

**SMALL GRANTS PROGRAMME I
BY THE ASEAN CENTRE FOR BIODIVERSITY
Indonesia, Myanmar, The Philippines**

ASEAN Centre for Biodiversity (ACB)

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**COMPLETION REPORT ON SHORT-TERM ASSIGNMENT
COLLABORATIVE COMMUNITY-BASED LIVELIHOOD SUPPORT
AND DEVELOPMENT SPECIALIST – SUSTAINABLE ECOTOURISM IN
INDONESIA
REPORT NO. 1
(Mission from 5 July - 31 August, 2020)**



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Collaborative Community-Based Livelihood Support and Development II
(Sustainable Ecotourism-Indonesia) - Report No. 1
(Mission from 5 July to 31 August, 2020)

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ABBREVIATIONS

ACB	ASEAN Centre for Biodiversity
AHP	ASEAN Heritage Park
CMP	Collaborative Management Plan
COVID- 19	Coronavirus disease
GLNP	Gunung Leuser National Park
KfW	German Development Bank
SGP	Small Grants Programme
SP	Service Provider
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNWTO	United Nations World Tourism Organization
WKNP	Way Kambas National Park

EXECUTIVE SUMMARY

Gunung Leuser National Park and Way Kambas National Park are two national parks in Indonesia, which are of varying relevance to tourism (target groups, intention to travel). The Gunung Leuser National Park in particular has a high potential for tourism due to its UNESCO status and the extensive natural landscape with rare species such as orang utans.

The surrounding villages are partly benefited from tourism, although the range and quality of offers are not yet fully developed. The local revenue that can be achieved through tourism is considered low due to low standards of services and other related products such as souvenirs. Detailed studies on the economic effects of tourism and its potential (e.g. target groups and profiles/ lifestyle groups, accessibility, source of markets, competitors, product development and distribution, local capabilities and opportunities) were limited and not sufficient for further analyses when the mission was conducted.

Major obstacles are the lack of knowledge and a low level of tourism awareness and service mentality, lacking destination management, limited availability of data on tourism (only general number of visitors are available) and low environmental and nature conservation awareness among the communities, tourism agencies and local villages councils. As a result, the tourism products are often not sustainable. This causes strong price competition among tourism businesses. In addition, the surrounding villages and tourist destinations are not well maintained, both from their general shape (such as lacking design concepts for public open space, lacking private/ traditional gardening, facades and traditional design of houses, poor vegetation along roads etc.) and littering issues is one major threat. To enable a successful ecotourism development in and around both national parks, specific strategies and action plans which address the obstacles faced in both protected areas to be developed and implemented. These include enabling of local stakeholders (especially tourism service providers) to develop higher quality and more diversified offers. Developing a strong awareness about nature and species and the need for protection and conservation among the local stakeholders (i.e. park management, villages and tourism service providers) is one of the precondition for the success of ecotourism development. The collection of market data in tourism must be also understood as long term task to be included as an integral part of tourism development work and not as an information which is provided once for a particular study. The collection of tourism market data should be carried out regularly as it is beneficial for tourism associations who often act at supra regional level, and for both Indonesian and foreign tourism businesses.

Unspoiled nature is the main basis of ecotourism development. The existing issues of illegal hunting, expansion of oil palm plantations, illegal logging, illegal construction, waste and water pollution and mining will threaten the development of ecotourism. Another major problem in the context of ecotourism development is non-sustainable tourism (e.g. feeding of wild animals and getting too close to them or littering and wood cutting at camp sites).

Currently, the COVID-19 pandemic also poses a particular challenge because tourism has collapsed in both regions due to travel restrictions and the temporary closure of both national parks.

This mission and this report is intended to provide suggestions which are detailed in chapter 11 for small grants investment in the field of developing sustainable ecotourism in the aim to improve livelihood at local level for both AHPs. These recommendations should be seen as initial measures to kick-start the process and prepare for long-term ecotourism development. However, this requires further advisory and coordinating activities, in combination with a corresponding presence on the ground, in order to closely cooperate with local stakeholders in tourism and nature conservation.

1 MISSION BACKGROUND AND METHODOLOGY

Background

The Small Grants Programme (SGP) is financially supported by the German Development bank (KfW) and executed by the ASEAN Centre for Biodiversity (ACB). The present sustainable ecotourism mission is part of the Livelihood Development assignment which aims to support the development and implementation of SGP for biodiversity protection with the participation of the local population in and around ASEAN Heritage Parks (AHPs) in Indonesia. The Livelihood Development assignment composes of two parts and anticipates to improving the livelihood conditions of local communities in these areas through the recommendations of SGP investment packages.

The first part of the assignment was conducted by Dr. Heino Hertel, Consultant for Community-Based Livelihood Support and Development, in cooperation with the local expert, Mr. Nurdin Razak, which has taken place between 03 and 20 March 2020 to identify and prioritize the livelihood development interventions excluding ecotourism / ecotourism related interventions that were pre-listed in the Collaboration Management Plans (CMP) of Gunung Leuser National Park (GLNP) and Way Kambas National Park (WKNP). As part of further design and development of the SGP investment packages for livelihood development interventions, this sustainable ecotourism mission aims to:

- to provide detailed analysis and recommendations of potential sustainable ecotourism livelihood interventions for these two ASEAN Heritage Parks (AHPs);
- to assist the service provider (SP) in developing suitable SGP packages for effective investment of sustainable ecotourism in GLNP and WKNP; and
- to provide recommendations of capacity support to enhance the capacity of relevant stakeholders.

The present mission also supports the service provider i.e. Penabulu Foundation in designing calls for proposals emphasizing livelihood interventions.

Methodology

The mission was carried out between 23 June and 1 August 2020 by two tourism experts, a national expert from Indonesia and an international expert from Germany. It included the following working steps:

1. Creation of a work plan (facts to be evaluated, scheduling, travel planning of the local expert) see Annex 5;
2. Review of existing documents (e.g. collaborative management plans, studies, reports);
3. Online research and SWOT analysis;
4. Kick off workshop with project participants and discussion of first research results (online because of COVID 19);
5. Agreement on further procedure;
6. Interviews and on-site discussions;
7. Online research;
8. Evaluation and analysis of findings;
9. Formulation of SGP packages for investment;
10. 2nd workshop/ presentation and discussion of findings and recommendations;
11. Final report and documentation.

The field trips of the local expert were carried out in two parts:

- between 05 July – 12 July 2020 Medan, Tangkahan & Bukit Lawang (GLNP); and
- 14 July – 20 July 2020 in the locations Bandar Lampung, Braja Harjo Sari Village, Rantau Udik Jaya II and Labuan Ratu 7 Village (WKNP).

The field trips were conducted using observations, interviews, a questionnaire, desk research and online surveys. Targeted audience/ groups included villagers, tourism enterprises, persons employed in the tourism sector (e.g. tour guides), village heads and representatives of National Parks administrations. The field trip reports, survey questions and a list of interviewees can be found in Annex 1.

The SWOT analysis was conducted based on the interviews' findings and the online / desk research carried out. The findings of the SWOT analysis are presented in Chapter 9.

2 IMPEDIMENTS

Due to the COVID-19 pandemic preventive measures such as travel restrictions and a limited willingness of stakeholders meeting face to face for interviews, it was difficult to obtain primary data for further analysis. Additionally, access to protected areas was not possible except for Tangkahan and Bukit Lawang. The available tourism data (i.e. number of visitors) are not sufficient for further analyses. Actual tourism data for the last two years such as visitor arrivals and origin, intention to come and expectations/ service and quality demand, length of stay, daily expenditures etc. which are crucial for market analysis are not available from Kabupaten Langkat, GLNP and Lampung, WKNP.

3 GENERAL REMARKS ON NATURE CONSERVATION, ECOTOURISM AND THE IMPACTS OF COVID- 19 PANDEMIC

3.1 Tourism and COVID-19

Last year, 133 million tourists visited South East Asia (source: CNN Travel 2020), with an increase in arrivals from China, which became the world's largest market for outbound travel. In some destinations crowds became too intense and the use of the new term Overtourism to describe the issue of overcrowded scenario is emerging. This term describes a situation when the absolute amount of tourists in a destination is above the carrying capacity limit and if tourism is changing the daily life of locals such as change of social infrastructure such as childcare facilities, leisure activities for residents or open spaces for recreation, increase of prices. In some cases, Overtourism was also pushing fragile ecosystems to a breaking point. To a certain extent, this situation also applies to the two national parks. For instance, overtourism as in the case of Way Kambas, is caused by a lack of variety of product offer and consequently a large number of visitors, in particular at the weekends or public holidays, who want to visit the same attractions such as the Elephant Conservation Center without much

135 million tourists visited Southeast Asia in 2018.
Here's where they went

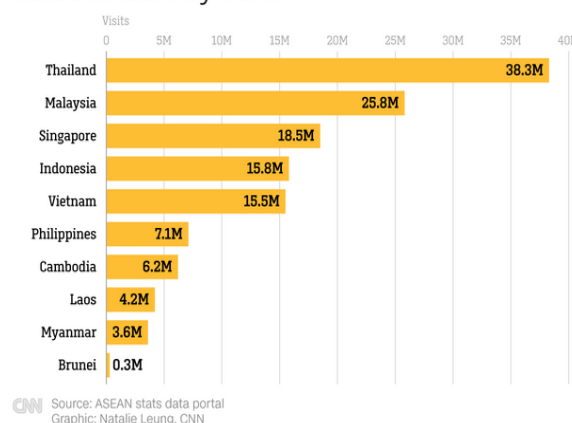


Figure 1: Tourists data in Southeast Asia

interest in the unique ecology of the national park. Most (local) tourists pose on or next to the elephants which are forced to perform tricks: playing soccer, painting, dancing or playing the

harmonica. Leading Western tour operators like TUI and many others refuse to include such animal cruelties in their program. These superficial amusement shows are increasingly outlawed worldwide and have nothing to do with nature and especially with an understanding of intelligent and sensitive animals like elephants. However, an alternative example in Thailand shows how the amazing world of elephants can be explored in small groups by visiting elephant sanctuaries, freed from elephant riding, performing tricks, and other unnatural behavior (<https://www.asianelephantprojects.com>).

In the case of Gunung Leuser National Park, a major problem is the focus of tourism on mainly one species: the orang utan. Even if the number of visitors is rather low compared to other tourist hotspots, overtourism characteristics can occur very quickly by not professionally organized orangutan tours and wrong behavior, e.g. by feeding or getting too close to them for selfie photos. Apes change their natural behaviour, get under stress or get sick due to feeding or infections. In addition, orang utans become aggressive when they are deprived of food provided by tour guides or tourists. High infant mortality rates may even be a result of poor motherhood skills if young animals are learning begging instead of surviving in nature. Another serious problem, as recent studies from Rwanda with gorillas show, apes may also get infected with human diseases and even COVID-19 if they are in too close contact with humans. The above mentioned example shows impressively that overtourism can be a serious problem with even relatively small numbers of visitors.

Then the global coronavirus pandemic struck. Countries went into lockdown. International travel dramatically reduced. According to the local national park authorities, there is no more tourism in the two national parks for several months since COVID 19 pandemic.

However, this global pause on tourism offers an unprecedented opportunity to examine how to rebuild tourism in a way that benefits the economy and at the same time contributes to the protection of nature and cultural heritage.

The decision makers in this sector can now rethink and weigh the pro and cons of the existing budget tourism that only attracts visitors who spend a few days at a place and left little revenue to the locals or looking into other sustainable alternatives that could generate good incomes/ revenues for the designated tourist destination and at the same time increase the awareness of locals in protecting the natural and/or cultural value of the destinations. The pandemic hence could prompt a shift of business models towards a more sustainable tourism. This needs to be built on community ownership and engagement of local stakeholders who need to realize a long-term value in the protection of nature. It should also be taken note that natural areas around the world are becoming increasingly rare, and that ultimately nature tourism will generate both higher demand and higher prices in future.. International organisations, for example TheLongRun which is based in London, UK show impressively, that private protected parks who offer ecotourism in privately protected areas (PPA's) nowadays are in high demand and serve high end markets.



Figure 2: Elephant show in WKNP

It should also be taken note that natural areas around the world are becoming increasingly rare, and that ultimately nature tourism will generate both higher demand and higher prices in future.. International organisations, for example TheLongRun which is based in London, UK show impressively, that private protected parks who offer ecotourism in privately protected areas (PPA's) nowadays are in high demand and serve high end markets.

However, such tourism forms also require more investment in education and training, which is a challenging prospect during an economic downturn which currently is the case.

To reduce overcrowding if tourism restarts again, the World Tourism Organization (UNWTO) announced a new initiative calling for responsible Covid-19 recovery for the tourism sector (<https://www.unwto.org/covid-19-oneplanet-responsible-recovery>). The new vision for global tourism is to transform sustainability to the new normal in the sense of 'growing better, stronger, and balancing the needs of people, planet and prosperity'. An example how to operate a tourism business during a pandemic situation is the Travelife COVID-19 Operational Guidance Kit (attached in Annex 4). Meanwhile, there are calls from many international organizations (such as the German GIZ with the

Corona Immediate Program) to use the opportunity in the reboot of tourism after the COVID-19 pandemic to make tourism more sustainable.

3.2 Remarks on ecotourism and sustainability

Tourist terms such as 'ecotourism', 'cultural tourism', 'village tourism', 'soft tourism', 'community based tourism' and many others are often confused or misinterpreted. It is of essential importance that all stakeholders at destination level exactly understand the terms and their requirements for development strategies in the same way.

According to the UNWTO (UN World Tourism Organization), the term '**ecotourism**' refers to forms of tourism, which have the following characteristics:

- I. All nature-based forms of tourism in which the main motivation of the tourists is the observation and appreciation of nature as well as the traditional cultures prevailing in natural areas.
- II. It contains educational and interpretation features.
- III. It is generally, but not exclusively organized by specialized tour operators for small groups. Service provider partners at the destinations tend to be small locally owned businesses.
- IV. It minimizes negative impacts upon the natural and socio-cultural environment.
- V. It supports the maintenance of natural areas which are used as ecotourism attractions by:
 - Generating economic benefits for host communities, organizations and authorities managing natural areas with conservation purposes;
 - Providing alternative employment and income opportunities for local communities;
 - Increasing awareness towards the conservation of natural and cultural assets, both among locals and tourists.

In summary, the main intention of ecotourism is the tourists' interest in nature and in particular animal and plant species. Meeting locals and being interested in local customs and traditions or agricultural products, as well as accommodation in the form of homestays are therefore not necessarily a part of ecotourism, but may be complementing it in a synergetic way.

In this regard, it should also be noted that tourism based on nature visits and species observation or encounters with local people may not be always sustainable. For example, ecotourism in some East African countries with their overcrowded national parks has shown several negative impacts, such as damaged nature, environmental- and noise pollution, changed behavior of animals and even changes in the vegetation (due to dust from gravel roads and water drainage). The same applies to the two protected areas - GLNP and WKNP. If tourists only come to take a quick orang utan photo and have no further interest in nature, ecological context or local traditions, such type of ecotourism activities are not sustainable and lead to overcrowding at few selected locations, litter in nature and, last but not least also changes in the behavior of animals and especially apes like orang utans.

In general, ecotourism does not necessary means and is equal to sustainable. It could be harmful to the protected areas if no absolute priority is given to the conservation of nature, flora and fauna, landscape and geology and environmental aspects such as material, waste/ wastewater and energy efficiency. As mentioned above, the term *Overtourism* became increasingly common in the past two years. *Overtourism* can damage a tourist attraction and, at the same time, negatively affect the visitor experience. It can lead to the problem that more demanding tourists who are also spending more money in the destination to stay away from such destinations.. Figure 3 shows a film spot of a scene in the movie Tomb Raider with Angelina Jolie in Angkor



Figure 3: Overtourism in Angkor, Cambodia

Wat/ Cambodia, which is visited by most tourist groups in short duration of time, just to take a quick selfie photo at the particular spot.

It is also needed to be understood that Overtourism is not always linked to large amounts of visitors. If few visitors are focussing on the same attractions (esp. few outstanding species in fragile ecosystems), this can also be very harmful. The carrying capacity of a nature area is also depending on management capacities. Poor or lacking of management can often also be a reason for Overtourism in nature-destinations. Typical management tools which are often lacking are for example intelligent visitor guidance measures, equalization of visitor flows, special offers at off-peak times, etc..

3.3 Pandemic and ecosystems

The current pandemic is an exceptional situation for tourism businesses all over the world. The sudden absence of tourists is leading to a drop in income for the local population, and lead to increasing poaching and overexploitation of nature to make the loss of income. Many of the world's national parks suddenly lack important tourism revenues to combat poaching, for example. Interestingly, the intrusion into and destruction of nature are also one of the main reasons for the outbreak of pandemics such as Ebola or Covid-19, since viruses which are isolated in remote natural areas that are not easily reached out to humans, have now a higher chance to be transmitted to humans. To what extent the consumption of game meat contributes to the outbreak is still being researched. All animals, including humans, normally coexist peacefully with a whole range of viruses and other pathogens to which they have adapted during their evolution. The more humans disturb the habitats, the more species are affected that would normally never have met each other.

On the other hand (as mentioned already above), great apes are genetically very similar to humans which make the animals correspondingly susceptible to infections with human pathogens. This means that the visit of humans to great apes and other wild animals is likely to endanger them if distances are not kept or waste is left behind.

4 BRIEF OVERVIEW OF THE SMALL GRANTS PROGRAMME

The Small Grants Programme (SGP) supports the AHP's efforts to protect the biological diversity and improve livelihoods of the people living in and around (adjacent areas) the protected areas' core zone. 60% of the SGP investment will be allocated for livelihood development interventions which ecotourism is considered as part of livelihood measures that can improve the conditions of local /adjacent communities who live in / or surrounding the protected areas / AHPs. The following summary provides an overview of SGP investment:

Grant Types, maximum and minimum grant amount per project and management costs

Grant types may range from: (i) Micro-Grants (up to six months and 5,000 EUR), and (ii) Small Grants – 6 to 12 months / 20,000 – 100,000 EUR).

Grant support opportunities regarding ecotourism development include:

- Community-based ecotourism
- Promotion of local villagers as tourism guides;
- Establishment of Entrance fee sharing mechanisms
- Production of information and promotional materials about the biodiversity of the protected areas in relation to ecotourism;
- Promotion of cultural excursions to local villages to observe their livelihoods.

SGP funds may not be used for the following categories of expenditure:

- Large park infrastructure (roads, large buildings);
- Introduction of non-native species into protected areas;
- Displacement or re-settlement of people and communities;
- Alcohol, tobacco and any illegal substances, weapons and ammunition;
- Salary and other staff costs for staff of the implementing agency;
- Salaries and other staff costs of government officials;
- Travel cost which are is unrelated to or directly part of a project;
- Conference travel;
- Regular staff salaries and recurrent staff (payroll) costs;
- Forced resettlement.

The Small Grants Programme follows an open approach and will invite eligible grantees such as international and local NGOs, community organizations and park administrations to propose Small Grants and/or Small Grants packages for selected AHPs.

The proponent eligibility includes communities in AHPs and adjacent areas ("buffer zones"), Community-Based Organizations and national NGOs supporting biodiversity conservation and community development related to AHPs and adjacent areas and international NGOs working in the field of biodiversity conservation and livelihood development which are officially registered or have signed a Memorandum of Understanding (MoU) with the respective governmental authorities for the implementation of proposed activities in the relevant areas.

The Project Grantee provides project co-financing in the form of cash or kind. In case of projects implemented by NGOs, in-kind contribution in the form of voluntary work may constitute up to 50% of the co-financing required for the project. Own contribution within the remaining scope is submitted in the form of cash.

Where in-kind contribution is provided to the project in the form of unpaid voluntary work, the value of that work is calculated by the applicant.

5 RESULTS OF DESK- AND ONLINE RESEARCH

5.1 Tourism websites and opinions of tourists

A brief review on leading travel websites such as TripAdvisor and holidaycheck, leading German tour operators (since Germany is one of the leading ecotourism source markets) and several social media channels like Facebook have been consulted to find out the tourists' opinion on GLNP and WKNP. The findings show different perceptions by tourists.

GLNP with its vast nature and the orang utans is rather perceived as a must see/visit destination while WKNP is usually not considered a unique nature experience destination. GLNP had more reviews from international visitors, whereas in WKNP local and regional tourists who pay for elephant riding tours and elephant shows are dominating.

Although most of the comments were rather positive, many of them seem to be less-reflected or not justified in detail. This can be attributed to the fact that tourists who are less demanding in their holiday expectations (e.g. day trips and selfie tourism) rather tend to give short and uncritical reviews ('great experience', 'must see', 'enjoyed this place', 'great fun' etc.) instead of critically reflecting what they have experienced.

However, it needs to be mentioned that compared to other nature destinations, only very few comments (from 3 – 40 comments, depending on the category under which they were published e.g. German source market) were found from internet for both destinations. In this respect, only brief assessment can be given in the following, which is by no means a substitute for sound market research.

Gunung Leuser

... stands above all for a large primeval forest, which is unique and of worldwide interest/ importance. The experience to be in nature especially meeting and observing orang utans in the largest national park of Indonesia is unique and that kind of experience fascinates visitors. Even though day trips make up the majority of the tours, tourists perceive a visit to Gunung Leuser as a challenging adventure experience. The adventuring element becomes more important if the stay in GLNP is longer.

Although visits to Gunung Leuser Park are in general rated positively, there are also many complaints which refer to environmental pollution, waste in the landscape, deforestation and tour guides who attract orangutans by feeding, behave non appropriate/ non sustainable such as acts of littering in nature, talking loudly via phone calls with friends etc.).

Way Kambas

... is mainly known for its elephants riding or elephant shows. It is often described as having experience in a zoo atmosphere than be at a natural and wilderness destination. Critical comments in social media and travel platforms mainly refer to the handling of the elephants, since many tourists do not like to see them chained or beaten. The animal shows, where elephants are forced to behave unnaturally (animal acrobatics etc.) are also seen critical by tourists and described to be outdated. Other criticisms are the bumpy access road, which is also used by heavy loaded trucks and not well maintained, waste pollution in the landscape, non-transparent entrance fees in which visitors were asked to pay twice without giving any official receipts).

Ecotourism

Some leading European tour operators specialized in ecotourism have Gunung Leuser in their program (e.g. in Germany). They are depending on the few locally available eco lodges who meet international service standards. In both protected areas, high-priced and quality accommodation offers are available, whereas good quality offers in the middle price segment are rather rare. The lower price segment (e.g. homestays) is rather very simple and primarily designed for backpackers or regional tourists.

Booking.com, for example, as the world's leading platform for accommodation facilities, lists 59 accommodations in Bukit Lawang (of which, by the way, only three have taken health and safety measures/ Covid19).



Figure 4: Accommodation in Bukit Lawang

Remark:

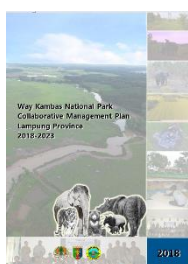
It must be pointed out that such comments cannot replace professional visitor surveys. This would be eventually the case if all visitors (different source markets and target groups) would make comprehensive comments, which is, however, never the case in practice. Another problem is that it is to be assumed that many visitors with negative experiences do not publish their statements who may have completely different reasons e.g. that they are not active on such internet platforms or do not

want to be impolite; elder tourists are less internet-affine than young travelers. Furthermore in certain cultural circles criticism is considered indecent, other cultural circles see criticism as helping tool for improvement which is positive. Surveys not only provide a comprehensive picture, they can also be processed more easily, as specific topics can be addressed. They are also suitable to represent certain travel times (seasons).

5.2 Studies and Collaborative Management Plans (CMP)

Both protected areas have developed following masterplans.

The Way Kambas National Park Collaborative Management Plan Lampung Province 2018-2023



In the WKNP CMP, sustainable tourism measures are summarized under the sub program 8 (Development of Integrated Ecotourism Model). This ecotourism model includes five packages in five pilot villages, facilitation activities, training centres, the establishment of a promotion and marketing network and a study about the impact of ecotourism in the national park.

The plan furthermore recommends supporting natural tourism in the WKNP area by strengthening licensing, promotion and tourism marketing services. In addition, the WKNP has conducted studies and models of regional development planning through the preparation of natural tourism site designs at three points, namely ETC, Way Kanan resort, and Plang Ijo in the Rawa Bunder resort. It is also mentioned that Lampung University and Alert Consortium have developed a tourism village program, e.g. to increase the tourism management capacity at Braja Harjosari Village and to build a conservation house at Margahayu Village.

Braja Harjosari is described as destination with a number of homestays and outstanding tourism potential, especially horse riding, boat trips at Way Penet river, visiting Bali residents by enjoying Balinese culture and arts, Crystal Guava and Dragon Fruit Agro Tourism and a Circuit Motor Trail.

The following Figure 5 shows the planned interventions (2019-2023) which are briefly elaborated in the CMP of WKNP.

Sub programme 8. Development of integrated ecotourism model				
Item	Interventions	Location	Stakeholders	Indicative budget (EUR)
1.	Development of an integrated ecotourism business model & site plan, integrated ecotourism DED in 5 target villages	5 villages	WKNP, WCS, Alert, PILI, YABI, YAPEKA	10,606
2.	Development of community based ecotourism programmes and other potential environmental services	5 villages		27,273
3.	Ecotourism development capacity training	5 villages		9,091
4.	Facilitation and development of promotion and marketing	5 villages		27,273
5.	Study of the impact of integrated ecotourism development	5 villages		3,030

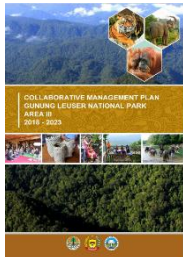
Figure 5: Planned Integrated Ecotourism Interventions

Programmes such as professional management of the Elephant Conservation Centre in WKNP and the development of the Sumatran Rhino Sanctuary (SRS) as tourism destination, the production of new packages of ecotourism and environmental services are mentioned briefly in the CMP. Detailed related

activities are not described in the plan. There is also no information provided about market data, such as visitor arrivals and origin, length of stay, target groups and specific needs.

Although stakeholders are mentioned, the focal question of how cooperation could be initiated and strategically implemented remains unclear.

Collaborative Management Plan Gunung Leuser National Park Area III 2018-2023



The key messages of the collaborative management plan can be summarized as follows:

The plan indicates that Bukit Lawang and Tangkahan are the most popular tourism destinations, both for domestic and international visitors. New destinations such as Batu Katak, Batu Rongring and Bekancan are particularly visited by domestic visitors. It also describes the most common tourism attractions for domestic visitors are rafting in Sei Binge and Sei Wampu, swimming in the river or in natural pools, cultural and religious sites such as Azizi Mosque in Tanjung Pura Town, visiting the tomb of Tengku Amir Hamzah (a famous Indonesian poet) and culinary tours.

Besides the orang utan sightseeing, other tourism activities are rafting, wildlife watching, camping, tubing, education tours (which have no clear targeted group and implementation strategies) culinary trips, village tours, caving, picnic, mountain hiking and forest trekking. Further potential is seen in using plants for herbal medicines, which are common in the adjacent area of the park and are recommended as opportunities to encourage traditional healing as additional tourism attraction.

However, it is also pointed out that the baseline data is inadequate as no market research was conducted on site and that further innovation and product development are needed.

The management plan summarizes following stakeholders, who are active in tourism:

- Yayasan Orangutan Sumatera Lestari - Orangutan Information Centre (YOSL-OIC);
- Yayasan Ekosistem Lestari (YEL);
- Langkat tourism and cultural office (district level government ministry which organizes tourism and cultural affairs within Langkat region);
- HPI – Himpunan Pramuwisata Indonesia or Indonesian Tourist Guide Association (ITGA);
- Lembaga Pariwisata Tangkahan (The Tangkahan Tourism Foundation, official guide association and local tour operators);
- Local ecotourism community groups (LECG). The LECG have initiated several small activities such as institutional strengthening and tour packages. Since it is not clear which activities are meant and these are neither listed nor specified, some outstanding examples can be found on the Internet (tour operators or similar businesses not considered):
 - www.greenhillbukitlawang.com A project which initiated to keep wildlife wild and safe selfie campaign to protect orang utans, promote remote trekking (to take the pressure of the busy trails and campsites in Bukit Lawang), community conservation, regeneration site and remote Ecolodge, Nature Club & Library” and mobile library “Box of Books, guide education;
 - <https://www.local-guides.org/indonesia/bukit-lawang-jungle-trekking> offers eco-friendly jungle treks for a local price.

The following key activities are defined within the Ecotourism Sub-Program of the GLNP CMP:

- Master plan for each priority tourism destination in Area III;

- Strengthen existing community-based organizations on ecotourism and synergize with official organizations;
- Conduct assessment to inventory, identify and set up priority of tourism attractions for tourism product diversifications;
- Establish visitor management mechanism and monitoring on priority tourism sites;
- Trainings and coaching: introduction to ecotourism on priority tourism sites, coaching on tour operational and management (e.g. itinerary and tour quotation making), basic guiding, interpretation, basic foreign language and service of excellence (pelayanan prima) for local guides, on media online development (e.g. website, media social and content writing), review, identify and implement the plan of Re-branding Bukit Lawang and Tangkahan;
- Carry out the implementation of online and offline marketing and promotion;
- Conduct shared learning sessions and comparative ecotourism study to other suitable national park(s) that provide applicable model for priority tourism sites in Area III;
- Establish private sector partnerships (e.g. business networking and business relation among local tour operators to travel agents that possess larger market;
- Connection, engage communication service provider and Banks for joint-efforts to develop small facilities and joint-promotion).

Figure 6 shows the Planned Ecotourism Interventions of Gunung Leuser NP that are elaborated in the CMP.

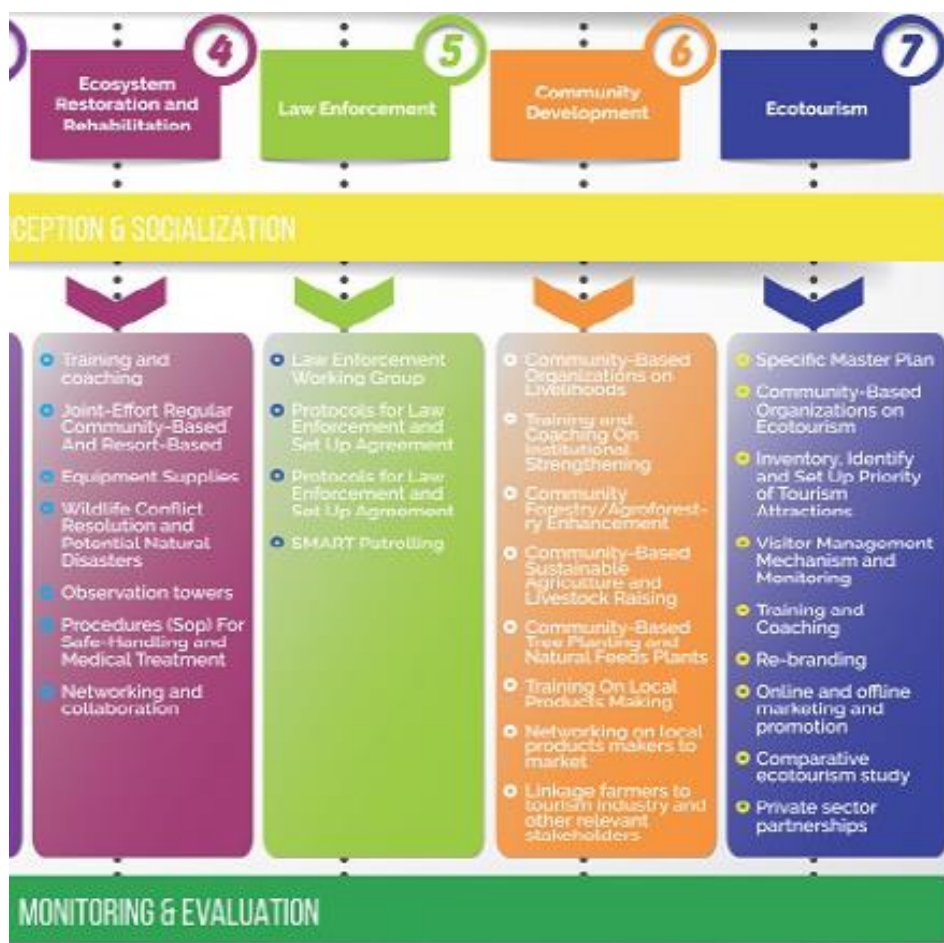


Figure 6: Planned Ecotourism Interventions in Gunung Leuser NP

In summary, the Management Plan Gunung Leuser National Park seems to be more specific and detailed as far as tourism development is concerned, even though little information is provided on tourism data and how the measures recommended should be implemented.

It is noted that both management plans have not taken into account that tourism planning requires a strategy which needs to take target groups and source markets into consideration. Market research data is not included and the related research is not included as a necessary measure. Besides, the term 'ecotourism' is not clearly described and guidelines for sustainable ecotourism are not bindingly specified.

5.3 Ecotourism in government policies in Indonesia

There are numbers of national development plans and official documents that state the commitment of Government of Indonesia in developing sustainable ecotourism sector. For example, the National Development Plan 2005-2025, Tourism Act, Law no.10 Year or 2009 clearly points out the Indonesian Commitment to Ecotourism & Sustainable Tourism Development. The Indonesian government also committed to accelerate sustainable tourism (ecotourism villages), the development of homestays or ecotourism villages. The Government Regulation PP No. 36/2010 constitutes the implementation of natural tourism in wildlife sanctuaries, national parks, forest parks, and nature parks. This Government Regulation PP No.36/2010 provides additional regulation on the use of nature tourism in wildlife sanctuaries, which was not stated in the previous Government Regulation (PP No.18/1994).

Other information sources in this context are:

- Republic of Indonesia Government Regulation Number 36 Year 2010 concerning Procedures for Implementing Natural Tourism Exploitation in Wildlife Reserves, National Parks, Grand Forest Parks, and Nature Recreation Parks;
- Regulation of the Minister of Forestry of the Republic of Indonesia Number P.48 Year 2010 concerning the Exploitation of Natural Tourism in Wildlife Reserves, National Parks, Forest Park, and Natural Recreation Parks jo Regulation of the Minister of Forestry of the Republic of Indonesia Number P.4-Menhut-II-2012;
- Regional Regulation of Lampung Provincial No. 2 of 2012 Regional Tourism Development Master Plan (RIPPPDA Lampung Province in 2012).

6 STAKEHOLDER INTERVIEWS IN THE TWO PROJECT REGIONS

The interviews were conducted by Mr. Nurdin Razak, local Consultant in Indonesia between July 6th and 19th 2020, who visited both regions – GLNP and WKNP. The following is the synopsis of the field visits. Annex 1 and Annex 2 - Field reports and photos provide more details of the visits and interviews.

In both destinations – GLNP and WKNP, tourism organizations are established. The Tangkahan Ecotourism Association was established in 2000 with the aim to reduce unemployment in Namusialang Village community, while Braja Harjo Sari Village Tourism Organization/ Pokdarwis was established in 2013. These organizations are founded at village level but usually have no own budgets. Activities normally include arrangements of conventional tours, management of homestays, car rental services or basic training such as tour guiding training and production of souvenirs. The organizations are not active in networking, destination management or marketing.

Terms such as 'organic farming', 'ecotourism' or 'agro tourism' were often mentioned during the stakeholder interviews. Villagers in both AHPs perceive the potential of tourism development mainly related to the cultivation and sale of their agricultural products or certain processed products such as homemade tofu. Crops, vegetables and fruits that they grow are mainly local oranges, guava, dragon fruit, eggplant, watermelon, tomatoes or lettuce. Although there are no binding criteria or a common

certification system for organic farming, some producers would like to develop agro tourism with organic products. Since most agricultural products are sold at local markets, villagers hope to get better prices if they sell their products to tourists. Some homestays prepare food for their guests or offer cooking courses.

Women play a key role in the tourism value chain since they are working in the kitchen, producing souvenirs and preparing/ cleansing accommodation facilities, while tour guiding is purely a man's job.

There are no statistics such as visitor arrivals, source markets, length of stay, daily expenditures etc. available. The administration of the protected areas does not perceive that collecting such data is under their responsibility, although the records of admission tickets provide a first basis for further planning of tourism in the protected areas.

No concrete / binding requirements or guidelines and mechanisms is found to monitor and control tour operators/ employees and tour guides in both national parks. According to the findings of the local expert there are currently no other projects that are supporting tourism development in both regions by international donor organizations. However, there are some international funds supporting nature conservation and research projects, especially in regards to orangutans.

As tour guides reported, they observed some positive impacts of tourism which helps to improving livelihood conditions. For example in some villages, the awareness to preserve nature and to keep the villages clean is observed to be higher because of tourism development in these areas.

In Braja Harjo Sari Village locals understood that nature attracts tourists and hence is a good source for income generation. Hence, villagers organized regular clean- up activities and started planting herbs and trees. They are also friendlier and open minded to visitors and proud of what they achieved. Some of the homestays operators even worked together in establishing a tourist information center and developing tourist maps for dissemination.

7 TOURISM OFFER AND PRICES

Tourism is mostly understood by villagers as an important part of the local economy, beyond agriculture, palm oil (Tangkahan) and rubber plantation (Braja Harjo sari and Labuhan Ratu7).

If tourism is to contribute to the local economy by direct income generation, the first step is to get an overview of the existing service offers and prices. This allows to roughly estimating how expensive a destination is for different target groups and how much these groups are willing to spend additionally from their available travel-budgets. This is a particularly important factor for tourism developing planning which has direct impact to local income generation. Specifically, the following prices as elaborated below, which tourists first have to pay before they spend money on further expenditures:

Entrance fees

Fees must be paid to enter both national parks. The fees are not particularly high and it can be assumed that they do not affect the daily expenses of tourists.

National visitors have to pay an entrance fee of Rp 5.000 (during weekdays and Saturday) and Rp7.500 (during holidays and Sunday), which is considered quite affordable for local tourists. International tourists would need to pay Rp 150.000 during the week and Rp 225.000 (holidays and Sunday). This is also relatively cheap for international tourists, even though tourists from Germany, for example, may not be used to paying entrance fees for national parks.

Accommodation

Accommodation and gastronomy are the most offered tourism services in both destinations. The information below gives an overview of numbers of accommodation offered by service providers in GLNP and WKNP which does not include few luxury lodges that are found in both national parks:

Tangkahan (GLNP)

- 20 homestays, 4 with 10-12 rooms, the rest 2-5 rooms;
- In total 150-160 beds can accommodate approx. 200 guests max.;
- Room rates/ average between Rp 150.000 to 300.000 (without breakfast).

Bukit Lawang (GLNP)

- Approx. 100 – 120 accommodation facilities e.g. guesthouses and lodges with 15 to 30 rooms;
- In total 1.500 to 2000 beds;
- Room rates between Rp 50.000 to Rp 1.000.000 (without breakfast).

Braja Harja Sari and Labuhan Ratu 7 (WKNP)

- Braja Harjo sari village has 12 homestays with total 12-15 rooms;
- Room rates between Rp 150.000 to Rp 200,000;
- Labuhan ratu village has 11 homestays with 11 - 15 rooms.

Tours and other offers

Tourism products offered are primarily tours (e.g. trekking in Gunung Leuser, elephant riding, trekking and birdwatching tours in Way Kambas), accommodation and gastronomy (incl. some cooking courses). More diversified products could not be identified during the field visits.

The price range for a national park tour is:

- A day trip/ orangutan trekking: Rp 700.000 per person (incl. entrance fee);
- Elephant riding and feeding in Tangkahan: Rp 650.000 – Rp 850.000;
- Braja Harjo Sari and Labuhan Ratu (WKNP): Rp 250.000 per pax without entrance fee.

8 CURRENT INCOME GENERATED BY TOURISM

As reported by locals, the average income in tourism jobs is:

- Tour guides in Tangkahan, Bukit Lawang and Braja Harjo Sari and Labuhan Ratu: Rp 200.000 per day;
- Drivers: Rp 150.000 per day;
- Staff in restaurants and in tourism in general, monthly income in Bukit Lawang and Tangkahan: Rp 1.000.000 – 2.000.000;

The salaries paid in tourism are therefore quite attractive. With regard to the overnight accommodation offers, the picture is quite diverse:

- In Tangkahan, 1/3 of the homestays have an occupancy rate of approx. 90%, the rest has around 50%. The income generated by homestays (depending on their size) amounts, for example, in Tangkahan Rp 5.000.000 to 20.000.000 per year;
- In Bukit Lawang, 90 % of the accommodation is fully booked during the peak season, which lasts from August to November. Approx. 500 – 800 local visitors come during the week, this figure increases up to 2000 and more local visitors at the weekend. Thus, although the occupancy rate is seasonally limited, it is still relatively high in general.

9 SWOT ANALYSES

Findings of WKNP SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> - Good potential for eco-tourism, especially for international / western source markets - A broad range of different ecosystems and habitats with a number of flagship species - Elephant and the rhino sanctuaries are strong attractions - WKNP is an important/ interesting bird area - The park is easily accessible within 4 km. There is a sealed road leading to the main gate which is accessible by vehicles up to the size of a bus. 	<ul style="list-style-type: none"> - Lacking quality standards (e.g. accommodation, gastronomy, tour guiding) - Lacking product diversification - Waste problem - Overtourism - not species appropriate treatment of elephants - Illegal activities such as hunting and fishing and pollution upstream the river along part of the boundary endangering nature and landscape - Little awareness of the importance of conservation - No organized management of tourism (e.g. tourism plan) - Tourism is locally not well supported - Revenues of the park by tourism do to fund conservation work in the NP - No market data/ target groups, expenditures, source markets and trends
Opportunities	Threats
<ul style="list-style-type: none"> - Improvement of destination management and skills, image/ brand - Training and improvement of tourism skills - Unique biodiversity provides synergetic opportunities for research, recreation and eco-tourism - Development of strong more diversified ecotourism products and locally produced souvenirs in specific design and quality (incl. sustainability criteria and certification) - Visitor centre for awareness raising and better visitor guiding, incl. income opportunities (e.g. gastronomy, small souvenir shop) - National park partner businesses (e.g. homestays) to strengthen product quality and image - Product development and diversification (e.g. ecotourism incl. events, local produce, thematic hiking tours, product mix, Yoga, join scientific projects etc.) 	<ul style="list-style-type: none"> - Destruction of the natural resources as income source for ecotourism by forest fires, illegal logging and hunting, palm oil plantations, mining and other not sustainable (and illegal) use of the protected area, which may even increase due to lacking income opportunities - Mass tourism and lacking management/ implementation of sustainable tourism - Climate change and alien species - Terrorism and safety issues - Ongoing pandemic events

Findings of GLNP SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> - Good potential for eco-tourism including international eco-tourists (also esp. western source markets) - World heritage site, biosphere reserve, with global priority sites (increases interest among tourists) - Broad range of different ecosystems and habitats - It has a number of flagship species, well known for orang utans - The elephant centre and orang-utan area are strong visitor attractions - There are high levels of biological diversity - Spectacular landscape and atmosphere/ green, nature biodiversity, wilderness character/ adventure - Cultural and indigenous communities around the region - Important/ interesting bird area - There are already some initiatives to develop eco-tourism which have been operating for some time (on site experience) 	<ul style="list-style-type: none"> - Lacking quality standards (accommodation, gastronomy, tour guiding) - Non certified tour guides, unprofessional behavior and treatment of wildlife - Lacking product diversification and –quality - Waste problem - Overtourism - Illegal activities such as hunting, fishing, logging - Little awareness of the importance of conservation - No organized management of tourism (e.g. tourism plan) - Tourism is locally not well supported - Revenues of the park by tourism do to fund conservation work in the NP - No market data/ target groups, expenditures, source markets and trends
Opportunities	Threats
<ul style="list-style-type: none"> - Improvement of destination management skills, image/ brand - Training and improvement of tourism skills - Unique biodiversity provides synergetic opportunities for research, recreation and eco-tourism - Development of strong and more diversified ecotourism products and locally produced souvenirs in specific design and quality (incl. sustainability criteria and certification) - Visitor centre for awareness raising and better visitor guiding, incl. income opportunities (e.g. gastronomy, small souvenir shop) - National park partner businesses (public private partnerships, e.g. homestays) to strengthen product quality and image - Product development and diversification (e.g. ecotourism incl. events, local produce, thematic hiking tours, product mix, specific target group offers such as Yoga tours in nature, joint research projects etc.) 	<ul style="list-style-type: none"> - Destruction of the natural resources as income source for ecotourism by: - Forest fires - Climate change and alien species - Illegal logging and hunting increasing due to lacking income opportunities - Palm oil plantations, mining, environmental pollution, illegal housing and farming - Mass tourism and lacking management/ lacking implementation of sustainable tourism - Terrorism and safety issues - Ongoing pandemic events

10 SUMMARY OF FINDINGS

Both protected areas face almost similar challenges in the context of tourism development. Although GLNP has more international audience, it does not have significant impact in ecotourism development nor livelihood improvement of the adjacent communities in GLNP. Both AHPs need to raise their profile and develop a variety of products in line with market requirements in order to generate higher income from tourism.

It is advantageous that it is the official goal of the Indonesian government to promote ecotourism. However, the terminology ecotourism is to be clarified precisely by definition and formulation of relevant criteria according to UNWTO. This is relative crucial because unclear directions, guidelines as well as necessary actions i.e. law enforcement will cause further degradation of natural areas. This will in the long term, not only endanger the livelihood of the local population but also the possibility of generating income for local population through nature-and ecotourism. Therefore, it is also important that public authorities recognize that successful development of tourism in protected areas will need priority focus on nature conservation. This requires not only knowledge, but also strategic planning and above all regional cooperation for its implementation. Unfortunately, such awareness and capacity are lacking and limited in both AHPs.

It is also to be noted that there are sporadic activities ongoing to stimulate tourism such as simple construction measures, and declaration of certain villages as tourism villages. However, it is questionable whether these are suitable and sustainable. Further findings can be summarized as follows:

Local stakeholder level

- The terms ecotourism and agro tourism are perceived as same meaning / background. Villages perceive that homestay offers will increase sale of local agricultural products (e.g. home-made tofu and non-processed products) by selling produce to tourists;
- Tourism is understood as good income opportunity. Employees in this sector can earn between Rp 5,000,000 to 20,000,000. Villagers are often not aware that nature is the attraction and needs to be protected for tourism development;
- Awareness of providing quality tourism facilities (e.g. eco-lodges with international standards) and targeting higher income groups is very low;
- Stakeholders have little knowledge on business planning and to improve the standards and quality of services they are providing;
- Local stakeholders are interested to develop / invest in ecotourism but do not know how;
- Local tourism associations are established but are not active in networking, ensuring quality tourism services, destination management and marketing;
- Market knowledge such as tourist data, demand, markets source, trends, pricing is lacking especially to attract higher income groups;
- Limited availability of qualified village tour guides to serve demands of international visitors.

Destination - AHPs

- The potential is not fully exploited. For example, there is lack of high-quality and high-priced offers for international tourists;
- No official guidelines and minimum standards to be adhered for accommodation and tour guiding available;
- Current target groups are composed of low-medium income groups and those have little awareness on nature appreciation i.e. 'selfie tourism';
- Local tourists are rather interested in picnic (with low expenditures at destination level/ Rp20,000 to Rp 35,000 per person and day) than in exploring nature and wildlife;
- A big share of income (approx. 75% of packages sold) generated through tourism is earned by tour operators from outside (e.g. Medan);
- Low diversification/ product level: arrangements for conventional tours (elephant riding etc.), homestays (basic), car rental services, tour guiding (e.g. visit orang utans), souvenirs (local products without specific design for tourists);
- Short term visits: mostly day trips for both international and national visitors;
- Low quality of services and facilities e.g. tour guiding hospitality services, accommodation for high income group (including local and western/ eastern markets);
- Production of souvenirs is rather basic in design, limited locally produced souvenirs are available;
- Conflict between NP and local guide organisation in Bukit Lawang – issue of tour guide licensing with 300 certified guides who are mainly composed of non-local guides remains unresolved.

11 JUSTIFICATION OF THE RECOMMENDATIONS

The aim of the following recommendations is to contribute to sustainable ecotourism development in the two AHPs in order to improve the livelihood of the local people.

All proposed interventions are based on the approach that the protection of environment and nature needs to be ensured as basis to increase income of locals through more qualified and diversified sustainable tourism offers. As already mentioned above, an intact environment and the conservation of the species and landscape which are the primary attraction for tourists, is a prerequisite for sustainable ecotourism.

In sustainable tourism the target groups are much more demanding and do expect **a clear commitment towards sustainability¹ along the whole value chain**. This means that all product components must be credible regarding sustainability. If one product component does not fit into this whole context, it can spoil the entire product. For instance, scattered rubbish found in a nature tourist destination, ill treatment of species or low quality of a guided tour will hamper the entire product. Hence, it is not enough to only train tour guides, the other parts of the tourism value chain like accommodation quality and the protection of the natural resource like species and the landscape, the avoidance of illegal activities like offering game meat to travelers etc. must be part of the onsite-training as well.

At the end, all parts of the tourism value chain must be coordinated since they together form the product and reflect the entire destination. Therefore, this requires not only a corresponding awareness about all aspects of sustainable tourism, but also a high degree of cooperation at regional level.

¹ The ASEAN Ecotourism Standard for Accommodation (AESa) in Annex 3 can be used as a guideline for sustainability of the ecotourism value chain.

Enhanced awareness on environmental protection and sustainable use of resources will create a win-win situation by improving both living conditions at local level and the visitor experience of tourists.

The sustainable use of locally available resources, from the design and construction of buildings for tourists and interior decoration (eco architecture), the use of local materials and consideration of traditional building methods up to sustainably prepared food, good waste management practice, recycling, wastewater treatment and energy efficiency (including renewable energy), is an important factor to ensure the success implementation. Once villages started to implement more environmentally friendly practices, this is not only beneficial for tourism development but also improves the quality of living of the villages and, at the same time, contribute to the protection of natural resources (including climate change mitigation).

Development of product diversification and innovation is another crucial factor to ensure sustainable ecotourism development. Nowadays, ecotourism that exemplifies nature conservation and scientific work becomes increasingly important and such combination has been implemented successfully in other places. For example in Borana, Kenya tourists are offered to spend time with the Rangers in a nature protected area. This experience-intensive offer is particularly popular with tourists from the high-price segment. Another example is a private nature reserve in Grootbos (South Africa), where tourists can join activities of scientists in the field of botany and zoology. Tourists can also visit social projects, such as a village vegetable garden, a school for AIDS orphans, and a soccer club with local youths, established by the Grootbos Foundation. All these offers are very popular with tourists. The specialty of such product offers is no longer limited to appreciating one animal species but the experience of species protection and the life of the animal, including diving into the life of surrounding local communities. The product offer may compose of one day or more days with experiencing the work and life of rangers and / or experiencing the work of a particular scientific project in the protected areas. However, to plan and organize such product offer, following requirements are prerequisites:

- Close co-operation with rangers, scientists and conservation projects in all ecotourism activities;
- Requires background knowledge and exciting facts about nature and specific species, whereby tours are conducted sustainably and according to scientifically proven criteria in order not to endanger species and the environment;
- Professional tour guides and
- professional facilities/methods for providing information

Sustainable tourism development often helps to introduce renewable energies, environmentally friendly infrastructures, good hygienic practices and medical care in remote regions. Moreover, it also creates job opportunities to local communities and can increase income (e.g. by saving energy, waste, water or transport costs for fruits and vegetables) and also contribute to enhance the visitor experience and thus extending the duration of stay of tourists. In addition, developing regional identity by emphasizing the historical/ traditional architecture and culture will improve livelihood conditions and create more jobs (e.g. traditional architecture = more labour intensive).

Based on the above analysis, there is a particular need for action in the following areas as **pre-condition for ecotourism development** activities in the destinations:

- I. Awareness raising of environment and nature conservation in the context of tourism development
 - with the aim to protect natural resources as basis of livelihood improvement and as income source through tourism.
- II. Development of skills to enable locals (esp. national park staff) to offer products in better quality, more diversification and to extend visitor stays
 - with the aim to generate higher income for local communities.

- III. Support of co-operation among local stakeholders in establishing a common platform for knowledge and best practices exchanges in order to create synergy effects and agree on common activities
- with the aim to advance developments in a targeted and strategic way.

To develop sustainable ecotourism at local level, it is recommended to:

- Explore ways to extend the length of stay of tourists in a destination. For example, instead of offering a three hours trip, full day or more day trips could be developed to increase environmental experience and awareness and, at the same, time creating better income options for locals (e.g. tour guiding, camp sites, maintenance of hiking trails, waste management, food and beverages, transport of luggage). Additional offers such as market visits (e.g. in Bukit Lawang) can be considered;
- Development of diverse products and product combinations (e.g. combination of eco and adventure trips, such as trekking, rafting, cycling etc.) that attracts tourists and provide additional job opportunities to local communities.
- Improve local destination facilities in terms of standards (e.g. room size, natural illumination and ventilation, avoidance of waste, energy efficiency, local products, hygienic equipment etc.) and service quality (service awareness, skills, languages etc.)
- Create ‘tourism and service awareness spirit’ among villages which have potential to become tourist destinations and are willing to develop into this direction;
- Introduce special tours (flora, fauna, adventure, themes and storytelling etc.) that will require additional local services. The services could be integrated into local municipalities’ development activities;
- Development of local products and quality souvenirs e.g. organic soap and shampoo, wood carvings and species (e.g. tiger, rhino, elephant). This will strengthen local identity and generate additional income at local level.

To enable successful development and implementation of sustainable ecotourism, the following activity fields for interventions are recommended:

I. Strengthening regional cooperation

Support of local tourism associations and identification of motivated/committed stakeholders in the fields of tourism, nature conservation and environmental protection through

- Awareness raising: organization of local, regional and international study trips and meetings on specific tourism-related topics;
- Institution building and fund raising;
- Establishment of round table to engage all stakeholders including public and private sectors;
- Establishment of common website and development of promo materials for public dissemination.

II. Enhancement of product diversification and quality

- Public consultancy and training measures (on the job) in the field of product development and quality enhancement in ecotourism
- Training for the accommodation-, gastronomy, tour operating and tour guiding segments;
- Development of criteria checklists and certification systems;

- Training for product development in accordance to target groups.

III. Improve tourism infrastructure and visitor experience

- Development of a concept for visitor interpretation centers for each destination/AHP that should be equipped with snack bar, souvenir shop and room for film screenings;
- Clarification of financing and operation, exhibition concept and exhibits, selection and preparation of topics, installation and technical equipment;
- Development of design concepts for sustainably produced local souvenirs and an operator concept for the shop area;
- Development of a concept for sustainably produced snacks and beverages in the snack bar area;
- Development of a concept for energy efficiency, waste avoidance and recycling as well as waste water treatment (including associated learning boards and objects);
- Organization of a planning competition with special consideration of environmental aspects, local/ traditional construction methods and materials;
- Coordination of contracting services and construction supervision.

IV. Awareness raising of environment and nature conservation in the context of tourism development

- Promotion of initiatives at village level with special emphasis on youth and children for the protection/preservation of the local culture, environmental protection and nature conservation;
- Establishment of a steering committee and a competition jury (can be done through collaboration with youth groups and schools);
- Development of themes and related fields of action and catalogues of criteria;
- Organizing competitions for individual players and villages;
- Award ceremonies and PR.

12 RECOMMENDATIONS FOR INTERVENTIONS

12.1 Preliminary remarks on the proposed interventions

The proposed interventions listed below are not intended to replace the need for developing project proposals, but should give suggestions on possible topics and challenges and show how these could be developed in a strategic way. They also should stimulate the discussion and inspire the respective proponents in preparing project applications.

The criteria for the recommended interventions are:

- Easily to be implemented (in terms of budget, efforts and available capacities);
- Visibility;
- Creating an atmosphere of participation and ownership;
- Theoretical training;
- Practical training (learning by doing).

Ultimately, it is highly recommendable that applications for the small grants program should be developed in close cooperation with local stakeholders in order to include their wishes and ideas, which will facilitate acceptance and implementation of measures. All measures proposed are relevant to both AHPs as the issues and challenges are very similar although in some cases, they may differ in terms of volume because GLNP covers larger protected areas.

12.2 Recommendations for short term measures

(Remark: Short term measures are interventions which could be started immediately or within the next 1-6 months)

Intervention 1a	Priority: High, short term*	Cleaning up activities
Background: The local villages (possibly also with the support of administrations at provincial level) will be introduced to the waste problem topic and stimulated to start cleaning up activities. Waste avoidance and recycling will be also presented to the participants of this intervention.		
Step 1: Development of a poster series and flyers about waste and problems, which are caused by littering (e.g. pollution of plastic bottles, cigarette butts, construction waste, electric waste etc.)		
Step 2: Awareness raising, up to three meetings each village, implementation of a workshop		
Step 3: Co-ordination of cleaning up activities (waste will be sorted and recycled, if possible), village event (e.g. 'environmental day' with performances, quizzes, children's painting competitions) and award ceremonies (e.g. best waste collector')		
Step 4: Documentation of results, video, press releases etc. and debriefing workshop		
Estimated budget:	Up to EUR 5,000 (each destination, approx. 5 villages participating)	
Estimated time frame:	4 months	
Expected results:	Increased environmental awareness among villages and knowledge of the negative and very long-term and dangerous effects of waste in nature lead to cleaner, more attractive and healthier villages.	
Indicators	Education material produced and distributed 10 workshops conducted Minimum 3 villages in each AHP/region (GLNP/WKNP) participating	
*easy to implement, fast visible results		

Intervention 1b	Priority: *high, short term	Trainings language skills
Background: A lack of foreign language skills is an obstacle to better assessing the needs of foreign target groups. Moreover, it is difficult to obtain information and orientation on the Internet (e.g. other destinations, knowledge gathering and exchange of experiences). Therefore, basic language skills, especially English, with a focus on tourism should be taught (e.g. accommodation service providers, gastronomy, destination managers etc.).		
Step 1: Selection of trainees (trainees should apply for language courses)		
Step 2: Language courses for beginners and advanced trainees		
Estimated budget:	EUR 15,000	
Estimated time frame:	2.5 months approx. 10 courses (each 3 weeks)	
Expected results:	Basic language skills for beginners	
Indicators	At least 50 people participated in language courses (both regions)	
*easy to implement, fast visible results		

Intervention 1c	Priority: *medium, short term	Trainings village upgrading
Background: The aim of this measure is to create a culture of welcome for tourists in the villages, thereby improving the living conditions of the local population. This also includes environmental protection training incl. activities such as removal of alien plants, the support of local handicraft, introduction to renewable energy technologies (instead of noisy and air polluting generators) or waste management. To reactivate traditional architecture and related skills are also topics of this intervention.		
Step 1: Fact finding mission, development of a criteria catalogue, selection of villages		
Step 2: Village workshops, discussion of options for improvements (e.g. gardening, tree planting, outdoor exhibits, signing and visitor information)		
Step 3: Selection of villages		
Step 4: Trainings and implementation of showcases/ best practices, formation of interest and action groups on specific topics (e.g. traditional building methods, culture and events, medicinal plants etc.), development of strategies for further implementation		
Estimated budget:	EUR 15,000- (each village, depending on size)	
Estimated time frame:	6 months	
Expected results:	Villagers learned how to improve their villages by own resources and capacities, including local traditions and knowledge	
Indicators	2 villages per region have implemented at least 6 different measures each	
* easy to implement, fast visible results, but selection of partners and briefings will take some time Medium priority since basic quality of the tourism product/ related services to be developed first		

12.3 Recommendations for medium term measures

(Remark: Medium term measures are interventions which could be implemented within the 6 months -24 months)

Intervention 2a	Priority: *medium high, short term /1 st phase)	Training hospitality services for homestay owners
Background: The aim is to improve the quality of service in general and to diversify the range of services on offer (e.g. for specific target groups such as walkers, cyclists, certain nutritional needs, the disabled or similar) in order to increase local revenues. Quality standards for accommodation service providers will be discussed and developed during this intervention.		
Step 1: Common workshops and training needs analyses		
Step 2: Development of training content, strategies and quality criteria		
Step 3: Selection of trainers and trainees		
Step 4: Implementation of trainings (both theoretical, but also mainly on the job) in selected businesses (homestays, guest houses, eco-lodges etc.), incl. practical test and certificate		
Step 5: Monitoring and evaluation		
Step 6: Documentation (e.g. websites, social media, photos and videos		
Estimated budget:	EUR 25,000 Euros (per destination)	
Estimated time frame:	9-12 months	
Expected results:	Increased accommodation quality and service skills/ mentality	
Indicators	At least 15 businesses (per destination) have participated and where evaluated positively (improved their business in terms of quality and product diversification)	
*the success of the measure depends on other basic interventions (e.g. language skills, waste management. If the other basic interventions are not well implemented, it will affect the quality of hospitality. It can be implemented in several steps, first basic trainings, then advanced trainings.		

Intervention 2b	Priority: *high, medium term	Training ecotourism tour guiding (tour guides)
Background: In addition to the ability to convey contents interesting for different target groups and needs, tour guide training also includes language qualifications, psychological skills and comprehensive knowledge in the areas of environmental protection and nature conservation. Ecotourism training will be one of the focal areas of this intervention (ecological knowledge but also correct behaviour when dealing with tour groups in nature). Other aspects are safety and security, legal knowledge, first aid, etc.).		
Step 1: Training needs analyses (existing trainings and certifications, existing offer and skills		
Step 2: Development of training content, strategies and quality criteria		
Step 3: Selection of trainers and trainees		
Step 4: Implementation of trainings (both theoretical, but also mainly on the job) in selected businesses (tour operators etc.), incl. practical test and certificate		
Step 5: Monitoring and evaluation		
Step 6: Documentation (e.g. websites, social media, photos and videos		
Estimated budget:	EUR 25,000 (per destination)	
Estimated time frame:	12 months	
Expected results:	Capacity of tour guides in sustainable ecotourism is increased and are interested in promoting sustainable ecotourism	
Indicators	At least 35 tour guides (GLNP), 15 (WKNP) have successfully participated in trainings	

Intervention 2a	Priority: *medium high, short term /1 st phase)	Training hospitality services for homestay owners
*As eco-destination, quality in tour-guiding is of highest importance (main product to attract higher income groups). This measure needs time for preparation, selection of participants, awareness raising for quality in tour guiding.		
Intervention 2c	Priority: *medium, medium term	Product development and diversification
Background: Tourism products are not much developed and diversified which, at the end, leads to a destructive price competition, which decreases local income. For example, to explore and/ or join nature conservation and/ or scientific projects is an increasing activity offered in ecotourism. Hence, the involvement of locals in biodiversity management and scientific projects will be also part of this intervention. This includes site visits and learning sessions with local villagers and NGO's in nature conservation (esp. orang utan protection).		
Step 1: Fact finding mission, detailed analysis of existing tourism products and their value chain		
Step 2: Online survey with international tour operators to identify their demand for products		
Step 3: Product development workshops with local tourism service providers and tourism associations, with online media/ selected international tour operators, ideas competition and awarding for most sustainable and innovative product ideas		
Step 3: Website and online marketing		
Step 4: Trainings and implementation of practical exercises and product testing		
Estimated budget:	EUR 60,000 Euro (each region/AHP)	
Estimated time frame:	6 months (introduction) – 12 months	
Expected results:	Improvement of local tourism offer and income through tourism	
Indicators	At least three products in different segments are sustainable and marketable	
*Medium priority, because: first need to develop and improve the quality of core product (ecotourism/ tours) before diversification/ development of additional products. The selection of partners and briefings will take some time.		

12.4 Recommendations for long term measures

(Remark: Long term measures are interventions which can be implemented in a longer term period. They could be started immediately or within the next months, but would need 1-5 years or even permanent accompanying measures for further improvement.)

Intervention 3a	Priority: *high, long term	Study trip tourism decision makers and stakeholders WKNP and GLNP
Background: If planned and prepared well, a study trip offers a very good basis for imparting knowledge and establishing important cooperation and marketing contacts in source markets		
Step 1: Concept for the study tour which include strengthening of regional cooperation and enhancement of product diversity (1.5 weeks incl. travel) to Germany		
Step 2: Agreement on participants (who need to apply to join the tour and explain, how they intend to distribute their gained knowledge)		
Step 2: Agreement on details (with participants) and elaboration of the study tour program		
Step 3: Agreements in Germany, bookings, translator etc.		
Step 4: Visa issues, health, insurances etc.		
Step 5: Study tour, daily debriefings		
Step 6: Reporting and documentation		
Step 7: Final workshop, discussion of results, responsibilities and further procedure.		
Estimated budget:	EUR 35,000 (with max. 11 participants)	
Estimated time frame:	12 months	
Expected results:	Good skills in sustainable ecotourism development, destination management, product development, diversification, marketing, distribution	
Indicators	At least 8 tourism stakeholders (incl. decision makers) distributing their gained knowledge and new contacts/ networks in their destinations	
*High priority, because awareness raising and common understanding what is possible and what not, understand by practical examples that good practice is not always depending on investments and on infrastructure, but on small and innovative activities. Teambuilding aspect in the group at the beginning of the activities also of high importance! The measure may depend on the actual pandemic situation, probably only regional study trip possible.		

Intervention 3b	Priority: *high, long term	Tourism masterplan WKNP and GLNP
Background: At present, there is no tourism strategy available for both parks and surroundings. Strategy should be understood as participative and integrated stakeholder awareness raising and decision making process and not as 'paper work'.		
Step1: Stakeholder workshops (including all stakeholders in and outside the regions which are involved in tourism, nature conservation, scientific research projects, NGO's)		
Step 2: Market research (source markets, target- and lifestyle groups, expectations and estimated daily expenditures, newest statistics and trends in ecotourism etc.)		
Step 3: Elaboration of sustainable ecotourism development potential		
Step 4: Recommendations for implementation, management structure and financing, marketing and distribution, pilot measures		
Step 5: Pilot products responsibilities, budgets and time schedule		
Step 6: Certification system for tourism businesses		
Step 7: Involvement and benefits for local population around the protected areas		
Step 8: Final workshop, discussion of results, responsibilities, budgets and further procedure		
Step 9: Official binding agreement on tourism masterplan for national park and surroundings		
Step 10: Documentation, press conference, press releases		

Intervention 3b	Priority: *high, long term	Tourism masterplan WKNP and GLNP
Step 11: Support local stakeholders in the early implementation phase (measures above)		
Estimated budget:	EUR 100,000 (GLNP), EUR 60,000 (WKNP)	
Estimated time frame:	12 months	
Expected results:	Strategic development concepts/ sustainable development of tourism	
Indicators	Two masterplans agreed with local administrations, government, stakeholders and relevant NGO's	
*High priority since tourism development needs to be defined in a strategic way, incl. decision making process with local stakeholders (plan which is rather understood as procedure than as scientific study). This is a participatory process, data gathering and agreements can be time consuming.		

Intervention 3c	Priority: *High/ long term	Destination management
Background: Local stakeholders and especially decision makers need a moderated process and support from outside (e.g. long-term consultant) and a common vision to develop tourism at destination level. This will also strengthen the cooperation between the public and private sector. The aim is to jointly discuss and agree on challenges and to solve problem in tourism, but also to develop a common brand for each national park region. Further, first market research activities will be trained and conducted by questionnaires and/ or online surveys. Participation and baseline data are the precondition and thus of highest priority to ensure strategic planning of tourism.		
Step1: Stakeholder analysis, stakeholder database		
Step2: Analysis of current needs/ themes to be discussed		
Step 3: Establish monthly meetings with thematic working groups (e.g. themes and USP in tourism, questions regarding law and tax regulations, safety issues, quality standards, arts and culture, souvenirs, local products and branding/ distribution, promotion and marketing, other activity fields)		
Step 4: Arrange monthly tourism meetings (each under one theme) at decision makers level		
Step 5: Monitoring of pilot measures and projects		
Step 6: Publish results of the meetings (newsletter, destination based website/ web-application)		
Estimated budget:	EUR 100,000 (per region/ AHP)	
Estimated time frame:	12 months	
Expected results:	Destination management process initiated in each region, strategic development and ownership (locals feel responsible)	
Indicators	2 destination management groups have been established, at least 15 stakeholders (public private) in tourism actively participating, achieved results are published in quarterly newsletter and website/ social media	
* High priority since strategic tourism development needs to be managed at destination level in which all stakeholders need to be involved (bottom up principle). This is a continuing activity that shall be implemented and improved by local stakeholders		

Intervention 3d	Priority: *medium, long term	Visitor experience/ visitor interpretation in surrounding villages of protected areas
Background: Establishment of a national park partner system where local businesses fulfil specific criteria (sustainability, information about and visibility of the national park and attractions, promoting the national parks and development of a visitor guiding and interpretation information panel with map in each village)		
Step 1: Data gathering existing and potential tourism attractions		
Step 2: Development of maps, graphics, photos, information about flora, fauna and specific attractions, such as for example caves, viewpoints, cultural heritage sites etc.		
Step 3: Visitor guiding concept (common design principles)		
Step 4: Technical design (standards), including construction and material, layout		
Step 5: Development of criteria for national park partner businesses		
Step 6: Identification of appropriate local partners		
Step 7: Training (how can the protected areas be and promoted in the tourism businesses (e.g. information leaflets, tours and special offers, natural products etc.)		
Step 8: Certification process, each official national partner gets a certificate and an official sign		
Step 9: Production and building of information panels nearby national partner businesses		
Estimated budget:	EUR 80,000 (each region/AHP)	
Estimated time frame:	8-12 months	
Expected results:	National partners with high awareness, promoting nature and sustainable ecotourism, sell local products, local and organic food and beverages, avoid waste, practice energy efficiency etc. and act as best practices for others	
Indicators	At least 4 national park partners are contracted (per region)	
* Medium priority because measures for basic quality and skills/ product quality (esp. accommodation and tour guiding sector) are needed first (belongs to the core product). The success of the measure will depend on engagement of villagers to establish co-operation with national park (as national park partners, such as shops, accommodation, gastronomy)		

Intervention 3e	Priority: *medium, long term	Concept visitor experience/ visitor interpretation center
Background: visitor interpretation centres will raise the awareness of tourists and submit general information (independently from individual tour guides and online sources) for different target groups (e.g. different languages, different age, locals and school classes etc.), and, at the same time, provide income opportunities (construction, maintenance, operation, small shop and snack bar etc.). However, a good concept (construction/ eco-design, local material, didactical concept incl. exhibits and display design, multimedia tools, shop and snack bar area, gardening		
Step 1: Preparation of an architectural design competition (incl. identification of location)		
Step 2: Selection of jury (professional architects and exhibition designers), evaluation of results		
Step 3: Use concept, management concept		
Step 4: Interior design concept and multimedia tools		
Step 5: Preparation of tendering documents (construction of building, exhibition, outdoor exhibits and gardening)		
Estimated budget:	EUR 60.000 (per region)	
Estimated time frame:	1 year	
Expected results:	Finalized and agreed concept	
Indicators	Concept delivered, tenders prepared	
*a proper design and exhibition concept will need time		

Intervention 3f	Priority: * medium low, long term	Implementation visitor experience/ visitor interpretation center
Background: see above		
Step 1: Completion of tendering process, supervision of construction		
Step 2: Incorporation of possible changes, completion of construction		
Step 3: Interior design and exhibition concept		
Step 4: Outdoor and gardening		
Step 5: Snack bar and shop		
Step 6: Tendering and contraction of snack bar and shop users		
Estimated budget:	EUR 100,000 (each region/AHP)	
Estimated time frame:	1 year	
Expected results:	Visitor attraction and additional source of income at local level, eco architecture and -design	
Indicators	2 visitor interpretation centers with souvenir shop and/ or snack bar opened	
*it is likely that the planning and construction process will not run smoothly, a good coordinator with expertise is needed		

Intervention 3g	Priority: *medium, long term	Local products and souvenirs
Background: The villagers do not know which local products tourists like to buy as souvenirs and how to develop such souvenirs (material or ingredients of food or remedies, quantity, quality, design, packaging etc.). Therefore, they must be instructed and trained by professional product designers. The Gunung Leuser Ecosystem for example has a high potential to develop Non Timber Forest Products (NTFP) such as bamboo, wild honey, dragons' blood (jernang) and many others, which could be another source of income for villagers. Certification of local products is needed, for which specific standards and regional brands must be developed.		
Step1: Fact finding mission, stakeholder interviews, especially with elder villagers who often have a lot more knowledge about traditional local products of any kind		
Step2: Study on local products/ souvenirs		
Step 3: Ideas competition with marketing experts and product designers (product design, packaging, umbrella brand)		
Step 4: Development of pilot products/ souvenirs and testing phase		
Step 5: Monitoring and evaluation		
Estimated budget:	EUR 15,000 (each region)	
Estimated time frame:	1 year	
Expected results:	Strong local products are environmentally friendly and healthy developed, generate income and strengthen local identity	
Indicators	3 souvenirs and 5 local products identified, material/ indigents, design, packaging and umbrella brand developed	
*Medium since it needs time to train locals to deliver expected quality (adapted to needs of tourists), also buyers (esp. higher income groups) need to be attracted first by higher quality tourism offers		

13 EXAMPLES FOR OTHER GRANTS / ADDITIONAL SOURCES OF FUNDING

Even if the support programs listed below would perhaps not all fit, the aim here is nevertheless to offer the broadest possible overview. It is often worthwhile to contact the person responsible for funding in order to obtain information about other funding opportunities.

Development Banks

InterAmerican Development Bank—FOMIN A [geotourism initiative](#) provides funding assistance to eligible small businesses in certain Latin American and Caribbean countries. See also [Safeguarding Tourism: “Do No Harm” and “Do Good”](#) (pdf) Natasha Ward: presentation on IDB lending for tourism-related programs, including the criteria that define “sustainable” and use of environmental impact assessments in deciding whether to support development projects.

[The World Bank Group: International Finance Corporation \(IFC\)](#) Part of the World Bank, IFC finances private-sector projects in the developing world, including those in sustainable tourism. Through the [Global Environment Facility](#), IFC also funds some small ecotourism projects as part of the biodiversity protection initiative.

Foundations

[Geotourism Development Foundation](#) John McKenzie’s initiative seeks to create partnerships between the tour industry and local social entrepreneurs in the developing world, funding projects that enhance the distinctive aspects of a place to the benefit of local residents and visitors.

[Planeterra Foundation](#) The G Adventures foundation seeks to empower destination communities to strengthen their well-being while promoting long-term, environmentally responsible growth.

[Tourism Cares](#) U.S.-based group awards grants to natural, cultural, and historic sites around the world.

[TreadRight Foundation](#) The Travel Corporation’s Foundation provides assistance for a limited number of places.

Donors and Investors

[Travelers’ Philanthropy](#). Center for Responsible Travel (CREST). Defines travellers’ philanthropy, gives specifics about company involvement, and how companies and tourists can give back.

[Impact Investing](#). (pdf) Robbie Bovino, The Nature Conservancy (TNC), describes “investments that promise measurable social or environmental benefits, along with a financial return”; which segments of tourism can benefit from impact investing, and examples of how TNC implements this concept.

Destination Philanthropic Funds

[Abercrombie & Kent Philanthropy](#) Helps with lives and livelihoods in communities where A&K guests travel. Funds community projects involving health, conservation, education, and enterprise.

[Oregon Travel Philanthropy Fund](#) is sponsored by Travel Oregon, which promotes tourism businesses that fund constructive nature and culture projects.

Crowdfunding

<https://de.gofundme.com>

Others

<https://www.nationalgeographic.org/funding-opportunities/grants/what-we-fund/>

<https://www.orangutan.org.au/project-summaries/>

https://www.rufford.org/projects/justus_mulinge_munywoki

https://sgp.undp.org/index.php?option=com_sgpprojects&view=projectdetail&id=14181&Itemid=0

<https://wildopeneye.wordpress.com/2020/04/17/small-grants-available-to-support-resilience-in-wildlife-communities-call-for-proposals-in-covid-19-response/>

<https://www.dai.com/our-work/projects/rwanda-strengthening-sustainable-ecotourism-and-around-nyungwe-national-park>

<https://oakfnd.org/grant-making>

<https://www.pbnf.nl/grantseekers/>

<https://destinationcenter.org/stewardship-resources-2-0/sources-of-funding-2-0/>

developpp.de

14 CONCLUSION

Sustainable ecotourism offers products that focus on the experience of nature and the protection of species. It is becoming increasingly important, whereas natural areas are increasingly shrinking worldwide. Already today, clear trends are emerging that ecotourism will soon be one of the high-priced tourism segments. This is even more interesting for destinations, as the demands on the tourist infrastructure are different from before. Luxury no longer means pampering at any price, but rather 'less is more' and 'back to nature'. However, a minimum level of comfort is expected, with sustainable construction and infrastructure becoming increasingly important.

Nature conservation is an absolute priority and basis for any ecotourism development. Only if the resource is protected can it be credibly used. Credibility is a key success factor in ecotourism, to which tourists are usually more demanding and critical in this aspect.

The proposed measures aim to initiate a process towards quality ecotourism. To this end, it is necessary to involve local actors in all steps and to raise their awareness in this direction. However, experience shows that such processes tend to take a long time. Setbacks have to be accepted, and at the end it is only possible with learning by doing. Getting involved with the local actors and to start with their capabilities, even at low level is often more promising than starting to implement sophisticated strategies and concepts that can easily overwhelm local stakeholders and thus paralyze development processes. Studies and masterplans are needed, but should be rather seen as tools to be used at regional level for decision makers (both public and private). However, they unfortunately disappear on the shelves of administrations.

Ultimately, it is not so much the order in which the proposed interventions take place that matters. Rather, preference should be given to those steps that show quick and visible results. It is important that they are supported by local stakeholders who recognize their importance beyond tourism as an economic factor only.

It is also important to give the concerned stakeholders a vision of the direction that what steps could be taken place at an early stage. Experience shows that a study tour is a very good way of doing this. The participants of such study tour will gain new insights and are able to assess their own situation and possibilities in a realistic way if the tourism destinations that they have visited are well developed.

The Covid-19 pandemic has paralysed tourism worldwide. It is not yet possible to predict when the industry will recover and how the reorientation will take place. Some nature destinations have already started to offer online experiences by rangers driving through nature reserves and telling their stories via video. This is, of course, the most sustainable form of travel, but people are unlikely to pay for it until they are not able to travel for a long time.



APPENDIX

ANNEX 1	FIELD REPORT
ANNEX 2	FIELD PHOTOS
ANNEX 3	ASEAN ECOTOURISM STANDARD FOR ACCOMMODATION (AESAs)
ANNEX 4	TRAVELIFE COVID-19 OPERATIONAL GUIDANCE KIT
ANNEX 5	EXPERTS' TENTATIVE WORK PLAN

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ANNEX 1:FIELD REPORT

Annex 1: Field Report

Conducted by: M. Nurdin Razak (Ecotourism National Expert)
Duration: 05 July – 20 July 2020
Location(s): (i) Way Kambas National Park - Bandar Lampung, Braja Harjosari Village,
RantauUdik Jaya II and Labuan Ratu 7 Village
(ii) Gunung Leuser National Park- Medan, Tangkahan & Bukit Lawang

1. Background

This field survey was conducted to gather necessary data for the short assignment “Potential SGP Investment in Sustainable Ecotourism for Gunung Leuser National Park and Way Kambas National Park”. It aims to enhance the understanding about patterns, spatial distributions and relationships of ecotourism activities at the local level. The field data collected aims to supplement the data gaps that were found from information gathered through secondary sources.

The results of field survey will enable the investigator to provide detailed analysis and recommendations of potential sustainable ecotourism interventions for both targeted AHPs as well as assisting the international specialist in recommending suitable SGP investment packages.

2. Methodology

To effectively gather primary data from the targeted groups, the following methods were adopted:

Field observations

The method was applied to understand local people's behaviour, habits, needs and social relations in their environment in particular their perspective of ecotourism and link between livelihood income and conservation of natural resources.

Interviews

Stakeholders that involved in ecotourism activity in GLNP and WKNP were interviewed. Questions of survey were prepared (attached in the report) for different stakeholders to gather the necessary information. The list of interviewees is attached for further reference.

References

This approach was adopted to gather relevant information in tourism research that has been conducted in Indonesia.

Online surveys and telephone interviews

The method was applied to gather direct information from tour operators in Jakarta regarding tourism product offers and their marketing strategies in GLNP and WKNP. Online research was conducted to collect feedback and visitors' experience in both AHPs.

3. Field Findings

3.1 Way Kambas National Park

Local community stakeholders

i. Braja Harjo Sari Village

- Local tourism organization/LTO (Pokdarwis) was established in Braja Harjosari Village in 2013;

- Limited activities were organized to promote tourism activities in the village. No professional guidance was provided to LTO in tourism management especially in networking with other relevant tourism organizations, tourist destinations management and diversification of tour packages;
- Capacity strengthening in destination management, networking, language, health and sanitation management, and basic data collection for tourism are crucially needed at local level. Without such capacity, Braja Harjosari village may not achieve its vision becoming tourism village. Thus may affect the development of ecotourism in WKNP. To become tourist village, it is foreseen to have strong will and commitment from LTO and the village for at least 2-3 years;
- From the interview conducted, the head of the village is not very enthusiastic in ecotourism development because of his different vision and mission;
- The LTO has not yet applied for / use the allocated village funds for tourism collaboration activities;
- Some of the villagers are involved in agrotourism and organic farming. Produce that are grown including local oranges, guava, water melon, dragon fruits and vegetables such as eggplant, tomatoes, lettuce and other leaves vegetables. The products are mainly sold locally for domestic consumption;
- Women participation in tourism activity is mainly in culinary, souvenir and accommodation services;
- Tourism activities and tourist visits especially in sub villages 7 and 8 increase awareness of villagers in protecting the environment, waste management, and playing an active role in providing culinary and other tourism services;
- Tourist data from LTO shows that domestic tourists dominate the tourism activities in Braja Harjo Sari.

ii. Rantau Jaya Udik II village

- There is no ecotourism development nor tourism villages (Desa Wisata).

iii. Labuan Ratu 7 Village

- Local Tourism Organization (LTO) of Labuan Ratu 7 Village was founded in 2018;
- Although Labuhan Ratu 7 Village is located near to Way Kambas National Park but tourism activities have not brought significant impacts to the local community. Little active engagement from the villagers in tourism. The atmosphere and villagers seem passive and less enthusiastic than those villagers in Braja Harjo Sari Village in welcoming tourists;
- Raising awareness and building community capacity are crucial to further initiate and develop a variety of tourism activities in the village;
- The type of tour package offered such as seeing elephants and forest trekking is rather relatively the same as the Braja Harjo Sari Village;
- No diversification of tourism products is observed;
- Village community activities are relatively the same as in Braja Harjo Sari but more passive;
- Women participation in tourism activity is mainly in culinary, souvenir and accommodation services as in Braja Harjo Sari Village;
- There is traditional batik industry in Labuan Ratu 7. The owner is the head of Labuhan Ratu 7 LTO;
- Other home industry in the community is soybean milk and tofu.

Local Organisations / NGO

Two local organisations are active in WKNP i.e. PILI Bogor and TFCA.

The activities of the organisations are conventional and limited innovation in livelihood product diversification. No market research for sales of products or other tourism interventions such as local souvenir products, tour-guiding, homestay management are found. For example, the soap liquid

training only focuses on making the soap without research on market demand, segmentation of market and how it will distribute.

Tour Travel operator

- Tour packages sold are dominated by elephant viewing packages;
- Limited knowledge and marketing strategies to offer tour packages through web sites and social media;
- An alternative tour package is offered - village tour to Braja Harjo Sari and Labuan Ratu 7 Village such as making soy milk, handicrafts, agro-plantations;
- During the Covid 19 pandemic, tour activities in the tour operators in Jakarta and Medan were paralyzed;
- Mix tour packages which offer city tours and several destinations near the city of Bandar Lampung and WKNP will be developed.

Local Universities

The current research and cooperation program in tourism sector does not fully contribute to the development of ecotourism in WKNP. Most of the capacity training provided is hospitality training such as guide training and tour interpreter which does not solve the gaps (i.e. destination management, marketing strategies etc.) that are found in LTOs.

General challenges:

- Lack of confidence of relevant stakeholders (e.g. local communities, LTO, tour operators) in developing new / diverse tourism packages;
- Local communities are not familiar to collaborate or network with other stakeholders. Little public – private partnerships are established to promote sustainable ecotourism;
- No tourism information center in Braja Harjo Sari Village;
- Weak distribution channels e.g. in the agro-tourism produce and lack of skill of value-chain management, quality control, capital and good transportation;
- Hygienic and low maintenance issues in public facilities and infrastructure e.g. public toilets, sign-boards, information for tourists;
- Tour packages offered by the LTO are more expensive due to additional charges from WKNP. Tourists are confused with the additional charges due to no / little explanation given by tour guide.

3.2 Gunung Leuser National Park (GLNP)

i. Tangkahan

- Tangkahan ecotourism organization (LPT) which was founded in 2000, has contributed to the significance reduction of unemployment in Namusialang Village community. The head of Namusialang Village in 2020 initiated local tourism activity, and provided new alternative tourism activities that targeted domestic tourists;
- E.g. village café, horse riding, 2 KM river tubing around the village;
- Domestic tourism is seen as a solution during pandemic;
- Before COVID 19, a total of 4,000 - 5,000 tourists per year with the most visitors from the Netherlands, Germany, Australia and France. As for the domestic tourists, a total number of 60,000 guests per year is recorded. During Covid 19, no international tourists are recorded, but a number of domestic tourists was recorded;
- Local people are not aware of the need of tourism product diversification;
- The produce of local agriculture is self-sufficient and marketed only at local level. No market development for the agro-produce outside Tangkahan;

- LPT Tangkahan plans develop agricultural products such as pineapple, orange, mango, rambutan, durian, chili, corn, cassava and Tomato;
- Promotion tools through social media e.g. @tangkahanecotourismofficial is limited and not very active. Tour packages are promoted through passive partners such as Medan Tour operator;
- Not many Tourism training programs provided by the Tourism Agency and Local Government. Available training e.g. Guide Training, Homestay management, ecotourism are held once to twice a yearly to interested participants from local homestay owner and young local people. There is no specific qualification requirement to participate;
- No training or capacity building on networking and digital marketing strategy is available;
- The National Park administration is not obliged to organize tourism activities in Tangkahan because the local governments should provide guidance and assistance to the locals;
- Waste management is not well managed in Tangkahan. It is observed that technical assistance e.g. waste management and cleaning up the littering is needed from government agencies;
- From the interview conducted, access road to Tangkahan which is bumpy, is often complained by guests;
- According to Ika Sitepu, former Head of LPT, community participation in ecotourism activities in Tangkahan is still dominated by men. The role of men is mostly as tour guides and potters while the role of women is as a trader, souvenirs makers, and involve in culinary services at homestays;
- There are no public facilities such as (parking, public toilets, and prayer rooms) in the Tangkahan landscape, the visitors use private land for parking area;
- CRU and Tangkahan Tourism Organization (LPT) work together to provide elephant tour services, elephant feed is purchased from the planting community;
- Based on interview with Ika, Tangkahan and Local Guide from Bukit Lawang, some of the tourists reject the elephant package.

ii. Bukit Lawang

- Bukit Lawang Local Guide Organization (BLLGO) has not been effectively in operation even though there is MOU between BLLGO and the national park.
- Diversified tourism products are still lacking in BLLGO. The main tour packages are trekking and orangutan. Tourism activities around the community in Bukit Lawang are very limited.
- The management in BLLGO only focuses on prohibiting guides feeding the orang utan. There is no concrete planning for tourism activities.
- The knowledge about orang utan is powerful value for the tourists and should be further empowered according to Eco interpreter.
- Land issue was raised by farmers Mr. Suhardi and Mr. Edy who are interested in developing herbal product e.g. Red ginger, lemon grass. Similar problem encountered in developing agro tourism in which locals do not have enough land to cultivate their products.
- The participation from the community around Bukit Lawang is passive. Only a few local shops, souvenirs, local guides are available.
- Women are only engaged in culinary and services in accommodation, e.g. waitress, cleaner, house-keeping.
- The impact of tourism in Bukit Lawang highly influences the local economy. However, there is no data available at local authority regarding tourist data and the income generated by this sector. From the field interview, locals reported that their local income is decreasing.
- Tourist data is not recorded by the Langkat Regency tourism office.
- There are some small scale / homemade industry in the community around Bukit Lawang: Tofu Home industry, Soybean Home industry and palm sugar home industry. These home industries are part of tourism activities.

Local organisations and NGOs

- Bohorok Environmental Environment Training Center (PPLH) and Yayasan Ekosistem Lestari (YEL), establish more than 1 hectare of organic farm, biogas, and Trigona honey. The organisation is lack of human resources;
- PPLH also supports ecotourism through some collaborations with local guides and some local education institutions and teaching youths to build social entrepreneurship awareness;
- PETAI, only focus on flora and fauna conservation activities and have no ecotourism programme.

Tour Travel Operators in Medan (e.g. Anda Tour, Trijaya Tour, Narasindo Tour, Horas Tour)

- Tour packages sold are dominated by Orang utan, elephant riding and jungle trekking packages;
- Some collaborated with the locals at Bukit lawang and Tangkahan through developing village tours;
- During the Covid 19 pandemic, tour activities in the tour operators in Jakarta and Medan were paralyzed. During New Normal Covid 19, these tour operators try to offer tour packages for domestic tourists which include city tours and several destinations near Medan besides visiting Bukit Lawang and Tangkahan.

Local University

- University in Medan does not have a program that connected to the needs of the community;
- There is no collaboration work / MoU between university and the local organization.

4. Issues/ challenges encountered in both GLNP and WKNP:

- Tourism stakeholders are lacking of collaboration and networking with many other stakeholders in the development of ecotourism products;
- There is little linkages of tourism development and villages development;
- Low awareness of product diversity;
- Little tourist data;
- Low maintenance and quality of infrastructure and public facilities for visitors e.g. National Park Museum, photo gallery etc.

5. Recommendations

5.1 Way Kambas National Park

- Technical assistance is required to upscale the existing agro-tourism; improve the quality and marketing strategies of handicraft products; and diversification and marketing of ecotourism products;
- LTOs need to liaise and discuss with WKNP administration regarding pricing issue;
- Further collaboration with village government in the development of ecotourism is required for budget support and active engagement of locals;
- Upscale of organic farming and agro-tourism in particular cultivation of fruits orchards (may need more land) and provide marketing assistance;
- Introducing Trigona sp. honey farming, a potential local business for community because of its micro-climate and potential markets in big cities;
- Scaling up the activities of existing NGOs in human capacity development, waste management, production of souvenirs with local resources, and ecotourism interventions such as bridging networks between local and national or international, and destination management;
- Improving destination management and village branding.

5.2 Gunung Leuser National Park

- Continuous assistance is needed in skill and institutional management to be able to lead to sustainable business for the locals;
- Networking must be developed to provide much better business opportunities and activities;
- For Local Guide Association can develop some business : Travel; Rent car; Tour Consultant; Accommodation;
- Supporting system from NGOs for locals to develop herbal and organic farming;
- Establish programs from university that can be done in Local Empowerment and Tourism;
- Landscape mapping for new potentials innovative products and to scale up the multiplier effect of the community with potential stakeholder collaboration;
- Empower the community through mind mapping so they can learn how to make actions plan and strategies to penetrate the tourism market.

5.3 Recommendations Matrix

Table below gives an overview of general recommendations which facilitate the development of SGP investment packages.

	Recommendation	Expected Output	Expected Outcomes
1	Guidelines and Assistance	<ul style="list-style-type: none"> • Social and Cultural Mapping • Ecotourism potential Mapping • Standard Operational Procedure • Trainings • Road Map for 5 years to come • Trainings on Trainer (TOT) • Building awareness • Hospitality 	<ul style="list-style-type: none"> • Self confidence • Capable of self-manage • Better mind manage
2	Marketing Skill	<ul style="list-style-type: none"> • Ecotourism digital marketing - with social media • Literacy for local content for marketing • Photography (photo story for example) • Branding 	<ul style="list-style-type: none"> • Improvement of sales • Improvement of promoting • Improvement of knowledge • Improvement of visual literacy
3	Networking skill	<ul style="list-style-type: none"> • Mapping for potential market segmentation • Collaborations 	<ul style="list-style-type: none"> • Strategic of marketing • Product diversification

Annex A: Questionnaires

1. Questionnaires for Local Community / Village manager/ Local Tourism Organization
 - a. What do you know about sustainable tourism?
 - b. What do you know about conservation and ecotourism? Why is it important?
 - c. How is the communication between Local Tourism Organization with National Park in regards to ecotourism development?
 - d. What are the potentials of social culture in the village that can be developed for ecotourism?
 - e. What collaborations have been made with other stakeholders?
 - f. What kind of ecotourism training have you received?
 - g. What kind of plan that village already made for the future?
 - h. What do you expect from ecotourism activity so far and in the future?
2. Questionnaires for NGO's
 - a. Is there any program from NGO concerning ecotourism? Why?
 - b. If no, is there any program in the future?
 - c. What do you think about sustainable tourism?
3. Questionnaires for Tour Operators
 - a. What do you think about sustainable tourism?
 - b. What is the unique selling point of offering ecotourism packages?
 - c. What is your expectation for ecotourism development in the future?
 - d. What is your collaboration so far with the village and national park?
4. Questionnaires for Local University
 - a. Is there any program from university that is relevant to ecotourism? Why?
 - b. If no, is there any program in the future? If it yes, what kind of ecotourism project/ research?
 - c. What do you think about sustainable tourism?

Annex B: Stakeholders Interview

Location: Braja Harjosari and Labuhan Ratu 7, Waykambas National Park

Date: 13-20 July, 2020

NO	Name	Institution/ Organisation	Location, time	Information
1.	Munir	Local Tourism Organization (Manager)	Braja Harjosari Village , 08.00-11.00 am	<ul style="list-style-type: none"> The Local Tourism Organization understands that ecotourism is important for the village Not easy to run the local organization because no guidance and formal assistance since the organization established in 2013 All tourism training already given by TFCA collaboration with Lampung University Need more collaboration and networking to support marketing
2.	Wayan Tony Sugeng	Homestay Owner / Local Guide Satwa Ec lodge staff	Braja Harjosari , Village. 13.00 – 15.00	<ul style="list-style-type: none"> A former crew at Cruise for 5 years. He runs a homestay at Brajo Harjosari Village. Understand well that ecotourism can help the local economy. Bird watching tour is one of the favourite tour package at Way Kambas NP Most of the guests are from west Europe and do the jungle trekking and bird watching Most of the tour involved local guide and combining the package with local homestay.
3	Wibisono Adjo Wahjono	Fun Adventour Jakarta via phone Aneka Kartika Travel	Medan – Lampung 16.00 – 17.00	<ul style="list-style-type: none"> Elephant and bird watching are the main attraction WKNP Tour operators require variations in community-based ecotourism packages such as Village tours. Brajo Harjo Sari and Labuhan Ratu 7 have already started such tour package. Accommodations and other information in WKNP are provided by the Local Tourism Organization. Always support the local community by using the local guide and homestays
4	Mrs. Erly	Lecturer at Lampung University/ALERT Local NGO	Bandar Lampung 09.00 – 11.00	<ul style="list-style-type: none"> Already done many project including ecotourism e.g. Guide training, hospitality, homestay management, study tour, souvenirs production Understands well that ecotourism in the village need to be up scaled for marketing and networking with others village surroundings the national park

Locations: Bukit Lawang and Tangkahan, Gunung Leuser National Park

Date: July 6-12 2020

NO	Name	Institution	Location, time	Information
1.	Arief Hasibuan	NGO - Leuser Foundation (Yayasan Ekosistem Leuser – YEL))	Medan, 13.00 - 15.00	<ul style="list-style-type: none"> YEL is a local NGO in Medan which has a focus on environmental preservation, animal conservation, especially orangutans, community empowerment and sustainable development. YEL does not have a special program for ecotourism. YEL projects is building community awareness for orangutan conservation and providing understanding to the community for planting trees around the Bukit Lawang
2.	Masrizal	NGO - PETAI	Medan, 13.00 - 15.00	<ul style="list-style-type: none"> PETAI - an institution established to support sustainable management of natural resources, community-based forest management and capacity building of Human Resources (HR). PETAI's main focus is in the areas of conservation and community empowerment. Currently PETAI is carrying out an institutional strengthening program for the community in the Sekoci (different place) not in Tangkahan and Bukit Lawang. Projects are more directed towards social forestry and tenure
3	Iwan Edy Wibisono Sembiring	Licensed Guide Medan City Horas Tour Medan City Fun Adventour Jakarta via phone Anta Tour Medan City	Medan, 16.00 - 17.00	<ul style="list-style-type: none"> The ecotourism icons- Elephant and Orang Utans- are still the main attraction for Tangkahan and Bukit Lawang. Tour operators require variations in community-based ecotourism packages such as village tours that have not been done well Accommodations in Tangkahan need better and cleaner homestay management. Not many options for middle rage market/ luxury rooms The road from Medan to Tangkahan needs improvement
4	Mira	NGO – Program manager PPLH Bahorok	Bukit Lawang, 09.00 – 11.00	<ul style="list-style-type: none"> Have done eco farming and organic farm activities on a 1.5 hectare land near Bukit Lawang as part of a tour package offered to foreign tourists Not many activities with foreign tourists except domestic tourists and students from schools and universities Lack of facilities and human resources who are interested in eco-farm activities are obstacles

NO	Name	Institution	Location, time	Information
5	Indra, Owner Jungle Inn Bukit Lawang Ika Sitepu, Owner Tangkahan Inn Kembar, Bukit Lawang Inn	Accommodation Owner	Bukit Lawang and Tangkahan	<ul style="list-style-type: none"> • High demand on elephants and orang-utans tourism activities even though the scandal of elephants' ill treatments. Elephant riding and feeding are decreasing due to animal welfare issues • Tourists complained of bad roads leading to Bukit Lawang and Tangkahan. • Tourism products that involve local communities are still minimal and have not been of much interest because local guides cannot sell village tour packages.
6	Anita Hasibuan Hasan Nasution	North Sumatra University	Medan, 13.00 - 14.00	<ul style="list-style-type: none"> • The university program has not yet provided a long-term contribution to tourism activities in Tangkahan and Bukit Lawang. • University programs for students are dominated by short field visits and for conservation observation.

2



ANNEX 2: FIELD FOTOS

Annex 2: Field Photos



Figure 1:
hydroponic vegetables runs by local community at Braja Harjasari Village. and they sell it to local market



Figure 2:
Three R (reduce reuse and recycle) bin at the local homestay runs by local family at Bukit Lawang



Figure 3:
KWT (KElompok Wanita Tani - Woman Farmer Local Community) do some Local souvenirs home industry and sell it to tourists



Figure 4:
Braja Harja Sari village's traditional dancing theatre which provide Balinese traditional dance courses for the youth and visitors



Figure 5:
Local soy bean produce by local family at Braja Harja Sari Village



Figure 6:
one of the views of village road at the villages around Waykambas NP Lampung



Figure 7:
A view at Bahorok river at Bukit lawang, Leuser with homestays as a fore background



Figure 8:
An ecolodge runs by foreign management at Labuhan Ratu 7 village in front of Wat kambas NP



Figure 9:
Wood carving made by locals as a souvenir



Figure 10:
Local market was built not far from Tangkahan, Leuser and sells local vegetables and fruits



Figure 11:
One of the common view of the local garden at Tangkahan, Leuser



Figure 12:
Local shop at Tangkahan sell household equipment



Figure 13:
Village river along Tangkahan site



Figure 14:
Local family sells palm oil leafs for roof



Figure 15:
A bridge which is used by locals for farming crossing the Tangkahan river



Figure 16:
Traditional chili with lemon grass and white onion at Tangkahan restaurant



Figure 17:
Tourist Information at Bukit Lawang, Leuser



Figure 18:
During pandemic, many locals sells plants for house decoration along the road to Tangkahan, Leuser



Figure 19:
One of the picture at local
homestay at Tangkahan
Leuser



Figure 20:
One of the picture at local
homestay at Bukit Lawang
Leuser



Figure 21:
A view at Bahorok river at
Bukit Lawang, Leuser



Figure 22:
A view at Bahorok river at
Bukit Lawang, Leuser



Figure 23:
Traditional food with
potatoes , banana and casava



Figure 24:
One of the picture at local
homestay at Elephant
Ecolodge at Waykambas NP



Figure 25:
One of the picture at local
homestay at Tangkahan
Leuser



Figure 26:
One of the picture at Elephant
ecolodge, Waykambas



Figure 27:
Tofu traditional process at
Tangkahan, Leuser



Figure 28:
One of the picture at local
homestay at Tangkahan
Leuser



Figure 29:
Talang Tea from local garden
at Bukit Lawang local farming



Figure 30:
Bath room at local homestay
at Tangkahan Leuser



Figure 31:
Bath Room at local homestay
at Tangkahan Leuser



Figure 32:
Local Market at Bukit lawang
Leuser. The merchandise most
of it not made by local



Figure 33:
Waykambas main gate during
the pandemic is closed

3



ANNEX 3: ASEAN ECOTOURISM STANDARD FOR ACCOMMODATION (AESAs)

Annex 3: ASEAN Ecotourism Standard for Accommodation (AESA)



Asian Ecotourism Standard for Accommodations (AESA)

July 24, 2019

I SUSTAINABILITY

1) EFFORTS MADE ON ENTIRE FACILITY

	AESA Criteria	Performance Indicator(s)
1.1-1	Do you have a long-term sustainability system in a written form that addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement suitable to its size and scale?	<ul style="list-style-type: none"> The Sustainability Management System is clearly documented. The SM System covers environmental, social, cultural, economic, quality, human rights, health, and safety issues. The SM System includes consideration of risk and crisis management. Documentary evidence shows implementation of the SM system. The SM System includes a process for monitoring continuous improvement in sustainability performance.
1.1-2	Do you know of any natural and cultural impact(s) by your facility and try to minimize it (them) by making plans or targeted reductions?	The categories of impacts are listed and plans are made and executed to minimize them.
1.1-3	Do you have a clear responsibility management on environmental issues?	Person(s) or positions are appointed with clear responsibility on the environmental issues
1.1-4	Do you maintain the up-to-date environmental laws and policies that apply to your facility locally, nationally and internationally?	Check annually where possible, or keep the date last checked to maintain updated.
1.1-5 optional	Do you monitor and verify your sustainability policy once a year or more to make future actions more effective?	Monitor and verify the sustainability policy if it is updated, and keep the date when actions are made.
1.1-6	Do you publicly display your sustainability policy?	Display or make available sustainability policy where visible, such as reception area and rooms.
1.1-7	Do you train all your employees on the sustainability issues once a year or more often to be able to fully comply with its requirement?	Keep the records of the date and the names of the person(s) trained, preferably with the contents of the sustainability issues.
1.1-8	Do you respect labor rights, provide a safe and secure working environment, and pay employees at least a living wage?	File your latest national/regional labor rights and minimum wage. Ask your employees if the safe and secure working environment are offered and for improvement.
1.1-9	Do you maintain the up-to-date health, safety, human rights, risk and crisis management issues, and labor laws and policies that apply to your facility?	Keep a record of when last updated.
1.1-10	Do you offer all your employees regular training, guidance, experience, and opportunities for advancement regarding their roles and responsibilities including human rights and risk/crisis management issues?	Keep a record of training/guidance/experience/opportunities history.
1.1-11	Are your staff engaged with development and implementation of the sustainability management system?	Keep a record of duty and responsibility allocation.

1.1-12	Are your promotional materials and marketing communications accurate and transparent with regard to the operation and its products and services, including sustainability claims and do not promise more than can be delivered?	Look for third-party sets of eyes to check for accuracy and transparency.
1.1-13	[Destination engagement] Is the facility involved with sustainable tourism planning and management in the destination, where such opportunities exist?	Name the destination organization(s) involved and the description of responsibility.

2) EFFORTS MADE ON EACH CRITERION

	AESA Criteria	Performance Indicator(s)
1.2-1	FOOD AND BEVERAGE Do you monitor the food and beverage waste by volume to reduce and recycle by setting concrete targets and waste management plans?	<ul style="list-style-type: none"> Depending on the volume, monitor F&B waste daily or at least monthly. Know the percentage of the volume being recycled and/or composted. Create and update waste management plan regularly.
1.2-2	WASTES OTHER THAN FOOD AND BEVERAGE Do you monitor the types and amount of waste other than food and beverage (i.e. packaging and room trash) to reduce and recycle by setting concrete targets and waste management plans?	<ul style="list-style-type: none"> Items like amenity and gift packaging, room trash, bottles and cans, batteries, soaps, etc. are monitored for its amount. Separated by types and recycling/upcycling are maximized. Create and update waste management plan regularly.
1.2-3	ENERGY AND WATER Have you conducted an energy audit and set concrete plans and targets to reduce energy consumption (electricity, heavy oil, gas, etc.)?	<ul style="list-style-type: none"> Create an inventory list of all electric appliances by rooms and buildings including the number of appliances, consumption kWh, and the operation hours. The same list goes to oil, gas, etc. Set concrete plans and targets for reduction.
1.2-4	Do you assess the water risk and know the amount of water consumption and monitor treated water quality to ensure appropriate concrete targets and plans are put in place to reduce volume and alleviate contamination?	<ul style="list-style-type: none"> In areas of high water risk, context-based water stewardship goals are identified and pursued. Know the sources and volume of consumption of water including tap water, diverted river, wells, and rain catchment and where they end up either treated or untreated.
1.2-5	GREEN PURCHASING AND CHEMICALS Do you have a green purchasing policy that preferentially chooses environmentally sound, local, and fair trade products and suppliers whenever these are available, and of sufficient quality and reduces purchasing volume by setting concrete targets and plans?	Create a green purchasing policy with concrete targets and plans. Items are suggested in V, but also include ones that are unique to your area. (i.e. chopsticks and straws)
1.2-6	Do you know the amount of chemicals (Herbicides, Insecticides, Cleaning products, etc.) and set concrete targets and plans to reduce the volume of chemical used and ensure minimal environment pollution?	Create a list of chemicals used and their purpose. Set targets to reduce the consumption and/or find the non-chemical alternatives.

3) INFORMATION DISCLOSURE AND SUSTAINABILITY COMMUNICATION

AESA Criteria		Performance Indicator(s)
1.3-1	INFORMATION DISCLOSURE Do you provide information on sustainability policy, actions and performance to stakeholders including customers and suppliers, and seek to engage their support?	Sustainable policy is made publicly available and the actions based on the policy are also listed.
1.3-2	CUSTOMERS Do you have a system to effectively monitor and reflect the customer feedback and take corrective action?	Showcase systems remedying sustainability issues within your premises.
1.3-3 optional	Do you offer or facilitate access to programs/tours related to local ecotourism?	Understand the concepts of ecotourism and offer ecotourism programs either directly or indirectly. Look into other responsible CBT and local tours as an additional option.
1.3-4 optional	Do you offer back of the house facility tours to showcase sustainability management and practices?	Demonstrate your sustainable practices by offering the tour.

II FOOD AND BEVERAGE

1) REDUCTION AND RECYCLING OF FOOD WASTE

AESA Criteria		Performance Indicator(s)
2.1-1	Do you practice effective procurement?	Make effective purchasing and procurement that contributes locally and demonstrate good responsible practices.
2.1-2	Do you have a system in place managing leftovers and food waste?	Make a good use of food waste by composting and/or animal feeding, etc. to turn it into a resource.
2.1-3 optional	Do you drain water or dehydrate food waste to reduce volume?	Reduce the volume and weight of food waste by draining and dehydrating.
2.1-4	Do you effectively reuse or recycle cooking oil?	Where available, use the used cooking oil as fuel and/or soap.
2.1-5	Do you have a policy on reducing disposable materials?	Is there a policy that covers on straws, spoons, chopsticks, and take-away containers? Avoid single-use plastics.

2) FOOD PURCHASE

AESA Criteria		Performance Indicator(s)
2.2-1	Do you preferentially purchase organic food and low or chemical-free agricultural produce?	Make a list of your suppliers and check with them regularly to help realize your preferences.
2.2-2	Do you prioritize purchase of local, fair trade, and in-season food whenever these are available and of sufficient quality?	With a list of your all purchased goods, find out which are procured locally, fair trade, or in-season. Supportive data such as the percentage per month is considered well-monitored.

III WASTE MANAGEMENT AND RECYCLING

1) ROOM SERVICE

AESAs Criteria		Performance Indicator(s)
3.1-1	Do you minimize your complimentary disposable amenity set?	List your complimentary give-away amenity articles. i.e. toothbrush, soap, comb
3.1-2	Do you minimize packaging?	No double-wrapping of amenity set or on the non-required materials.
3.1-3	Do you encourage guests to bring their own toiletries?	Toothbrush, shaver, etc.
3.1-4	Do you use refillable dispenser/bottles avoiding disposable containers?	Shampoo, hair conditioners, body soaps, shower gels, etc.
3.1-5	Do you have a notice giving the guest choice of not to have bedding and towel changes for multi-day guests?	The turn down service can be displayed in a room. Encourage it at the check-in or upon booking both written and orally where possible.
3.1-6	Do you separate and recycle carried-in waste?	Train housekeeping staff for separation or provide multiple-bins in the room. Recycle them as much as possible.
3.1-7	Do you restore and refurbish guestroom furniture (bed, chair, table, etc.) for long-term use?	Keep photos or on the inventory list.

2) ADMINISTRATIVE AREA/ COMMON AREA/ STORE

AESAs Criteria		Performance Indicator(s)
3.2-1	Do you separate and recycle papers?	Copy paper, newspaper, magazine, cardboard
3.2-2	Do you segregate recyclable materials?	Segregate plastic PET bottles, drink cans, glass bottles, and other containers into categories and recycle them where feasible.
3.2-3	Do you use double-sided photocopying?	The same goes for the facsimile machine.
3.2-4	Do you minimize wrapping at store(s) or gift shops within your facility?	Encourage guest to bring their own bag if not provide one that is locally produced and not made of plastic.
3.2-5	Do you avoid selling, trading, or displaying historical and archeological artifacts except as permitted by local and international law?	Check the artifacts on the premises that are legally possessed.

3) ENTIRE AREA

AESAs Criteria		Performance Indicator(s)
3.3	Do you have a solid waste management plan and is it implemented?	Separate and dispose of fluorescent lamps, LED bulbs, batteries properly Dispose of refrigerators and HVACs with a proper route of extracting HCFC.
3.4	Is the provision of your basic sanitation system non-polluting?	It imposes no adverse effect by any residual waste to the environment and local population.

IV ENERGY AND WATER

1) HEAT SOURCE/HEAT TRANSFER

AESA Criteria		Performance Indicator(s)
4.1-1	Do you generate heated water and/or power by utilizing natural energy and alternative sources such as solar, wind, hydro, and geothermal energy?	List the methods of power generation other than grid electricity and oil(diesel) generator.
4.1-2	Are your sources and types of energy indicated and steps are taken to minimize overall consumption?	Indicate the percentage over all consumption versus natural/alternative energy by sources and types. List what actions are being made to minimize the consumption.
4.1-3 optional	Do you take preventative measures to minimize negative effects of the provision of basic energy services to neighboring communities?	Compare with the average consumption with your neighbors or use the national/regional data available per person or per area.

2) HVACs (Heaters, Ventilators, and Air Conditioners)

AESA Criteria		Performance Indicator(s)
ENTIRE ESTABLISHMENT		
4.2-1	Do you try to improve building insulation?	Install double door, pivoted door, double-glazed glass, insulated sash window, vegetated wall/rooftop etc.
4.2-2	Do you regulate room temperature in office and back of house by controlling heating, ventilating and air-conditioning with your national guidelines?	i.e. Japanese public buildings, 28C for summer months, 24 in Malaysia and Indonesia, 25 in Laos and Thailand
GUESTROOM		
4.2-3 optional	Does each questroom have a control for air conditioning/heating?	Thermostat is installed in each room.

3) LIGHTING

AESA Criteria		Performance Indicator(s)
4.3-1	Have you changed from incandescent light bulbs to CFLs(Compact Fluorescent Lamp) or LEDs?	<ul style="list-style-type: none"> Installation of CFLs or LEDs comprise more than 20% of total lighting fixture. (engaged) Installation of CFLs or LEDs comprise more than 80% of total lighting fixture. (pass)
4.3-2 optional	Do you have override control device to reduce energy consumption of questroom(s) not in use?	A simple device to shut off the energy consumption or manual control by staff is in place.
4.3-3	Do you have dark sensor, occupancy sensor, and/or auto timer fitted in public area?	List the number and the places of sensors installed.

4) OTHERS on SAVING ENERGY

AESA Criteria		Performance Indicator(s)
4.4-1	Do you periodically maintain equipment to maximize energy savings?	Maintenance dates are documented on the inventory list.

5) CO2 REDUCTION

AESA Criteria		Performance Indicator(s)
4.5-1	Do you measure, calculate and reduce where possible the amount of significant greenhouse gas emissions of your facility from energy consumption using a comparison of the year you set?	List the sources of greenhouse gas emissions and measure each amount where possible, i.e. electricity, gas, oil, waste volume (that get transported out) and compare with the previous year(s) and/or month(s) to reduce them. If possible, calculate the amount of greenhouse gas emission like CO2 per guest per month/year.
4.5-2	Do you implement procedures to control and offset greenhouse gas emission as a way to achieve climate neutrality?	List procedures and actions taken.
4.5-3	Do you seek to reduce transportation requirements and actively encourage the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations?	Make an inventory list of transportation owned and outsourced including for employees, suppliers, etc. to help change to cleaner modes of transportation.

6) SAVING WATER

AESA Criteria		Performance Indicator(s)
4.6-1	Do you have water pressure regulator, water saving showerhead, sensor faucet etc. fitted to save overall consumption of water?	Make an inventory list of all water outlets including faucets, shower heads, and toilet flush with measurement of cubic meters per minute or per flush to monitor the consumption.
4.6-2	Do you reuse purified wastewater or gray water?	Estimate the percentage of waste or gray water is reused.
4.6-3	Do you collect and use rainwater where permitted?	Estimate the amount collected. (Singapore cannot collect rainwater)
4.6-4	Do you measure water consumption from all sources?	List and measure all sources of water consumption and volume, preferably by month.
4.6-5	Are your sources of water indicated?	Indicate where alternative source(s) of water is used.
4.6-6	Do you not jeopardize the provision of basic water services to neighboring communities?	Water consumption imposes no adverse effect to the local population.

V GREEN PURCHASING/CHEMICALS/MISC

1) GREEN PURCHASING

AESA Criteria		Performance Indicator(s)
CONSUMABLE SUPPLIES		
5.1. Do you have a policy on purchasing sustainable merchandise and measure the percentage thereof?		80 % of following products are environmentally-sound.
5.1-1	Copy paper	
5.1-2	Tissue paper	
5.1-3	Memo pad and envelop	
5.1-4	Other office and stationery supplies	Toilet papers, Ball-point pens, employee uniforms, etc. where feasible
5.1-5	Pamphlet/Catalog	
CONSUMER DURABLES		
Do you have a purchasing policy and measure less than 50 % of following products are environmentally sound?		Make a policy on purchasing sustainable merchandise and measure the percentage thereof.
5.1-6	Vehicles for company	
5.1-7	Computer, copier, printer, and other office equipment	
5.1-8	Refrigerator in guestrooms	
5.1-9	Heater, Ventilator and air-conditioner	
5.1-10	TV set in guestrooms, coffee cartridge, electric kettle	
BUSINESS PARTNERS		
5.1-11	Do you encourage business partners to supply environmentally sound and/or fair trade product(s) and services?	List the names of suppliers and value chain with the description of your encouragement.
5.1-12	Do you request business partner(s) to stop engines when not in use (where possible) and/or use low emission vehicles?	List the names of business partner(s) with the record of time of the request made and its outcome.
5.1-13 optional	Do you talk about load efficiency, delivery time and route with carriers to be more efficient?	Find the routine delivery route and time to avoid congested time and request to be more efficient.
5.1-14	Do you recommend guests to use public transportation where applicable?	Provide information on public transportation access.
5.1-15	Do you prioritize purchase of local and in-season goods and services?	List seasonally available and local goods and services for prioritization.
5.1-16	Do you support local entrepreneurs and social enterprises in the development and sale of sustainable products and services that are based on the area's nature, history and culture?	List the names and descriptions of the entrepreneurs and enterprises you support.

2) CHEMICALS, GREENING

AESA Criteria		Performance Indicator(s)
5.2-1	Do you restrict the use of insecticides, herbicides, and chemical fertilizers to use more environmentally sound alternatives?	List, if any, the use of insecticides, herbicides, and chemical fertilizers, and with alternatives.
5.2-2	Do you restrict the use of detergent, cleaning products, cleaning chemicals, paints, and swimming pool disinfectants or to use more environmentally sound products?	List, if any, the use of detergent, cleaning products, cleaning chemicals, paints, and swimming pool disinfectants, with their alternatives.
5.2-3 optional	Do you assist the collection of rainwater in your property?	From rooftop, rain gutters, parking lot, etc. to pond and tanks.
5.2-4	Do you participate in environmental protection programs locally either directly or indirectly and offer the opportunity to clients?	i.e. beach clean-up, reforestation, nature conservation

VI CARE FOR ENVIRONMENT

1) ECOTOUR

AESA Criteria	Performance Indicator(s)
6.1-1 Do you offer ecotour programs?	In-house guide/local guide/outourced
6.1-2 Do you offer activities to learn about local nature, culture, history, etc.?	In-house guide/local guide/outourced
6.1-3 Do you have a mechanism to improve interpretive program quality?	Describe how the improvements are made, i.e. invite researcher for detailed information, visit another party that offers the similar program
6.1-4 Do you use reusable meal kits made of sustainable materials during the tour?	No single use plastic containers nor utensils, i.e. bamboo or wooden

2) CARE FOR SURROUNDING

AESA Criteria	Performance Indicator(s)
6.2-1 Do you have lighting system that does not disturb/not distract nocturnal animals?	Lights do not shine upwards, thick curtain or blinders for the openings like windows.
6.2-2 Is the landscaping/vegetation on your property comprised of native plants? Do you control the use of invasive and exotic species?	List the names of plants on the property especially the invasive and exotic species that needs a management plan.
6.2-3 Do you have well-defined guidelines and rules on feeding of wild animals complying with national and international guidelines?	No feeding should take place, but if yes to attract animals, there are rules set to minimize the negative impacts.
6.2-4 optional Do you have well-defined rules on accompanying pets complying with national and international guidelines?	Pets are allowed on the property when there are rules set to minimize the possible negative impacts.
6.2-5 Do you make sure that wildlife species are only harvested from the wild, consumed, displayed, sold, or traded, as part of a regulated activity in compliance with local and international laws that ensures that their utilization is sustainable?	List the wildlife species that are utilized with its purpose to ensure healthy population.
6.2-6 Do you make sure that no captive wildlife is acquired, held, or bred except for properly regulated activities in compliance with local and international law, and living specimens of protected wildlife species are only kept by those authorized and suitably equipped to house and care for them?	Housing, care and handling of all wild and domestic animals meets the highest standards of animal welfare.
6.2-7 Do you follow established guidelines or a code of behavior for visits to culturally naturally, or historically sensitive sites, in order to minimize adverse impacts and maximize visitor fulfillment?	Use established guidelines/code of behavior used widely.
6.2-8 Do you contribute to the protection, preservation, and enhancement of local properties, sites, and traditions of historical, archeological, cultural, and spiritual significance?	List the activities with description of your contribution.
6.2-9 Do you contribute to the appropriate conservation management to support existing biodiversity upon your property?	List the holistic sustainable system to support existing biodiversity not limited to monetary contribution or bringing in native species.
6.2-10 Do you make sure that interactions with wildlife do not produce adverse effects on the viability and behavior of populations in the wild?	List the activities involving interactions with wildlife with actions taken to minimize adverse effects.
6.2-11 Do you avoid the disturbance of natural ecosystems, including interactions with free roaming wildlife, taking into account any cumulative impacts?	List the activities involving interactions with natural ecosystem with actions taken to minimize disturbance.

6.2-12	Do you make efforts in rehabilitation or compensation on disturbed natural ecosystems?	List the activities involving rehabilitation or compensation and their results.
6.2-13	Do you implement practices to reduce pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air and soil contaminants?	List the actions being made to achieve the reduction.

3) LOCAL COMMUNITY ENGAGEMENT

AESA Criteria		Performance Indicator(s)
6.3-1	Do you offer equal employment opportunities and advancement for local residents?	Without discrimination by gender, race, religion, disability or in other ways.
6.3-2	Do you return some benefits to the local community or for the environmental initiatives?	i.e. projects addressing the impacts of climate change and conservation of the area
6.3-3	Is a locally agreed code of conduct or guidelines in place for management and promotion of activities in the local or indigenous communities?	i.e. community consent for a swim in the river where indigenous community practices sacred rituals
6.3-4	Do you involve community in sustainable practices?	The code of conduct was developed with the consent of and in collaboration with the communities.
6.3-5	Do you ensure local residents' access to their livelihoods (in spite of your activities) including land and aquatic resource use, rights-of-way, transport and housing?	i.e. a beach-front property does not block passage to the public beach

4) ENERGY

AESA Criteria		Performance Indicator(s)
6.4-1	Do you make an inventory of all the equipment that consume energy in your facility?	Make an equipment list that consumes energy by room/wing/building/garden.
6.4-2	Do you measure how much energy is consumed by various appliances used?	Measure total and specific energy use with appliances that consumes the most, i.e. refrigerator/freezer that runs 24/7, air conditioners, pumps
6.4-3	Do you keep records and measurements of your facility energy consumption?	Take a monthly measurement if possible and keep them overtime to see the consumption trend.
6.4-4	Do you have a concrete energy saving action plan with goals to increase the use of renewable energy and implement it?	From the measured record, make an energy-saving plan and targets to implement them.
6.4-5	Do you monitor and verify energy savings achieved by implementation of action plan?	Verify the saving achieved if accords with the plan.

5) DESIGN, SITING, CONSTRUCTION, AND OPERATION

AESA Criteria		Performance Indicator(s)
6.5-1	Is the land use in compliance with local zoning systems and protected or heritage area laws and regulations?	Check with your governmental institution for its compliance.
6.5-2	Is design, siting, construction, renovation, operation, and demolition in compliance with local zoning systems, laws, and regulations related to protected or sensitive areas including heritage considerations?	Check with your governmental institution for its compliance.
6.5-3	Does your facility planning, siting, design, and renovation take account of the capacity and integrity of the natural and cultural heritage surroundings?	Check to avoid each element does not threat the capacity and integrity.
6.5-4	Is your facility construction, renovation, and demolition based on locally appropriate and green building principles?	Sustainable Siting: this approach optimizes land use and development to reduce adverse impacts and minimize the building's ecological footprint. Energy Efficiency: this technique focuses on the establishment of

		performance targets that account for intended use, occupancy and other energy operations for new construction and renovation projects. Water efficiency: this technique emphasizes the value of decreasing demands for fresh water and reducing the generation of wastewater through optimized landscaping, integrated rainwater catchments, gray water recycling, and wastewater treatment systems. Building Materials: by using sustainable construction materials and resources, green building materials have aided the reduction of extraction, processing, transportation, solid waste, and consumption. Healthy Indoor Environmental Quality: these processes have enhanced the sustainable communities through ventilation and thermal comfort, moisture control, day-lighting, environmental tobacco smoke control, and protecting indoor air quality during construction.
6.5-5	Does your facility provide access, and relevant access information for persons with special needs?	List the types of persons that may need special assistance and their information. i.e. wheelchair access
6.5-6	Does your facility value and incorporate authentic elements of traditional and contemporary local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops?	List which elements are incorporated and their description.
6.5-7	Does your facility respect the intellectual property rights of local communities?	The local themes used in the facility do not violate the intellectual property rights.

6) OTHER ACTION ITEMS

AESA Criteria		Performance Indicator(s)
6.6-1	Do you display in guestroom/common space or inform on guest arrival the local nature and culture, safety issues, recycling, energy conservation etc.?	Describe how you display or inform. i.e. guest room, website, upon check-in.
6.6-2	Do you display in guestroom/common space or inform on guest arrival appropriate guidelines when visiting natural areas, local communities, and cultural heritage sites?	Describe how you display or inform. i.e. guest room, website, upon check-in.
6.6-3	Do you make efforts to prepare food with local produce/recipes to encourage appreciation of local gastronomy?	Mark on the menu that are locally inspired among others. Inform the overall percentage of the local produce/recipes used.
6.6-4 optional	Do you sell local food, craftwork, and products in a shop?	If yes, state the percentage over non-local products.
6.6-5 Optional	Do you have a compliance statement on Asian Ecotourism Network guidelines in your website/brochure?	The template is available on AEN website; https://www.asianecotourism.org/
6.6-6	Can you prepare meals with dietary restrictions for people with allergy, vegetarianism, and/or for religious reasons when informed ahead of time?	List the types of available meal preferences.

**In response to the disbandment of the Japan Ecotourism Association, the GSTC recognized standard, Environmentally Sustainable Accommodations International Standard (ESAIS), has transferred all its rights to Asian Ecotourism Network (AEN) as the end of year 2017. The revision of the original standard took place within AEN to reflect 1) the changes made to comply with the updated GSTC Industry Criteria and 2) the Asian ecotourism contexts and deleted the Japanese contexts that were not relevant for other Asian countries. While the majority criteria are mandatory, some criteria are identified as optional and are shaded in the table.*

4



ANNEX 4: TRAVELIFE COVID-19 OPERATIONAL GUIDANCE KIT

Annex 4: Travelife COVID-19 Operational Guidance Kit



COVID-19 operational guidance kit

Version 1.0 July 2020

About this guidance

This information is designed to provide general guidance for accommodation providers in order to assist them with making decisions about how to implement science-based virus prevention measures in a way that puts the health and safety of people first, yet minimises unnecessary environmental impacts. It also contains suggestions about how to support staff and the local community during the COVID-19 pandemic, and where to find reliable information.

This document should not be used to comply with Travelife certification requirements, and it is the responsibility of each business to ensure that they are making informed decisions that comply with all relevant laws and regulations, and that work best for their own operations.

For more information about Travelife for Accommodation please visit www.travelifestaybetter.com.

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This guidance is supported by our certification partners:



introduction

COVID-19, or novel coronavirus, is a contagious virus that has the potential to have serious health impacts on people, including long-term complications and death. [Click here](#) to learn more about COVID-19 and how it affects people. Whilst many people make a full recovery after being infected, with some having no symptoms at all, it still poses a significant health risk and the accommodation sector is being asked to implement strict hygiene measures to prevent transmission.

A [recent survey of Travelife Members](#) showed that over 90% are concerned about the environmental impacts of coronavirus hygiene measures because some of these could involve an increased use of plastics, chemicals, energy and water. It is important to avoid or minimise these impacts as much as possible so they do not reverse the important sustainability work that Travelife Members have already been doing and to reduce pressure on resources, such as water and waste management, that are already under stress in some tourist destinations. Travelife Members have also said they are concerned about how the pandemic will affect the welfare of their staff and their community. 99% of survey respondents said they wanted guidance to help them respond to these issues during the pandemic.

Sections

Minimising environmental impacts...[3](#) | Staff welfare...[10](#) | Community support...[13](#) | Tips for properties that are closed...[15](#)

Important!



This toolkit has been developed to help accommodation providers make decisions about how to prevent COVID-19 transmission at their properties whilst continuing to minimise their environmental impacts.

It should not be used if there is a COVID-19 outbreak or suspected infection at your property, or any other infectious illness. In those cases you should be following your usual health and safety protocols along with advice from your government, local health authorities and/or the WHO (World Health Organisation).

It is the responsibility of your organisation to:

Ensure that you are **complying with all local, national and international laws and regulations** that apply to your business

Ensure that you are **complying with all general health and safety laws and guidelines** that apply to your business

Keep **updated about the latest COVID-19 transmission prevention information** and to ensure you **obtain this information from reputable sources** such as the WHO.

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transmission prevention and sustainability

In the Travelife COVID-19 Member Survey, over 90% of Travelife Members said they were concerned about the environmental impacts from increased use of plastics and chemicals used to take coronavirus transmission prevention measures. Travelife certification requirements cover the use of chemicals and waste (including plastics), yet there are no changes specifically to address this new problem. However, Travelife auditors have been advised about this concern and the Travelife certifications team is aware of the problems this may cause for accommodation providers who are trying to minimise their environmental impacts.

Travelife cannot tell you about the specific measures you should take, so this section of the operational guidance summarises the current advice from reputable authorities such as the WHO (World Health Organisation), on how to reduce the risk of virus transmission and what cleaning methods reduce the risk of surface contamination. Accommodation providers can use this to help them make decisions about how to best ensure the health and safety of people whilst minimising environmental impacts wherever possible.

Other Travelife resources

Travelife Members can access our usual guidance about environmental management in the [Member Zone](#). You will find this information in the Sustainability Toolkit under 'Environment'.

[Click here](#) to view and download multilingual versions of the Travelife Checklist. The specific requirements around environmental impacts can be found under Sustainability Management (policies and legislation) and Environmental Management.

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Preventing COVID-19 transmission

Whilst research is still being conducted and information can change, it is believed that COVID-19 is primarily an airborne disease, meaning that infection is usually transmitted through particles of the virus entering the respiratory system by being breathed in. This typically happens in enclosed spaces where the virus can stay in the air for a few hours, but transmission could also happen outdoors through things like an infected person coughing or sneezing.

There is also concern that COVID-19 can be transmitted via surfaces. This means that particles of the virus may be able to live on surfaces for a certain amount of time, and that by touching a surface with live virus particles, an individual could become infected if those particles subsequently enter their respiratory system. What is unclear is how long the virus remains contagious on various different types of surfaces, so proper cleaning of surfaces that may be contaminated and then touched by people is recommended. [Click here](#) to learn more about how the virus is transmitted and for the answers to many common questions about coronavirus.

In summary, preventing transmission of COVID-19 involves reducing the risk of particles from an infected person entering the respiratory system of another person. The WHO (World Health Organisation), along with various other government bodies around the world, have issued guidance about the main ways to prevent this transmission. This currently includes all of the following measures being observed:

Preventative measure	Current recommended method
Social distancing	The WHO currently recommends that people should keep at least 1 metre apart. You should check if your government has guidelines and follow those if the distance is greater than what the WHO recommends (e.g. 2 metres).
Handwashing	<p>Soap and water should be used to thoroughly wash the palms, fingers, thumbs, tops of hands and wrists. It is important to use enough soap to create a lather all over the skin. To avoid waste it is best to allow the hands to dry naturally and if that is not possible, use a clean disposable paper towel. Make sure all of your paper supplies, including paper towels, are sustainably sourced and ideally made from recycled paper by looking for reputable sustainability labels like FSC (Forest Stewardship Council) when purchasing these items.</p> <p>An alcohol-based hand sanitiser can be used if washing with soap and water is not possible, but only if the hands are free from visible dirt.</p> <p>If possible, use refillable touch-free soap and sanitiser dispensers to further reduce the risk of transmission and plastic waste.</p> <p>If gloves are worn to protect hands from chemicals or handwashing, they should be washed as frequently as bare hands, and using the same method and level of care.</p>
Avoid touching the face	People should be reminded not to touch their face until their hands (including gloved hands) have been properly washed using the method described above.
Wearing a mask	Wearing a mask that fully covers the nose and mouth can help prevent infected particles from the person wearing the mask spreading in the air and onto surfaces, thus reducing the risk of another person breathing them in. These should be reusable fabric masks, but it is important to understand that they should be used to prevent the virus spreading and do not necessarily stop the virus from being breathed in because special medical grade equipment is required for that level of protection.

More information

International

[World Health Organisation](#)

[United Nations Environment Programme](#)

[United Nations](#)

[World Tourism Organisation \(UNWTO\)](#)

Regional

[African Union](#)

[Caribbean Public Health Agency \(CARPHA\)](#)

[European Centre for Disease Prevention and Control \(ECDC\)](#)

[Pacific Asia Travel Association \(PATA\)](#)

[US Centers for Disease Control and Prevention \(CDC\)](#)

[Wikipedia list of national public health agencies](#)

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Surface transmission prevention measures

Whilst coronavirus is transmitted from person to person, there is concern that it can live on surfaces and be transmitted to another person after they touch a contaminated surface. For example, an infected person coughs on a table, leaving the virus on the table surface. Another person touches the table whilst the virus is still contagious, then touches their nose and becomes infected. This is called surface transmission.

When we talk about surfaces in this guidance, we include hard and/or non-porous surfaces, such as plastic, metal, glass, wood and ceramics, as well as soft and/or porous surfaces like linen, clothing and other fabrics.

Preventative measure	Current recommended method
<p>Face coverings to reduce the risk of infected particles contaminating a surface</p> <p>Handwashing before and after touching surfaces that could be contaminated</p> <p>Avoid touching the face and other surfaces until hands have been washed</p>	<p>Please see information on page 4.</p>
Cleaning the virus from surfaces	<p>Your normal health, safety and food hygiene cleaning protocols should be followed and the information below can help you make decisions about if special chemicals or water temperatures are required for COVID-19. If there is a COVID-19 outbreak at your property then you must follow your usual infectious disease cleaning protocols along with advice from your government, local health authority and/or the WHO (World Health Organisation).</p> <p>Soap and water are effective for cleaning coronavirus from surfaces and the use of other types of chemicals, and/or water at high temperatures, is not necessary unless this is already required as part of your normal health and safety protocols. Avoid using excessive amounts of soap and water by ensuring that only enough is used to create a lather that covers the entire surface being cleaned. Fabrics can be washed according to your normal laundry procedures.</p> <p>Surfaces can be rinsed either directly under a tap or hose, by using your normal dishwasher or washing machine cycles, or by wiping with a wet cloth. There is no need to rinse surfaces in water at higher temperatures, unless you already have to do this as part of your normal health and safety protocols.</p> <p>Some surfaces are not suitable for soap and water. For example, television remote controls, touch screens and other electronic equipment. In those cases you should follow the manufacturer instructions and when using chemical-based cleaners look for ingredients that are known to be effective against coronavirus but have minimal environmental impacts, such as products containing at least 70 % alcohol. Disposable wipes can be avoided by spraying the cleaner on a reusable cloth that is used to thoroughly wipe down the equipment, then washing these cloths following your normal laundry procedures. Click here for reputable guidance about the use and disposal of cleaning chemicals in relation to COVID-19 that has been produced by Green Fins and reviewed by UN Environment. Although they are a sustainable diving organisation, this information is still relevant for accommodation providers.</p> <p>Plastic film or wrapping is not an effective measure to prevent transmission on any surface (e.g. remote controls, pillows) as the plastic surface could still become contaminated, especially if staff are not following basic transmission prevention guidance. Therefore, minimising contact with surfaces in between cleaning (see below under 'Isolating surfaces') as well as ensuring staff wear a mask and wash hands before and after touching a surface, is the most reliable prevention measure.</p> <p>The most environmentally efficient way to dry hard surfaces and fabrics is to let them air-dry naturally. However, this should be avoided in smaller enclosed spaces or in areas where there are lots of people present that could recontaminate the surface. If natural air-drying is not possible, a clean reusable towel you are certain has not been contaminated can be used or you can use your normal drying equipment (e.g. laundry dryer) by following your usual procedures.</p> <p>After cleaning, care should be taken to store items in a way that avoids further contamination. This includes ensuring staff that handle these items have clean hands and are wearing a face covering.</p> <p>Click here to view reputable multilingual information from the ECDC (European Centre for Disease Control) about cleaning in non-healthcare environments and note that there is a difference between a premises where there has been a known outbreak/infection and general prevention. Click here for WHO multilingual guidance in this area including suggestions about the minimum required dosage of bleach if it needs to be used.</p>
Isolating surfaces until any virus particles are no longer contagious	<p>A study published in the <i>New England Journal of Medicine</i> in April 2020 showed that COVID-19 was viable on surfaces for up to 72 hours (Aerosol and Surface Stability of SARS-CoV-2 as Compared with SARS-CoV-1). This indicates that it is possible to prevent surface transmission by isolating surfaces alongside normal cleaning routines. For example, towels could be collected and stored in isolation for 72 hours before being washed, cleaned guest rooms could be left untouched for 72 hours before allowing guests to enter and non-perishable deliveries could be isolated for 72 hours before being touched by staff.</p>

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Personal protective equipment (PPE)

This is any type of equipment that a person can wear to help protect them from a hazard. There are three main types of PPE that an accommodation provider may be familiar with:

General workplace safety PPE: This is equipment you will use to protect staff from things like chemicals and construction work, as well as for food hygiene. There is no change to how you should purchase, store, use and dispose of your usual workplace PPE because you should already be following health and safety procedures and policies that cover this area. However, you may need to take additional precautions to clean or isolate some of this equipment to prevent coronavirus transmission, particularly with any equipment that is shared.

Medical grade PPE: This is equipment typically used by hospitals to prevent the spread of infectious diseases, and to protect healthcare workers, laboratory staff and emergency workers from infection. Travelife cannot provide you with advice about the purchasing, use, storage and disposal of this equipment should you choose to use it, nor about when it should be used. For more information you should consult your local health authorities or follow advice from the WHO (World Health Organisation).

General PPE for COVID-19: This includes gloves and face coverings/masks for general workers and members of the public to use in order to reduce the risk of coronavirus transmission. There are some important points to remember about this type of PPE that we have covered below.

	Purpose and cautions	Purchasing	Reuse and disposal
Gloves	<p>Gloves cannot prevent coronavirus transmission because the outside surface of the glove can still become contaminated in the same way that bare hands can.</p> <p>However, employees may wish to wear gloves to protect their skin from the effects of the frequent handwashing that is required to help prevent virus transmission (e.g. chapped or dry skin). In those cases, employees should be advised to wash gloved hands as often, and as carefully, as they would wash bare hands, and to avoid touching their face and other surfaces before this washing takes place.</p> <p>Reusable gloves should not be shared between staff.</p>	<p>Reusable gloves: These can be used if employees are simply protecting their hands from the discomfort of frequent handwashing provided they are suitable for being washed frequently in the same way as ungloved hands.</p> <p>Disposable gloves: When purchasing disposable gloves, latex is the best option from a sustainability point of view because latex is a natural rubber that is biodegradable at much more reliable and faster rates than other types of rubber used in disposable gloves.</p> <p>However, some people are allergic to latex so we recommend you keep a supply of non-latex gloves available for people who may have an allergy but use latex gloves as your standard supply. Non-latex gloves will normally be nitrile gloves that are made from a synthetic rubber.</p>	<p>Reusable gloves: These should not be shared between employees and this means that they can be washed whilst they are being worn by a staff member as long as they follow proper handwashing techniques. They should be instructed to also wash any part of the glove that extends over the wrist and arms. Remember to follow the manufacturer instructions for washing gloves, especially if you will put them through a laundry cycle. You should replace them as soon as they show any signs of wear and they cannot be recycled so should be added to your normal mixed waste.</p> <p>Disposable gloves: Latex and nitrile gloves are not recyclable so should be disposed of with your normal mixed waste. Some nitrile gloves claim to be biodegradable, however, this normally involves special conditions being met such as being surrounded by organic waste in order to ensure the process works properly.</p> <p>If you are concerned about contamination in your waste from used gloves, you could consider isolating them somewhere safe for at least 72 hours before disposing of them normally.</p>
Masks (non-medical grade)	<p>Reusable fabric masks should be used as a means of preventing the spread of infected particles from an infected person to another person, and to surfaces.</p> <p>They should not be relied on to prevent someone becoming infected by the virus as only medical grade PPE can be used for this level of protection.</p> <p>Reusable masks should not be shared between staff.</p> <p>You must have a strict policy that no person is allowed to touch or handle another person's mask, unless they are carrying out mask cleaning duties in accordance with your policies.</p> <p>If you have to use disposable masks, they must be handled with the same level of care as any other items that might have surface transmission risks. For example, making sure that anybody handling these washes their hands before and after touching them, and isolating the storage of these masks in a way that prevents contamination.</p>	<p>Reusable masks: Non-medical grade masks can be made from reusable fabrics that do not need any special laundry considerations providing they are being thoroughly washed with soap/detergent. They should be replaced when the fabric becomes worn or damaged.</p> <p>It is possible for these masks to be made from reused fabric that is in good, clean condition provided it will fully cover the nose and mouth whilst allowing a person to breathe normally and is not made from materials that contain harmful substances or that are highly flammable. Many governments have produced guidance about the best materials and methods to use, and you can click here to read a study about fabric masks that discusses the effectiveness of different materials.</p> <p>Disposable masks: In the context of preventing the wearer from spreading infection, there are no known benefits of using a disposable mask over a reusable mask, provided the reusable one has been washed and handled properly.</p> <p>***We cannot give advice on the purchase of medical grade masks***</p>	<p>Reusable masks: These can be washed and dried in the same way you normally launder fabrics such as towels and sheets. Be sure your equipment is well maintained and that you follow any manufacturer instructions for the operation of laundry equipment, including the correct dosage of laundry detergents/soaps. If you are concerned about contamination from used masks, consider isolating them in a safe place for 72 hours before following your usual washing methods.</p> <p>After washing and drying masks, a person with clean hands and wearing a face covering should put them in a place that keeps them safe from contamination until they are used. Individuals must thoroughly wash their hands before retrieving a mask from storage and placing it on their face.</p> <p>If your normal employment conditions ask that employees wash their own uniforms, then it is acceptable to allow employees to wash their reusable masks at home provided the above guidance is followed.</p> <p>Once a reusable fabric mask becomes worn or damaged, it should be disposed of in the usual way and cannot be recycled.</p> <p>Disposable masks: These are not recyclable so should be disposed of with your normal mixed waste. If you are concerned about contamination in your waste from used masks, you could consider isolating them somewhere safe for at least 72 hours before disposing of them normally.</p> <p>***We cannot give advice on the disposal of medical grade masks***</p>

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Food and beverage service

Currently, it is not thought that coronavirus can be transmitted by eating food or drinking beverages that contain infected particles. In any case, your property should already be following health, safety and hygiene measures that prevent the transmission of any kind of virus or bacteria from a person to food.

The main concern with food and beverage service is ensuring that surfaces do not present a risk of transmission. These include things like dining tables, bars, napkins, plates, knives, forks, glasses, cups and serving ware. Using plastic disposable items will not reduce the risk of transmission in this manner any more than ensuring the surfaces of food and beverages items are properly sanitised and/or isolated between use, and that you are observing the core prevention measures of social distancing, handwashing and wearing a face covering that prevents potentially infected particles landing on surfaces.

For example, an individual serving of jam in plastic can be just as contagious as an individual serving of jam in a reusable jar if the person handling the item has coronavirus, passes infected particles to the item and it is then touched by someone who does not have the virus, who in turn touches their face. To reduce the risk of transmission from a situation like this, any item needs to be sanitised between use, including single-use plastic items and anything wrapped in plastic so that single-use items do not prevent a business from having to carry out proper cleaning procedures.

[Click here](#) to read WHO (World Health Organisation) information about food and COVID-19 and [click here](#) for more information on this topic from the CDC (US Centers for Disease Control and Prevention).

Guest rooms

Isolating rooms for 72 hours between guests and minimising the amount of times staff enter a room during a guest's stay are two of the safest ways to prevent transmission. Ensure that when staff do enter a guest room they have followed the basic preventative measures of proper handwashing and wearing a face covering, and these should be followed when handling any items that will be taken in and out of the room. Isolation techniques between guests stays also mean that rooms can be cleaned in the normal way and without using any special chemicals or equipment, as long as you provide adequate protection to staff who are cleaning the rooms. A sign can be put on the door so both staff and guests know when it was last cleaned and that nobody has entered since.

Here are some other ideas for reducing risks and minimising environmental impacts during a guest's stay that assume the guests occupying the room do not have COVID-19, in those cases you should follow advice from reputable local health authorities or the WHO:

- Strictly enforce your linen reuse policy so items are not changed daily to minimise the risk of surface transmission and the amount of times staff enter the rooms. Guests should be clearly informed that they will need to request more frequent changing if they need it and why you have the policy in place. Consider placing additional towels in the room to avoid guests constantly requesting replacements and make sure there are plenty of obvious and easy places for guests to hang wet towels to dry in the bathroom.
- Use an ordering system for items you normally replenish or change daily such as minibar items, coffee and rubbish bins. This could be a card a guest completes then hangs outside their door or technology such as an app. Items could be left outside the door and remind staff to observe handwashing and face mask policies when handling these items. You could also consider using refillable and reusable containers for this purpose that are sanitised between use (e.g. coffee jars, reusable bottles) in order to reduce waste. Touch-free water dispensers are an excellent idea to reduce waste as long as guests are advised to only use their own water bottle during their stay.
- Plastic bathroom mini's (shampoo, conditioner, etc.) and plastic wrapping of bathroom consumables offers no more safety than dispensers as both will need to be cleaned in between use to prevent transmission. This means that dispensers are still recommended in order to reduce waste provided housekeeping take the right precautions for cleaning and handling these in between guests stays. It is recommended that guests are notified that these dispensers (and other equipment) are being properly sanitised to avoid guests requesting single-use items.
- Written information and signs should be provided for guests that explain the measures you are taking and what measures you expect them to take. You will need to decide how to handle guests who do not follow your policies (e.g. guests that insist linens are changed daily) and make sure that your staff know how to deal with these situations with the support of management.
- Ensuring rooms are well-ventilated can help reduce the risk of transmission. This could mean opening windows and balcony doors. However, you must take steps to ensure that guests are reminded about the environmental impacts of this when you have heating and cooling systems in rooms. If these systems are not automatically shut off by sensors, then guests should be reminded to turn them off when doors and windows are open. In very humid regions, guests should be reminded about the risks of condensation forming on floors if windows and doors are open, potentially creating a slip hazard.

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Frequently asked questions

Does having an item wrapped in plastic prevent the transmission of coronavirus?

There is no additional protection because the outside of the wrapping could become contaminated. Also, unless the contents were packaged at least 72 hours beforehand, they could also be contaminated, so this should be avoided in order to reduce plastic waste.

Do we need to use bleach to clean items? What about other chemicals?

Bleach and other types of chemicals are no more effective in cleaning coronavirus from a surface than thorough washing with soap and water. You should only be using these types of chemicals if they are part of your normal pre-COVID-19 health and safety protocols. There is more information on [page 4](#) about cleaning surfaces and you are encouraged (at all times) to continually review your cleaning products to look for alternatives that are safer for the environment and people.

Do items need to be washed in water at higher temperatures than usual?

There is no need to change water temperatures from your normal cleaning methods and protocols. Tap water at normal room temperature can be used when cleaning coronavirus from fabrics and surfaces. And as per the certification requirements, you should always ensure that equipment like dishwashers and washing machines are well maintained and you are following any manufacturer instructions.

Do our staff need medical grade PPE to protect them?

Travelife cannot advise you on that decision. It is something you should decide based on your own risk assessment and in consultation with reputable medical experts who also understand the risks your staff face. However, there is evidence that using face coverings, including washable fabric coverings, can help prevent the spread of the virus alongside social distancing, frequent, thorough handwashing and proper cleaning of potentially contaminated surfaces that people are likely to touch.

What about touch screens that we use to provide information to our guests about sustainability work?

You could consider using printed information in place of touch screens that can be read by a guest without having to touch the paper. Some hotels are moving this information to their in-house TV channel and others are implementing procedures such as touch-free hand sanitiser stations next to touch screens with appropriate signage, along with frequent cleaning of the screens by staff.

Can we still use water dispensers and reusable water bottles?

Reusable water bottles are acceptable as long as they are not shared and/or are sanitised between use. Touch-free water dispensers can be used to reduce the risk of transmission or you could simply ensure guests cannot refill bottles themselves, and instead delegate this to a staff member who has been trained to wash hands in between refills and who is wearing a mask.









Do we need to use plastic and/or single-use cups, glasses, cutlery and plates?

No. The material an item is made from, along with whether it is single-use or reusable, is not as important as following the basic coronavirus prevention protocols of frequent handwashing, wearing a mask, sanitising items between use and isolating clean items away from possible contamination before they are used again.

What about things like door handles and elevator buttons?

Some hotels are positioning staff wearing appropriate PPE to open doors and to operate elevators. Other hotels are using hand sanitiser stations along with appropriate signage and regular cleaning.

Reputable tools and resources

	Click on the images to visit the web page			
Infographics In some cases, there are multilingual versions available	 Handwashing (in 26 languages)	 Using hand sanitiser (multilingual versions available)	 Masks (in 26 languages)	 Gloves (in 26 languages)
Reliable websites	<p>WHO (World Health Organisation) Advice for the public Common myths about COVID-19 Questions and answers about COVID-19 Video: how to wear a fabric mask Video: steps to prevent the spread of COVID-19 Operational considerations for accommodation sector List of organisations with reputable research and resources Country & technical guidance</p> <p>United Nations Environment COVID-19 waste management factsheets</p>			<p>ECDC (European Centre for Disease Control) – many of these pages are multilingual List of country websites where multilingual advice can be found Using facemasks to prevent the spread of infection Cleaning in non-healthcare and healthcare settings (includes advice on chemicals that are effective) Information and precautions about using gloves to prevent transmission Video showing how to properly wash hands Considerations around social distancing measures Heating, ventilation and air-conditioning systems in the context of COVID-19</p> <p>Green Fins (sustainable diving for marine conservation) Environmental best practice for chemical cleaning agents</p>
Guides and e-learning	<p>ABTA (UK Travel Association) Travelers Members can find information about how to download the ABTA Post Pandemic Recovery Guide and the Accommodation Health & Safety Technical Guide in the Member Zone</p>  			<p>Coming soon: Plastic e-learning GreenerGuest and Intertek Cristal have joined forces to create interactive e-learning for hoteliers with a focus on reducing plastic whilst meeting hygiene standards. We will update this guide and member zone when it is available.</p> 
				<p>Global Tourism Plastics Initiative (GTPI) guidance GTPI have produced recommendations for the tourism sector to continue taking action on plastic pollution during COVID-19 recovery. Click here to visit the GTPI website where you can find this information and more details about the initiative.</p> 

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staff welfare

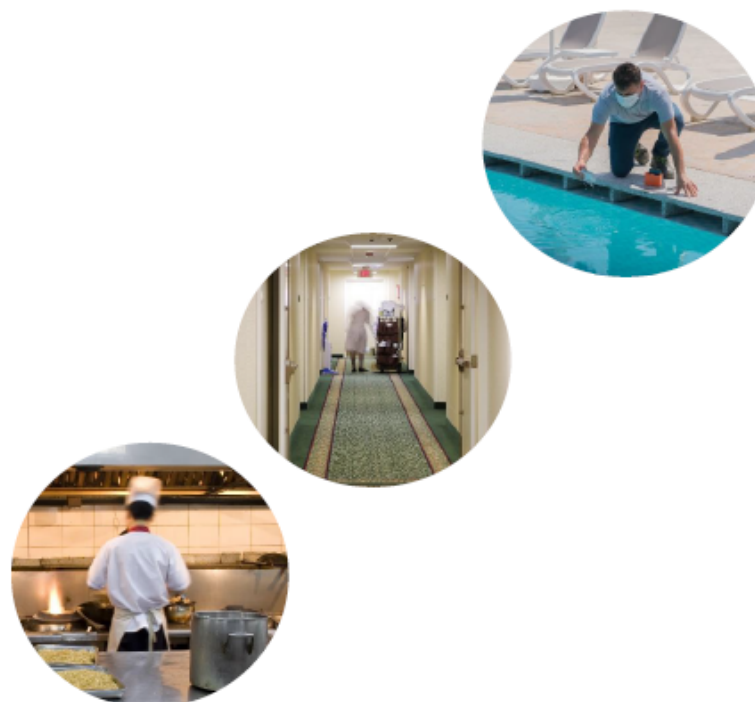
In the Travelife COVID-19 Member Survey, 65% of Travelife Members said they needed help with how to support the welfare of their staff during the pandemic. Whilst the certification requirements around labour and human rights have not changed, in this section we have highlighted some of the unique concerns that coronavirus presents so that accommodation providers can make sure they are complying with all relevant laws and have adjusted their policies and procedures where necessary.

Other Travelife resources

Travelife Members can access our usual guidance about labour issues and human rights in the [Member Zone](#). You will find this information in the Sustainability Toolkit under 'People'.

[Click here](#) to view and download multilingual versions of the Travelife Checklist. The specific requirements around labour and human rights can be found under Sustainability Management (policies and legislation) and People (labour and human rights).

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Labour issues

The certification requirements in this area have not changed due to COVID-19, however, the pandemic does present new challenges and considerations for some businesses that we have highlighted below.

	Summary of requirement	Challenges and considerations	Suggested actions
Legal compliance	You are expected to comply with all labour and human rights legislation that is applicable to your business. This includes local, national and international regulations.	In some countries there are legislative changes relating to labour and human rights because of COVID-19. It is your responsibility to find out if these might affect you and to make any resulting changes in your business. These could relate to many different areas but are most likely to be about sick pay, staff furloughs (temporary paid or unpaid absences) and redundancies/lay-offs. They might also cover how to protect staff from infection and how to manage staff that become infected or who have COVID-19 symptoms.	Travelife requires you to keep a legal register of all the legislation that you need to comply with, so be sure to update this with anything new and to keep records showing how you have complied. You can find guidance about this in the Member Zone under the 'Sustainability Management' section of the Sustainability Toolkit.
Preventing transmission in the workplace	As an employer, you have responsibility for the health and safety of your staff when they are working for you.	You need to decide what measures you will take to prevent staff from becoming infected when they are working for you, how to communicate these to staff and what you will do if they don't follow your policies. You need to think about what information you will give to guests and suppliers about keeping your staff as safe as possible, and what you will do if this information is not followed. Getting to and from work may present risks of infection that you need to consider, especially if public transport is used.	Consider developing a policy that covers: – Prevention measures you expect your staff, guests and anyone else visiting your property to follow – What equipment will be involved along with how and when it should be used – What will happen if the policy is not followed This policy will need to be communicated to everybody that it covers, and we recommend that initial and ongoing staff training is provided. Particular attention should be given to training managers about how to enforce the policy and how to support staff who need to enforce the policy with guests and suppliers. You will likely need to incorporate your existing disciplinary, grievance and complaint procedures into this policy, or refer to them. Your policy must comply with all relevant laws and regulations.
Working hours	You are expected to comply with the usual laws, regulations and requirements in this area. This includes maximum hours, breaks, overtime and time off.	Some hotels are implementing restrictions in staff break rooms in order to ensure proper social distancing or changing the timings of staff breaks so there are less staff using break areas at the same time. Some businesses are under pressure due to the volume of staff off work because of COVID-19, local quarantine measures or having less staff employed in order to reduce operating costs.	You should take steps to ensure that staff do not miss their breaks due to virus prevention measures you may have taken, and that they still receive any contracted meals during their shift. If that is not possible then you will need to agree new conditions with your staff that comply with all laws and regulations. If staff are being asked to work additional hours, then this should be done in compliance with all laws and regulations. They must be paid overtime or given time off in lieu for any additional hours worked.
Health screening and sickness	You should be complying with any local, national or international regulations about how to deal with sick leave, staff medical care, staff privacy and what your responsibilities are if someone becomes sick during/because of their work.	If you are a responsible business, then you will be ensuring that staff that have COVID-19 symptoms isolate at home (or in staff accommodation) as per either the WHO (World Health Organisation) guidelines or guidelines issued by your government. That may mean that you have to consider labour laws around this area (see section above 'Legal Compliance') and if no such laws exist, make your own decisions about how to ensure staff are treated fairly. If you are conducting health screening on staff to check for coronavirus symptoms, you need to have a policy in place to deal with any subsequent isolation periods fairly. Because isolation might result in employee hardship, you need to ensure that the screening methods you are using are science based. You can find information about this from the WHO along with reputable local health authorities. You should also be taking steps to protect the privacy of staff if your health screening measures mean they have to reveal personal information. You also need to consider how you will handle staff who do not report known symptoms and thus risk infecting other staff or guests.	Consider developing a new policy (or adapting an existing one) that explains how you will deal with isolation, long-term sickness, health screening and privacy due to COVID-19. This policy should: – Comply with all relevant laws and regulations – Protect human rights (including the right to privacy) and prevent discrimination – Prevent retaliation against staff who either have the virus or must isolate because they have symptoms – Outline the policy and procedure that both staff and management should follow if an employee has symptoms and/or tests positive for coronavirus – Address wages, benefits and return to work procedures

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Mental health and general well-being

Many of us all over the world are facing new challenges during the COVID-19 pandemic and we strongly recommend that you consider this when thinking about the well-being of your staff, making adjustments where necessary and offering support whenever possible.

The challenges your staff might be facing	Resources to help you support your staff
Grief over someone who has died from COVID-19	We have included global advice and some reputable UK websites. However, we strongly recommend that you consider the unique situation in your own destination and find local advice and support wherever you can.
Concern over the health of someone with symptoms or who has been diagnosed with coronavirus	Websites
Having to care for someone who either has coronavirus or who has another condition that is more difficult to deal with due to the pandemic	World Health Organisation public advice (includes tips for people at home)
Caring for children when schools and nurseries are closed	World Health Organisation 'mental health considerations during COVID19 outbreak'
Worrying about people they care about contracting the virus while at school, work or in a care facility	Mental Health UK 'looking after your mental health during coronavirus'
Paying for medical bills	Mind UK 'money and mental health'
How to make up household income if a wage earner loses their job or is off sick, or in isolation	Posters, videos and infographics
If their own job is safe or what will happen if they cannot earn wages because of isolation or illness	World Health Organisation 'Coping with stress during the 2019-nCoV outbreak' infographic
General anxiety and worry from living through a pandemic and/or living in isolation	World Health Organisation 'Helping children cope with stress during the 2019-nCoV outbreak' infographic
Increased workload at home, or at work, to make up for other people who may be off sick or in isolation	World Health Organisation 'Be Kind to address fear during coronavirus' infographic
Complaints and abusive behaviour from guests	World Health Organisation 'Be Kind to address stigma during coronavirus' infographic
Fear of guests who may be infected and/or are not taking their own precautions to prevent infecting staff	World Health Organisation 'Be Kind to support loved ones during coronavirus' infographic
Having to work at home in an environment that is not suitable for work (e.g. no proper office space, having to care for children who are off school)	World Health Organisation 'COVID-19 and mental health' video
Stigma or discrimination because of perceptions around COVID-19 and their social or cultural group	Other ideas
Addiction problems such as increased (or renewed) dependency on alcohol or drugs	Have you talked to your staff about the problems they are facing? Do you feel confident that you understand what these are?
Unhealthy habits due to isolation or stress, such as poor diet, lack of exercise and sleep problems	Look for local charities and health services who can provide you (or your staff) with advice and support
	Provide your staff with a list of local and online services, especially in the languages that they speak
	Allow time for your staff to talk to each other and their managers in a safe, supportive environment where information will be kept confidential
	Consider setting aside a regular day or week for mental health awareness where staff can learn more about how to identify problems and where to find help. This could also ensure that staff have the tools to support each other
	Does your business have the ability to set up a charity or fund to help your staff and their families? If not, is there a local organisation that can help you?
	Review your own processes and see if there are any changes you can make to reduce stress on your staff. For example, flexible hours, allowing staff who do not have to be at your property to work at home
	What else can your business do to support staff? Can you provide any childcare facilities? Can you use your existing facilities to support your staff, especially when there are no (or very few) guests at your hotel, such as guest rooms, restaurants, gyms?

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community support

In the Travelife COVID-19 Member Survey, 62% of Travelife Members said they needed help with how to support their local community during the pandemic. Whilst the certification requirements around this area have not changed, in this section we have highlighted some of the unique concerns that coronavirus presents to communities in destinations to help accommodation providers think about any special support they can provide.

Other Travelife resources

Travelife Members can access our usual guidance about community engagement and support in the [Member Zone](#). You will find this information in the Sustainability Toolkit under 'People'.

[Click here](#) to view and download multilingual versions of the Travelife Checklist. The specific requirements around community engagement and support can be found under Sustainability Management (policies and reporting) and People (community integration), however, because being a responsible member of your community is such an important part of sustainability, some community support themes are also covered under other areas, such as animal welfare, suppliers and environmental management.

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The certification requirements in this area have not changed due to COVID-19, however, the pandemic does present some new challenges and opportunities that we have highlighted below.

	COVID-19 challenges	Ideas
Economic development	Many businesses all over the world have been hit especially hard by coronavirus due to travel/movement restrictions, limitations in supply chains and widespread illness in some places. Some will not survive, and others will only do so by implementing cost-cutting measures such as laying off their staff, leading to higher unemployment and harming the economy.	It has never been more important to support local businesses whenever you can. Review your supply chain in detail and look for opportunities to switch to local suppliers and smaller businesses where possible. If you are reviewing your own staffing, consider how you can do better in the future with both employing local people and providing better career opportunities for them before you consider bringing staff in from other cities/countries. This might mean looking at programmes that provide better on-the-job training for inexperienced local staff, such as apprenticeships and partnerships with local schools. You might find that your government or an NGO is providing funding for businesses that do this. Even if right now that seems unrealistic because you have too many staff, we recommend you consider this in long-term planning.
Tourism recovery	Almost every destination in the world has lost tourists and is concerned about when they will return in numbers big enough to sustain tourism businesses and improve economic conditions.	What can you do to support the safe return of tourism to your destination and how can you work with other businesses in your community on this issue? Were there concerns within your community about tourism before coronavirus? Have you talked to people about those concerns and thought about how you can help to rebuild a better tourism industry after the pandemic?
Protecting and helping vulnerable people	Higher rates of unemployment may create more economic hardship for people in your community, leading to more people who are living in poverty and/or homeless. It may also be more difficult for existing charities that support these people to continue their work due to a lack of donations. In some destinations, schools may be closed but parents are still working, meaning there are more unsupervised children at risk.	Do you have food or other supplies that you can donate to people in need? This can also have a positive environmental impact by reducing food waste and ensuring items that would normally be thrown away are reused. Can you provide temporary accommodation for people whilst your hotel is closed or experiencing very low occupancies? What about the use of other facilities you have that might help them? Review your child safeguarding policy to make sure it accounts for vulnerable children in your community. What else can you do to support schools, childcare centres and other organisations that can provide services for these children? What else can you do to support local charities and similar organisations that help vulnerable people in your community? How can you support your own staff who need to work but have childcare issues? Or issues with caring for other vulnerable family members?
Caring for the environment	In some countries there are increasing issues with litter during coronavirus along with problems with infrastructure, such as waste collection and water services. Because of safety concerns and social distancing precautions, people who normally conduct things like beach cleans may not be able to keep up this work.	This is a certification requirement anyway, but you should still spend time making sure that your business is not contributing to any infrastructural issues and is preventing any kind of waste or pollution in your community. If there is an area in your community that is suffering from excessive litter, can you organise a clean-up event whilst ensuring that proper virus transmission prevention protocols are followed? Can you use your influence as a business to pressure local authorities to deal with these issues?
Animal welfare in your community	Stray cats and dogs may be suffering more than usual if there are less tourists to feed them or simply because so many local people are staying at home. Working animals may not be getting fed or properly looked after due to lack of tourism or economic hardship. Captive animals and those used for entertainment may be facing similar issues. More people may be abandoning their pets, farm and working animals due to economic hardship or illness that prevents them from caring for these animals properly.	What can you do to protect the welfare of animals in your community? We recommend you talk to local animal welfare organisations and animal healthcare experts about ways that you can help. This may not cost money because you might be able to support things like awareness campaigns or invite staff to become involved in adoption programmes. You may be able to donate supplies to local animal welfare organisations, such as blankets and food. Some hotels that are closed might even find ways to offer temporary safe shelter.

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tips and advice for properties that are closed

In the Travelife COVID-19 Member Survey, 36% of Travelife Members said they would like advice about how to maintain their sustainability commitments when they are closed because of COVID-19. Whilst you are expected to maintain your certification by complying with all of the requirements, we have included information that is particularly relevant when you have no guests in-house and very little staff working, so this guide does not address all of the certification requirements and instead we have focused on the areas that may be of special concern during this time.

As you work your way through this guidance, you may find it helpful to keep a record of any actions you have taken and any regular maintenance that will be required when you are closed. This could help you with remembering to check these issues on a regular basis and could also assist you with reopening procedures.

Please remember that even though you are closed, you are still expected to meet the certification requirements around regularly recording your energy and water consumption, as well as keeping waste and chemical records. This data may also help you assess the affects COVID-19 had on your environmental performance and be useful for making decisions later.

Other Travelife resources

Travelife Members can access our usual guidance about how to comply with the Travelife Standard in the [Member Zone](#), including templates for keeping energy, water, waste and chemical records.

[Click here](#) to view and download multilingual versions of the Travelife Checklist that list all of the requirements.

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Important!



This information should not be used for closures because your business is quarantined due to a **COVID-19 outbreak or suspected infection, and there are infected (or potentially infected) people at your premises**. In those cases, you should be following your usual health and safety protocols along with advice from your government, local health authorities and/or the WHO (World Health Organisation).



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Turn off equipment that will not be needed or reduce the impacts from equipment that will be used less

Make sure that any equipment that consumes energy, water or chemicals is safely turned off if it is not required when you are closed and that you carry out any regular recommended maintenance during this time. It is recommended that you walk around your entire property to assess what can be turned off or adjusted, and how do to this in a safe manner. By doing this you will ensure you have reduced your operating costs as much as possible along with your environmental impacts.

	Turn off	Consolidate	Reduce consumption
Tips	<p>There will be a lot of equipment that simply is not needed when you are closed, especially in guest rooms and facilities, such as gyms, spas, business centres and restaurants.</p> <p>Make sure you follow any special manufacturer instructions for turning equipment off as well as maintaining and storing it when not in use, as well as all applicable health and safety laws, regulations and protocols.</p> <p>Before turning equipment off, you should make sure there are no health and safety issues that you need to comply with. For example, leaving on enough lighting at night for security personnel, making sure smoke alarms, sprinkler and security systems are still working and so on.</p> <p>! Sometimes electronics appear to be turned off when they are actually in standby or 'sleep' mode when they still consume energy. This is especially true of computers, printers and televisions. We recommend you check this and if necessary, look for the manufacturer instructions about how to fully power off the equipment.</p>	<p>It is likely that you still have some staff at your property who will need access to things like water coolers and refrigerators. Try to find ways to consolidate those items.</p> <p>For example, instead of running three water coolers you may only need one and you may only need one set of bathrooms instead of several, meaning you can turn off lighting and other equipment in the unused bathrooms.</p>	<p>You may find that it is not possible to turn off some equipment due to the way it is operated, such as the use of sensors and timers, or because of other concerns such as ensuring the plants in your grounds have water.</p> <p>In those cases, you may be able to look at reducing the operating costs and environmental impacts by adjusting timers and temperature sensors, or by blocking off use in certain areas.</p> <p>For example, grass that has died due to lack of water can quickly grow back, so you might turn off lawn irrigation but keep irrigating other plants in your gardens that need water.</p> <p>You may be able to adjust the temperatures of air-conditioning units that have to be left on so that they consume less energy.</p> <p>Provided you follow your usual health and safety protocols, you may find that less chemicals are needed for things like swimming pools and laundry equipment, or that more environmentally safe chemicals can be used.</p>
Common equipment/areas	<p>Lighting</p> <p>Electronics (TVs, computers, projectors, point of sale equipment, bedside clocks)</p> <p>Heating and cooling systems (air-conditioning)</p> <p>Refrigerators that have been emptied and thoroughly cleaned</p> <p>Exercise equipment</p> <p>Salon and spa equipment, including saunas</p> <p>Vending machines and water coolers</p> <p>Irrigation systems</p> <p>Water features such as fountains</p> <p>Equipment used to heat swimming pools and Jacuzzis (ensure regular maintenance when you are closed and consider emptying them)</p> <p>Cleaning equipment, such as dishwashers and washing machines</p> <p>Water heating</p>	<p>Lighting in break rooms and bathrooms</p> <p>Heating and cooling systems (air-conditioning)</p> <p>Vending machines and water coolers</p> <p>Refrigerators</p> <p>Lighting in parking areas</p> <p>Cleaning equipment, such as dishwashers and washing machines</p>	<p>Irrigation</p> <p>Heating and cooling systems (air-conditioning)</p> <p>Water heating</p> <p>Refrigerators</p> <p>Lighting</p> <p>Swimming pools and Jacuzzis</p>

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Waste, pollution and maintenance

Solid waste	Special food waste considerations	Chemicals
<p>Although you should be experiencing a significant reduction in the waste produced by your property, it is still important to separate and monitor your waste streams, and ensure they are properly recycled or disposed of in accordance with laws and regulations, and in a way that avoids pollution.</p> <p>If your destination has reduced waste collection services, or is not properly managing waste they have collected, we recommend that you look for ways to safely store your waste until these services are resumed.</p> <p>Take steps to prevent further waste by reviewing all of the standing orders you place with suppliers, and either suspending these or adjusting the amounts accordingly.</p> <p>Monitor your outdoor areas and the area surrounding your property to ensure you are not generating any litter. If you are, take appropriate steps to prevent litter from your property polluting the area.</p>	<p>It is really important that you monitor any food and beverages you still have stored, and that you take steps to reduce wasting any items that will expire before you reopen. This could include:</p> <ul style="list-style-type: none"> – Donating to staff or people in your community – Donating food to local farmers to use as animal feed or compost – Finding ways to compost any remaining food waste, with disposing of it in your normal mixed waste being a last resort <p>Take steps to prevent further waste by reviewing all of the standing orders you place with food and beverage suppliers, and either suspending these or adjusting the amounts accordingly.</p> <p>When monitoring your food and beverage supplies, remember to check vending machines and guest room minibars, as well as your kitchens and normal food and beverage storage areas.</p>	<p>To prevent pollution and hazards from harmful chemicals, you should carry out regular checks of the chemicals you have in storage to ensure that containers are in good condition, that chemicals have not expired and that any protective equipment is still in good working order.</p> <p>You should take measures to ensure that chemical storage areas remain secure (e.g. locked) and in good condition in order to reduce the risk of leaks and spills, as these are more likely to go unnoticed for longer periods when you are closed.</p> <p>Take care to ensure that staff still working at your property know about the proper and safe management of chemicals including how to dispose of them, which should be done in accordance with all relevant laws and regulations.</p> <p>If there is disruption to your usual waste management services (e.g. local authorities have suspended waste collection or processing), then you should look for a way to safely isolate environmentally hazardous waste (including containers that contained hazardous chemicals) until these services resume.</p> <p>You should ensure there is no possibility that any leaks from your chemical storage areas can pollute soil, water (including seawater) or harm people or animals.</p> <p>Add a check of chemical storage areas to any regular safety and security inspections that are carried out at your property when it is closed.</p>
General equipment maintenance	Your water supply and pipes	Wastewater
<p>Air-conditioning units and solar panels need regular cleaning and maintenance to ensure maximum efficiency and to reduce the risk of long-term damage.</p> <p>Pay attention to dust that might be building up on outdoor equipment and try to keep to a regular maintenance schedule.</p> <p>If you use outside contractors for this maintenance and they have suspended services due to coronavirus, try to make sure you schedule them to come to your property as soon as possible after these services are resumed. You could contact equipment manufacturers for interim cleaning instructions if needed.</p> <p>Refrigerators, dishwashers and laundry equipment can still build up dirt and dust in motors when you are closed, so try to keep to a regular cleaning and maintenance schedule.</p> <p>Remember that equipment containing ozone depleting substances, such as refrigerators and air-conditioning units must be regularly and professionally serviced to reduce pollution.</p>	<p>Add a check of leaks from pipes, taps, toilets and urinals to any regular safety and security inspections that are carried out at your property when it is closed and quickly address any problems.</p> <p>Check the condition of any insulation on hot water pipes and fix issues as soon as possible.</p> <p>Empty guest rooms and kitchens provide a good opportunity to carry out checks and repairs without disruption. This could include:</p> <ul style="list-style-type: none"> – Checking water flow rates and replacing any worn flow restricting equipment – Checking for leaking toilet cisterns and making repairs – Checking for leaking pipes in areas that can be hard to reach during normal operations, such as underneath sinks and in ceilings <p>Ensure that water safety protocols are maintained (e.g. legionnaires disease prevention).</p>	<p>Although your property is probably producing a lot less wastewater, you are still expected to comply with all relevant laws and regulations.</p> <p>Be aware that systems for managing water may not be maintained or monitored as closely due to less staff working, so you should address this by ensuring that regular checks are being carried out and that any issues are dealt with quickly.</p> <p>Pay particular attention to inspecting the property during and/or after heavy rainfall to ensure your storm water systems are still in good working order, including ensuring that guttering is free from debris.</p> <p>Add a check of gutters, pipes and drains to any regular safety and security inspections that are carried out at your property when it is closed.</p>

Other considerations

Wildlife and animal welfare	Your staff	Your community
<p>Because there are less people around, you may find that wildlife is more likely to visit your property. Consider taking the following precautions to protect their safety and well-being:</p> <ul style="list-style-type: none"> Secure areas where animals might become trapped so that you prevent access routes Look at ways to prevent animals from drowning in outdoor pools and other water features Secure food and chemical storage so that animals cannot eat or come into contact with things that might harm them Add general checks for trapped and distressed animals to any regular safety and security inspections that are carried out at your property when it is closed <p>If you normally provide basic care for stray cats and dogs, they could be suffering without this so consider ways to ensure they are still cared for and consult with local animal welfare organisations if you need advice or assistance.</p> <p>If your business normally supports offsite activities involving captive or working animals, you should consider the impact that the lack of visitors from your property might be having on their care. Any action you decide to take should be guided by advice from reputable animal welfare organisations.</p> <p>You should be taking all necessary steps to ensure the ongoing care and general well-being of any animals that are kept on your property, seeking expert advice from animal welfare and/or animal healthcare experts where needed.</p> <p>Properties that are on or near wildlife reserves should consider ways they can support local organisations with the ongoing protection of these areas when there is limited tourism. For example, anti-poaching initiatives or illegal hunting/fishing.</p>	<p>In some countries there are legislative changes relating to labour and human rights because of COVID-19. It is your responsibility to find out if these might affect you and to make any resulting changes in your business, even when you are closed.</p> <p>Particular consideration should be given to the following areas:</p> <ul style="list-style-type: none"> Sick leave Staff that have to isolate because they have COVID-19 symptoms or have come into contact with an infected person Furloughs (temporary paid or unpaid absences) Redundancies/lay-offs <p>For staff that are still expected to come to work at your property, you should be considering ways that you can support them in terms of preventing coronavirus transmission. This includes things like:</p> <ul style="list-style-type: none"> Social distancing rules and adjusting your work environment to account for these PPE (personal protective equipment) Preventing surface transmission in their workspaces and in common areas like kitchens and elevators Signage and training Any risks posed by their commute to and from work <p>If staff are working remotely, you might consider ways that you can support them with the following:</p> <ul style="list-style-type: none"> Ensuring they have the right equipment to carry out work at home Flexible hours to account for childcare or caring for people who are ill Their mental health and general well-being when isolated Coronavirus prevention measures they can take <p>COVID-19 presents many other challenges for your staff that you might be able to support them with. These challenges will be wide ranging and could relate to financial hardship, death or illness of people that are close to them, stress and anxiety about their future and their job security, general anxiety caused by the pandemic, increased workload/responsibilities at home or at work.</p>	<p>Many local businesses, especially small businesses, will be facing new economic hardship because of coronavirus and a lack of tourists. It has never been more important to support these local businesses whenever you can. Review your supply chain in detail and look for opportunities to switch to local suppliers and smaller businesses when you reopen.</p> <p>You could also think about long-term staff recruitment and development plans for when your business recovers from COVID-19. You may find ways to employ more local staff and to provide meaningful career development for them. There could be programmes run by your government or NGOs that provide funding for these types of job growth programmes. You might be able to spend time planning for new on-the-job training programmes and apprenticeships that offer more opportunities to local people, and these may offer opportunities for you to work with local schools, technical institutes and universities.</p> <p>Vulnerable people in your community may be facing additional hardship because of the pandemic and increased unemployment may be creating more poverty. You could look for ways to support these people through donations of food, supplies or money. If your own resources are low, then you might be able to help local charities with campaigns to raise awareness of these issues and perhaps even support campaigns that could raise donations from your past guests.</p> <p>In some destinations, schools may be closed but parents are still working, meaning there are more unsupervised children at risk of exploitation. You could review your child safeguarding policies and procedures to help address this issue. You should check your property for hazards to unsupervised children who may gain access without your immediate knowledge. For example, swimming pools, roof access, chemical storage and so on. If you believe this is a risk, then you should take steps to secure these areas.</p> <p>Stray cats and dogs may be suffering more than usual if there are less tourists to feed them or simply because so many local people are staying at home. Working, farm and captive animals may be facing similar hardships, and there may be an increase in abandoned pets. You could talk to local animal welfare organisations and animal healthcare experts about ways that you can help.</p>

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ANNEX 5: EXPERTS' TENTATIVE WORK PLAN

Annex 5: Tentative Workplan

Areas of intervention: Indonesia: Gunung Leuser NP (Bukit Lawang, Batu Katak, and Tangkahan) and Way Kambas NP (3 Villages)

From	To	Topics	responsible persons
Phase 1			
23.06.	02.07	Online survey (google, websites like travel platforms etc.) ; analysis of initial findings; draft initial findings and presentation	Eike Otto Nurdin Razak
03.07.	.	Online Orientation/briefing meeting with KKH, NWT, NPs' representatives and ACB, , presentation of working steps and aim of the mission, agreement on stakeholders to be involved; compile results of discussion	Eike Otto Nurdin Razak
Phase 2			
05.07.	19.07	Field Surveys and interview : <ol style="list-style-type: none"> 1. Medan tour operators, travel agencies, agencies and Indonesia Travel Agencies via on line if possible 2. National park management bodies, 3. Local guides (both in Tangkahan and bukit lawang also Medan city) 4. Tourists (e.g. online comments) 5. NGO's for ecotourism and Local Empowerment projects (YEL. OIC, PETA, etc) 6. Local Universities 7. Local initiator at each villages eg. Tangkahan Ecotourism Community (LPT) Tangkahan 8. Head of Tourism Department at Local Government (regency or province) 9. Focus Group Discussion with public/ private stake holders, NGo's 	FIELD VISIT Nurdin Razak
05.07.	19.07	Online research / desk review: <ul style="list-style-type: none"> • Key stakeholders (who is involved) and their opinions (unique selling points, potential, problems and challenges, Existing effects by tourism (positive/ negative) on local communities already existing best practices in sustainable tourism in the selected areas) • Analysis of promo material and websites (lists with promotion tools) 	Eike Otto Nurdin Razak

		<ul style="list-style-type: none"> General tourism data (origin and number of visitors, length of stay, daily expenditures), what is available, what would be needed, tourist target groups Key aspects of strategies at regional and national level (regarding ecotourism) 	
Phase 3			
19.07	25.07	<ul style="list-style-type: none"> Summary of findings and interpretation of results, SWOT Analyses regarding protected areas and selected villages (Tangkahan, Bukit Lawang, Bahorok in Gunung Leuser National park and Braja Harjo Sari and Rantau Jaya Udik Villages in Way Kambas National Park) Recommendations for interventions (first ideas for small grants) Specification of ideas for implementation (time estimation, budgets, stakeholders etc.) Definition of high priority/ pilot measures and location of interventions Summary of report (incl. funding requirements/ opportunities, criteria catalogues for ecotourism, COVID19) 	Eike Otto Nurdin Razak
27.07	30.07	Online debriefing with KKH/NWT/NP/ACB Finalise draft report	Eike Otto Nurdin Razak



selected memberships:



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