possible.

Local guides are carrying out activities. During the activities you will hear about the local cultural history, nature and the way of living. You will meet people and are able to do something, not just look around. You will meet local vendors and hear their stories. You will visit a grocery store with a huge

variety of produce as well as a one of the tinniest grocery stores around. You will hear about the alcohol production and you will taste local beers. You will visit cafeterias and taste their delicacies. In XXX you will also visit a restaurant specializing in local pure ingredients and local food.

## 2. APPLICANTS' LEGAL OVERVIEW (page 3)

This part enables you to present the different partners involved in the product. It is also thought to prove the legal existence of the different partners.

### **2.1. Lead Applicant organisation**

The “Lead applicant” is the organisation representing the whole product. In general it is the organisation that has initiated the application and coordinates the different partners.

The “lead applicant” will represent the partners and will be the unique contact point with the ASTA National Steering Committee<sup>11</sup>.

#### **Status**

##### Type:

[This is a required field; if empty the application will not be accepted, excepted for natural persons.](#)

Please choose between legal person and natural person.

- A “legal person” is an organisation;
- A “natural person” is an individual.

#### **For natural persons, please fill only the fields regarding the “Legal Representative”.**

##### Public/Private:

[This is a required field; if empty the application will not be accepted, excepted for natural persons.](#)

Please choose between Public organisation and Private Organisation.

An organisation in “public” when more than 50% of its income is coming from public funds. All other types of organizations are considered “private”.

##### Organisation legal name in national language:

[This is a required field; if empty the application will not be accepted, excepted for natural persons.](#)

Please insert the name of your organisation as it has been registered in national law.

##### Organisation Legal Name in English:

[This is a required field; if empty the application will not be accepted, excepted for natural persons.](#)

Please translate the name of your organisation in English language.

##### Short Name:

[This is a required field; if empty the application will not be accepted, excepted for natural persons.](#)

Please insert the short name or acronym used by your organisation.

(If relevant)

##### Legal Status:

[This is a required field; if empty the application will not be accepted, excepted for natural persons.](#)

<sup>11</sup> See Chapter 6 « Evaluation of the application »

Please choose within the list according to the national law between Enterprise, Association and public authority.

If the proposed type does not correspond to your situation, please choose “Other” and describe legal status of your organisation.

**Postal address:**

Street Name and Number:

This is a required field; if empty the application will not be accepted.

Post Code:

This is a required field; if empty the application will not be accepted.

Town/City/Village:

This is a required field; if empty the application will not be accepted.

Country Name:

This is a required field; if empty the application will not be accepted.

Website / Social network account:

Please fill this with the links of the websites and social accounts regarding your organisation.

**Legal representative**

Title (Mr, Mrs, Ms.):

This is a required field; if empty the application will not be accepted.

Usual Family Name:

This is a required field; if empty the application will not be accepted.

First Name:

This is a required field; if empty the application will not be accepted.

Function:

This is a required field; if empty the application will not be accepted.

Telephone n°:

This is a required field; if empty the application will not be accepted.

E-mail:

This is an optional field

**Contact person for the proposal (coordinator)**

This person can be the same as the legal representative.

Title (Mr, Mrs, Ms.)

This is a required field, if empty the application will not be accepted.

Usual Family Name

This is a required field, if empty the application will not be accepted.

First Name

This is a required field, if empty the application will not be accepted.

Function

This is a required field; if empty the application will not be accepted.

Telephone n°

This is a required field; if empty the application will not be accepted.

E-mail

Optional.

**2.2. Partners**

These are required fields; if empty the application will not be accepted.

For each partners of the application, it is necessary to fill the contact information.

Please **refer to the explanations for the lead partner organisation above.**

You can add as many tables as the number of partners.



### 3. PRODUCT DESCRIPTION

#### Title of the product:

*This is a required field, if empty the application will not be accepted.*

Please give the name of the product – it should be the same as in the part “1. SUMMARY PRESENTATION OF THE PRODUCT”

#### Location of the product:

*This is a required field, if empty the application will not be accepted.*

Please describe the area(s) of the product, for example the city, the district(s), the village(s), the sites where the different services proposed are located. In case of an itinerary, please list the different places visited by the clients.

#### Length of the product:

*This is a required field, if empty the application will not be accepted.*

Please explain the number of days and nights necessary for the product.

*Example:* three days and 2 nights.

#### Price of the product:

*This is a required field, if empty the application will not be accepted.*

Please give the overall price of the product including all services per person or group of person if relevant.

*Example:* 200US\$ per person

#### Type of product:

*This is a required field, if empty the application will not be accepted.*

Please choose **one or several types** of tourism corresponding to your product, you can also add other types.

#### Targeted type of clientele:

*This is a required field, if empty the application will not be accepted.*

Family, students, group of friends, couples, business, groups, individuals, children please choose one or several type of tourism clientele corresponding to your product, you can also add other types.

#### Targeted origin of clientele:

*This is a required field, if empty the application will not be accepted.*

Please choose **one or several geographical areas** of tourism clientele corresponding to your product, you can also add specific countries.

#### Description of the product in line with the theme of ASTA:

*This is a required field, if empty the application will not be accepted.*

Please describe the services proposed in the product and how it responds to the ASTA theme.

#### Commercialization:

*This is a required field, if empty the application will not be accepted.*

Please describe where and how the product can be booked and if any marketing/ communication actions have been undertaken and for how long this product has been sold.

#### 4. PARTNERSHIP – MANAGEMENT OF THE PRODUCT

These are required fields; if empty the application will not be accepted.

This section will enable to understand the role of each partner in the product development and product commercialization.

For each partner please:

- 1) Insert the name of the organisation (legal name or short name) / of the natural personal.
- 2) Select the type corresponding to the partner:
  - A “Public authority” is a public organisation representing a village, a city, a district, an area, a province, a region or a national government or representing a public service.  
*Examples:* Tourism Office, Ministry, Local government, School...
  - An “Accommodation” includes all form of sleeping facilities for visitors including hotels, B&Bs and Home stays as defined in the ASEAN Tourism Standards
  - A “Local food and beverage service” is a form of service where traditional and typical food and beverages are produced and / or sold by local people in food stalls, local restaurants or other similar outlets.  
*Examples:* Cafés, restaurants, bars, food truck...
  - An “activity” implies sales against a product or service related to tourism  
*Examples:* visit of a natural/cultural/industrial site, local shops, handicraft activity, sport activity, cultural activity, agricultural activity... )
  - A “Guide” can be different from one country to other, “local guides”, “interpreters”, “community guides”... It is important that this person is from the area visited by the tourists.
  - A “Tour Operator / Travel Agency” is a physical or on-line enterprise organizing and/or selling outgoing or incoming tourism products. It can be a “local ground handler”.
  - “A local Transporter” is an entity providing transport during the stay of the clients  
*Examples:* bike rental, e-scooter rental, taxis and also private cars for airport pick-up.
- 3) Explain the role of each type of partner in the product

*Examples:* The hotel will be the sleeping place of the visitors and is in charge of the transport of the visitors from the airport to the hotel and the visitors will sleep the 2 nights

Please pay attention that at list one of the partner is in charge of the maintenance of a public restroom that can be used by the visitors during the stay – **The public restroom is a compulsory service for the ASTA Product.**

#### What if a partner has several roles?

In case a partner endorses several roles in the product, it shall be listed several times with different roles. Please note that if a hotel, for example, provides also local transport or a local guide during the stay, if these are not internal staff of the hotel, the local transporter and the local guide should be listed as single partner of the product.

## 5. SUSTAINABILITY – ASEAN TOURISM STANDARDS

This section of the form regards the compliance of the product with the existing ASEAN Tourism Standards (Public Restroom, Green Hotel, Home Stay, Community Based Tourism).

It is composed of the following categories :

### 5.1 Public Restroom

### 5.2. Accommodation

#### 5.2.1. Hotel

#### 5.2.2. Home stay

### 5.3 Local food and beverage service

### 5.4 Local guide

### 5.5 Travel Agency/Tour Operator

Each category is compulsory; if one of them is empty the application will not be accepted.

- For each of the category, please answer the questions. In case there are several accommodations, restrooms, Local Food and beverage services, you can add as many tables as necessary.
- For each category you will be asked to evaluate the % of compliance of the service with the corresponding ASEAN Standard.

For the purpose of the ASTA, the list of criteria for each standard has been shortened and some indicators have been more precisely defined.

The list of criteria to be used for the ASTA is the « **ASTA Criteria Self evaluation checklist** » in the Application Set (Annex D).

**How to evaluate the percentage of a service according to the “ASTA Criteria Self Evaluation Checklist” ?**

- Step 1- When compiling the form, please refer to the corresponding table
- Step 2- Answer all questions by YES or NO

You have to answer the questions according to the real situation. If your application pass the STEP 3 of the evaluation procedure (See chapter 4 of the Guide for application), and the assessor acknowledge a big difference (30%) between your declaration and the real situation, your application will automatically be rejected and all the partners will not be authorized to participate to the ASTA competition for 10 years.

- Step 3 – Count the number of YES
- Step 4 – Calculate your percentage of YES against the total
- Step 5 – Insert the percentage in the application form

**Example with Public Restroom****ASEAN public toilet standards - Minimum requirements**

Indicators	YES	NO
1. Toilet Entrance		
1.1 Signage is clear and well visible from distance. Entrance is clean, uncluttered	X	<input type="checkbox"/>
2 General		
2.1 Walls, ceiling are clean, dry, undusted and not littered	X	<input type="checkbox"/>
2.2 Floors and Walls are clean, intact, dry	X	<input type="checkbox"/>
2.3 There is no bad smell in the toilet	<input type="checkbox"/>	X
2.4 Ventilation / openings for air circulation are in place and functioning	<input type="checkbox"/>	X
2.5 Suggestion Box and Education materials are in place	<input type="checkbox"/>	X
2.6 Basic amenities are in place (i.e.: toilet paper, soap, bins, mirror, tissues etc.)	X	<input type="checkbox"/>
2.7 Resource & water saving measures (sensor taps, natural light, etc.)	X	<input type="checkbox"/>
2.8 Waste management and water treatment system approved by local authority	<input type="checkbox"/>	X
2.9 Privacy: maze entrance, urinals and cubicle partitions	X	<input type="checkbox"/>
3 Wash Area		
3.1 Taps, hand dryers, litter bins are in place and working	X	<input type="checkbox"/>
3.2 No leakage, no damage to the fittings fixture and plumbing	X	<input type="checkbox"/>
3.3 Tissue/soap dispensers are in place, working and filled	<input type="checkbox"/>	X
3.4 Wash area is overall clean, dry, tidy, not littered	X	<input type="checkbox"/>
4 WC		
4.1 Cubicle door is clean, functioning and latched; lock/latch are intact	<input type="checkbox"/>	X
4.2 WC has a toilet seat and lid	<input type="checkbox"/>	X
4.3 Coat Hanger is in place and intact	<input type="checkbox"/>	X
4.4 Toilet bowl/squat and seat are intact and unclogged, not stained	X	<input type="checkbox"/>
4.5 Cubicle floor is uncluttered, clean and dry	X	<input type="checkbox"/>
4.6 Manual/Auto flush is clean and functioning	<input type="checkbox"/>	X
4.7 Toilet paper dispenser is intact and replenished	<input type="checkbox"/>	X
4.8 Sanitary bin (hand-free with foot pedal) with liners is in place, is dry, clean, sanitized, odourless, intact	X	<input type="checkbox"/>
4.9 Waste bin (hand-free with foot pedal) with liners is in place, is dry, clean, sanitized, odour- less, intact	X	<input type="checkbox"/>
5 Urinals		
5.1 Urinals are intact and unclogged, not stained	X	<input type="checkbox"/>
5.2 Manual/Auto flush is clean and functioning	X	<input type="checkbox"/>
6 Safety		
6.1 Internal and External lighting is in place and functioning	X	<input type="checkbox"/>
6.2 There is appropriate CCTV/Patrolling	<input type="checkbox"/>	X
6.3 Walls and Ceilings are intact, not cracked	X	<input type="checkbox"/>

Total	17/28
-------	-------

→ 17 “YES” out of 28 Questions =  $17/28 = 0,607 = 61\%$

→ to calculate the percentage, please round the final result to two decimal places and multiply it by 100

**In case of several accommodations, restrooms, Local Food and beverage services participating to the product, you shall assess each of them individually.**

Example:

If the product proposes to the client to eat in two different restaurants.

Restaurant 1: 50% compliance with ASEAN Standards.

Restaurant 2: 70% compliance with ASEAN Standards.

## 6. COMMUNITY INVOLVEMENT IN PRODUCT AND ACTIVITIES

This section enables the assessment of the activities proposed to the client during its stay according to the Community Based Tourism ASEAN Standards, in particular regarding the following aspects:

- Governance
- Official recognition
- Management
- Partnership
- Human Dignity
- Benefits
- Regional economy
- Cultural integrity
- Natural Resources
- Conservation
- Local interaction
- Community involvement

Each category is compulsory, **for rural and urban products**, if one of them is empty the application will not be accepted.

- For each of the category, please answer the questions. In case there are several activities, you can add as many tables as necessary.
- For each category you will be asked to evaluate the % of compliance of the service with the corresponding ASEAN Standard. For each category a specific Table with the page number is indicated. **Please follow the instructions in the application form.**

For the purpose of the ASTA, the list of criteria for each standard has been shortened and some indicators have been more precisely defined.

**THE LIST OF CRITERIA TO BE USED FOR THE ASTA IS THE « ASTA CRITERIA SELF EVALUATION CHECKLIST » IN THE APPLICATION SET (ANNEX D).**

**How to evaluate the percentage of a service according to the “ASTA Criteria Self Evaluation Checklist”? → Please refer to the explanation in Section 5 “SUSTAINABILITY – ASEAN TOURISM STANDARDS” in this Guide for Application.**

## 7. ACCESSIBILITY

This Section is dedicated to the accessibility of the product, in order to provide extra points for the products respecting these standards.

It is divided in four categories:

- Reduced mobility
- Visual Disability
- Hearing disability
- Mental Disability

Each category is compulsory; if one of them is empty the application will not be accepted.

However these are “Bonus” categories, if your product is not accessible for people for special needs, it will not take points to your application, it can only bring additional points.

## III. INFORMATION ON HOW TO COMPLETE THE MULTI-PARTNER CONVENTION

The multi-partner convention is the document proving the real commitment of all partners in the application. It is also a declaration by all partners that the information provided in the Application Form is true.

This document is compulsory, if not filled or not complete with all signatures, the application will not be accepted.

### 1) Please complete the following information for each partner:

#### Official Name of the legal or natural person

- For an organisation (legal person), the official name of the organisation
- For an individual (natural person), the official first and last Names

#### Legal address:

Please provide the legal address of the entity or organisation

#### Name and function of the representative legally authorized to represent the entity vis-a-vis third parties and acting on behalf of the aforementioned company or organisation:

- For an organisation, please give the Name and the function of the legal representative authorized to commit the organisation to apply to the competition
- For an individual, please give only the function in the product (ex: “local guide”)

All partners must be indicated in this list.

### 2) Please insert the name of the product you are applying with where “NAME OF THE PRODUCT” is written.

### 3) Complete the table with

#### Full Name

Please insert the name of the Organisation (for legal persons) or of the individual (for natural persons).

Date:

Please insert the date of signature

Signature:

By the legal representative of the organization (for legal persons) or by the individual (for natural persons).

**No electronic signature will be accepted**

Stamp:

For legal person only, please put the stamp of the organisation (if existing).

#### IV. **COMPULSORY DOCUMENTS**

Each partner needs to provide a document attesting the existence of the organisation or the individuals taking part to the competition.

**These documents are compulsory, if these are missing even for one partner, the application will be rejected.**

- For legal persons (Organisations) - Please provide any legal document proving the existence of the organisation, such as copy of the registration document in national law.
- For natural persons (individuals) - Please provide any legal document proving the existence of the person, such as a copy of an Identity card.

In order to facilitate your work, please list all the documents attached to the application in the “LIST of COMPULSORY DOCUMENTS” in Annex C of the Application Set.

#### V. **EVALUATION OF THE APPLICATIONS**

The initiative of the ASEAN Sustainable Tourism Awards (ASTA) is built within the framework of the definition of sustainable tourism development given in the “ASEAN Tourism Strategic Plan 2011-2015” with the objective to highlight/promote as well as to contribute to the sustainable development of ASEAN tourist destinations.

Doing so, this initiative expects to strongly support the vision for tourism in 2025 for the ASEAN which is to ensure that “the ASEAN will be a quality tourism destination offering a unique, diverse ASEAN experiences, and will be committed to responsible, sustainable, inclusive and balanced tourism development, so as to contribute significantly to the socio-economic well-being of ASEAN People.”(Draft ASTP 2016-2025, p.27.)

##### **1. Organisation of the Evaluation**

- In Each Country, a National ASTA Steering Committee is constituted.
  - It is composed of members several Ministries.
  - This Steering committee will be in charge of the evaluation of all applications received.
- In addition, an ASEAN ASTA Steering Committee is constituted.
  - It is composed of members of the ASEAN Secretariat.

- This Steering Committee will be in charge of coordinating the evaluation of the National Steering Committee and of validating the Final winners.

## **2. Evaluation procedure**

The Evaluation procedure will be divided into five selections phases:

### **2.1. Selection phase 1 “Eligibility”**

Once the applications received, each National ASTA Steering Committee will assess if the applications are eligible according to the following set of criteria.

<b>1. Administrative compliance (YES/NO)</b>	
a) The application was submitted within the deadline set	<input type="checkbox"/> YES <input type="checkbox"/> NO
b) The application was submitted in the required formats	<input type="checkbox"/> YES <input type="checkbox"/> NO
c) The Application Form used has the official form specified by the National Tourism Organisation and/or the ASEAN Secretariat and is properly filled in, in English or in one of the 10 ASEAN language.	<input type="checkbox"/> YES <input type="checkbox"/> NO
<b>2. Eligibility criteria (YES/ NO)</b>	
a) The application is in line with the relevant ASEAN legislation and policies	<input type="checkbox"/> YES <input type="checkbox"/> NO
b) All the applicants reside in one or more ASEAN Countries	<input type="checkbox"/> YES <input type="checkbox"/> NO
c) The team of applicants propose a combined responsible tourism product <u>existing at least for a year</u> including a minimum of 1 accommodation provider, 1 local community guide, 1 local food & beverage service and 1 public restroom which are jointly managed and promoted by at least one private and one public stakeholders, providing direct and indirect benefits to the local population, promoting cultural and/or natural heritage, and respecting environmental and hygienic standards	<input type="checkbox"/> YES <input type="checkbox"/> NO
d) All the partners of the product have signed the multi-partners convention	<input type="checkbox"/> YES <input type="checkbox"/> NO
e) The economic activity corresponds to the annual theme of the ASTA “Nature based Tourism”	<input type="checkbox"/> YES <input type="checkbox"/> NO

Parts of the Application Set assessed during this evaluation phase:

- Section 1 to 4 of the submission Set
- Multi-partners convention
- Compulsory Documents

If all the criteria are answered by “YES”, the application can continue to the next evaluation phase.

If only one criterion is answered by “NO”, the application will be rejected and not be further assessed.

### **2.2. Selection phase 2 “Desk Audit”**

The application will be firstly assessed against the compliance to the list of criteria extracted from ASEAN Tourism Standards. See below “ASEAN TOURISM STANDARD-LIST OF CRITERIA FOR ASTA”. This list is exactly the same as the “Self evaluation checklist in the Application Set (Annex D).

**Please read this list carefully before writing the application** - For each category of criteria, if the result is lower than 50%, the application will be rejected and not be further assessed.



Then, partnership's performance will be rewarded through bonus based on criteria linked with sustainability in terms of destination management objectives:

- Compliance with Global standards in terms of destination management (Annex 1)
- Compliance with good practices in terms of accessibility (p. **Error! Bookmark not defined.**)

These criteria will give extra points to applications.

- In each category, additional questions are requested on the necessary improvements to be undertaken in order to fulfil ASEAN Standards. In the event of equality of score between two applications, the team of applicants which has shown the best willingness to continue improving its product(s), and therefore its destination, will be chosen.

### **2.3. Selection phase 3 “Field Visit by ASTA assessors”**

Following the results of the selection phase 2, the top selected proposals (with a minimum of three) in each ASEAN country will be subject to an audit by the assessors from either the provincial/district authorities or the national tourism authority in order to ensure the compliance with the ASEAN Tourism Standards and the veracity of information presented by the applicants.

If during the field visit, applicants whose own evaluations of their degree of compliance with ASEAN tourism standards fall to be strongly different from those of the national assessors (at least 30% of answers) will be automatically excluded from the competition for 10 years.

### **2.4. Selection phase 4 “ASEAN Confirmation”**

The two winning products for each ASEAN country having passed the first three phases with the highest score will be submitted to the ASEAN ASTA Steering Committee composed of the representatives of the ASEAN Sustainable and Inclusive Tourism Working Group and/or representatives of the Tourism Resourcing and Monitoring and Evaluation Committee in order to confirm at ASEAN level the 20 national winners.

## **VI. DEFINITIONS**

*Definitions' proposals for the terms used in the “sustainable tourism” definition for the ASTA*

- **Economic activity:** For the purpose of the award, “economic activity” will be defined as a an activity implying sales against a product or service related to tourism (tickets, tour, room, food, souvenirs...)
- **Private stakeholders:** For the purpose of the award, “private stakeholders” will be defined as any organisation not considered as “public authority” (enterprise, association, university...)
- **Public Stakeholder:** For the purpose of the award, “public stakeholders” will be defined as any organisation considered as “public authority”. List of public authorities: municipality, district, Minister, etc.

- **Direct benefits:** For the purpose of the award, “Direct benefits” will be defined as accountable advantage from the economic activity, such as money, employment, cleanliness, constructions but also numbers of visitors, satisfaction, reviews...
- **Indirect benefits:** For the purpose of the award, “Indirect benefits” will be defined as relative advantage induced by the economic activity such as education, quality of life, foreign investment...
- **Cultural heritage:** For the purpose of the award, “Cultural heritage” will be defined as any landscape, equipment, product or service related to history or traditions.
- **Natural heritage:** For the purpose of the award, “Natural heritage” will be defined as any landscape, equipment, product or service related to the nature.
- **Accommodation:** For the purpose of the award, the definition of “accommodation” includes all form of sleeping facilities for visitors including green hotel and home stay as defined in the ASEAN Tourism Standards:
- **Local Food and beverage service:** For the purpose of the award, the ASEAN Tourism Standard definition will be used: “Local Food and Beverage Service is a form of service where traditional and typical food and beverages are produced and / or sold by local people in food stalls, local restaurants or other similar outlets.”
- **Public Restroom:** For the purpose of the award, the ASEAN Tourism Standard “ASEAN Public Toilet Standards” applies. Please refer to the competition guidelines.
- **Green hotel:** For the purpose of the award, the ASEAN Tourism Standard “ASEAN Green Accommodation Standards” applies. Please refer to the competition guidelines.
- **Community based Tourism:** For the purpose of the award, the ASEAN Tourism Standard “CBT standards” applies. Please refer to the competition guidelines.
- **Homestay:** For the purpose of the award, the ASEAN Tourism Standard “ASEAN homestay standards” applies. Please refer to the competition guidelines.
- **Community or local guide:** A local person who guides visitors in its own language, with the assistance of a national guide when appropriate, and interprets the cultural and natural heritage of an area, which person normally possesses an area-specific qualification usually issued and/or recognised by the local community or authority.

## ANNEX 1 – SUSTAINABLE DESTINATION MANAGEMENT RELATED CRITERIA

<i>Criteria</i>	<i>Indicators</i>	<i>Analysis</i>	<i>Means of verification</i>	<i>For ASTA Use only</i>
<b>Sustainable destination strategy</b>	Multi-year destination plan or strategy that was developed with public participation	<input type="checkbox"/> Yes <input type="checkbox"/> No	Plan	<input type="checkbox"/>
<b>Destination management organization</b>	The private sector and public sector are involved in the organization and coordination of tourism	<input type="checkbox"/> Yes <input type="checkbox"/> No	Minutes of meeting (at least 2 per year)	<input type="checkbox"/>
<b>Monitoring</b>	Tourism impact mitigation procedures funded and active	<input type="checkbox"/> Yes <input type="checkbox"/> No	Report	<input type="checkbox"/>
<b>Tourism seasonality management</b>	Specific strategy for marketing off-season events and attracting year-round visitors	<input type="checkbox"/> Yes <input type="checkbox"/> No	Webpage/etc.	<input type="checkbox"/>
<b>Climate change adaptation</b>	Program to educate and raise awareness among the public, tourism enterprises, and visitors about climate change	<input type="checkbox"/> Yes <input type="checkbox"/> No	Leaflet, video, radio show, etc.	<input type="checkbox"/>
<b>Inventory of tourism assets and attractions</b>	Current inventory and classification of tourism assets and attractions including natural and cultural sites	<input type="checkbox"/> Yes <input type="checkbox"/> No	Report	<input type="checkbox"/>
<b>Planning Regulations</b>	Planning or zoning guidelines, regulations and/or policies that protect natural and cultural resources	<input type="checkbox"/> Yes <input type="checkbox"/> No	Report	<input type="checkbox"/>
<b>Access for all</b>	Accessibility solutions are designed to take into account the integrity of the site while making reasonable accommodation for people with disabilities	<input type="checkbox"/> Yes <input type="checkbox"/> No	3 accessibility solutions	<input type="checkbox"/>
<b>Property acquisitions</b>	Policy or legislation that considers indigenous rights, ensures public consultation and authorizes resettlement only when there is informed consent and/or reasonable compensation	<input type="checkbox"/> Yes <input type="checkbox"/> No	Report	<input type="checkbox"/>
<b>Visitor satisfaction</b>	Collection and public reporting of data on visitor satisfaction	<input type="checkbox"/> Yes <input type="checkbox"/> No	Report	<input type="checkbox"/>
<b>Sustainability standards</b>	Monitoring of tourism business participation in tourism certification or environmental management system	<input type="checkbox"/> Yes <input type="checkbox"/> No	Report	<input type="checkbox"/>
<b>Safety and security</b>	Safety precautions such as first aid stations at beaches/tourist attraction sites	<input type="checkbox"/> Yes <input type="checkbox"/> No	# of trained people and materials	<input type="checkbox"/>
<b>Crisis and emergency management</b>	Crisis and emergency response plan developed with input from the tourism private sector and includes communication procedures for during and after a crisis or emergency	<input type="checkbox"/> Yes <input type="checkbox"/> No	Plan	<input type="checkbox"/>
<b>Promotion</b>	Destination promotional messages that are accurate in their description of products and services	<input type="checkbox"/> Yes <input type="checkbox"/> No	Assessors' evaluation	<input type="checkbox"/>

## ANNEX 2 – ACCESSIBILITY CRITERIA

<b>Is the product accessible for public with special needs? *</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[Please choose one answer]</i> <i>If yes, please explain which kind of public can buy the product</i>
<b>Persons with reduced mobility*</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[Please choose one answer]</i>
If YES, please explain how is the product accessible for persons with reduced mobility	
If NO, please explain why the product cannot be accessible for persons with reduced mobility	
<b>Persons with visual disability*</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[Please choose one answer]</i>
If YES, please explain how is the product accessible for persons with visual disability	
If NO, please explain why the product cannot be accessible for persons with visual disability	
<b>Persons with hearing disability*</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[Please choose one answer]</i>
If YES, please explain how is the product accessible for persons with hearing disability	
If NO, please explain why the product cannot be accessible for persons with hearing l disability	
<b>Persons with mental disability*</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>[Please choose one answer]</i>
If YES, please explain how is the product accessible for persons with mental disability	
If NO, please explain why the product cannot be accessible for persons with mental disability	

## ANNEX 3 - CHECKLIST – ADMINISTRATIVE ELIGIBILITY

a) The application was submitted within the deadline set	<input type="checkbox"/> YES <input type="checkbox"/> NO
b) The application was submitted in the required formats	<input type="checkbox"/> YES <input type="checkbox"/> NO
c) The Application Form used has the official form specified by the National Tourism Organisation and/or the ASEAN Secretariat and is properly filled in, in English or in one of the 10 ASEAN language.	<input type="checkbox"/> YES <input type="checkbox"/> NO

## ANNEX 4 - CHECKLIST –ELIGIBILITY CRITERIA

a) The application is in line with the relevant ASEAN legislation and policies	<input type="checkbox"/> YES <input type="checkbox"/> NO
b) All the applicants reside in one or more ASEAN Countries	<input type="checkbox"/> YES <input type="checkbox"/> NO
c) The team of applicants propose a combined responsible tourism product <u>existing at least for a year</u> including the minimum number of stakeholders and 1 public restroom which are jointly managed and promoted by at least one private and one public stakeholders, providing direct and indirect benefits to the local population.	<input type="checkbox"/> YES <input type="checkbox"/> NO
d) All the partners of the product have signed the multi-partners convention	<input type="checkbox"/> YES <input type="checkbox"/> NO
e) The economic activity corresponds to the annual theme of the ASTA “Nature based Tourism”	<input type="checkbox"/> YES <input type="checkbox"/> NO

## ANNEX 5 – CHECKLIST - SUMMARY OF SELF-EVALUATION

Each self-evaluation must include the date and the name and contact details of the person in charge. This allows to contact this person in cases where any doubt exists.

Date:	
Executed by:	
Address:	
Contact Number:	

Categories of criteria	Self-evaluation	Assessors	Max
Public Toilet (Minimum is 14)			28
Accommodation (Minimum is 13)			26
Local F&B service provider (Minimum is 6)			12
Local Guide (Minimum is 1)			2
Travel Agency / Tour operators (Minimum is 2)			5
Communities involvement in product and activities (Minimum is 15)			31
<b>Total</b>			<b>104</b>
<b>Bonus GLOBAL STANDARDS IN TERMS OF DESTINATION MANAGEMENT</b>			<b>14</b>
<b>Bonus ACCESSIBILITY</b>			<b>5</b>
<b>Grand Total</b>			<b>123</b>

**References to a national or international travel forum**

Categories	Referenced in a travel Forum
Accommodation	<input type="checkbox"/> YES <input type="checkbox"/> NO
Local F&B service provider	<input type="checkbox"/> YES <input type="checkbox"/> NO
Local Guide	<input type="checkbox"/> YES <input type="checkbox"/> NO
Travel Agency / Tour operators	<input type="checkbox"/> YES <input type="checkbox"/> NO
Product and/or activities	<input type="checkbox"/> YES <input type="checkbox"/> NO

BE INFORMED that if none of the team members or the product/activity is referenced in a national or international travel forum, the application has to be rejected.

**DESK REVIEW**

- For each category of criteria, if the result is lower than 50% (*from the maximum number of points*), the application will be rejected and not be further assessed.
- In case of equality between proposals, partnership's performance will be rewarded through bonus based on criteria linked with sustainability in terms of destination management objectives (annexes 1 and 2)

**FIELD VISIT**

- Applicants whose own evaluations of each category (public toilet, accommodation, etc.) fall to be strongly different from those of the national assessors (at least 30% of answers) will be automatically excluded from the competition.
- National assessors are advised to tick "no" when either a doubt exist or one of the state of the evaluated item is not completely fulfilling the ASEAN indicator.
- National assessors should therefore feel free to assign the score that they believe best represents the state of each facility.