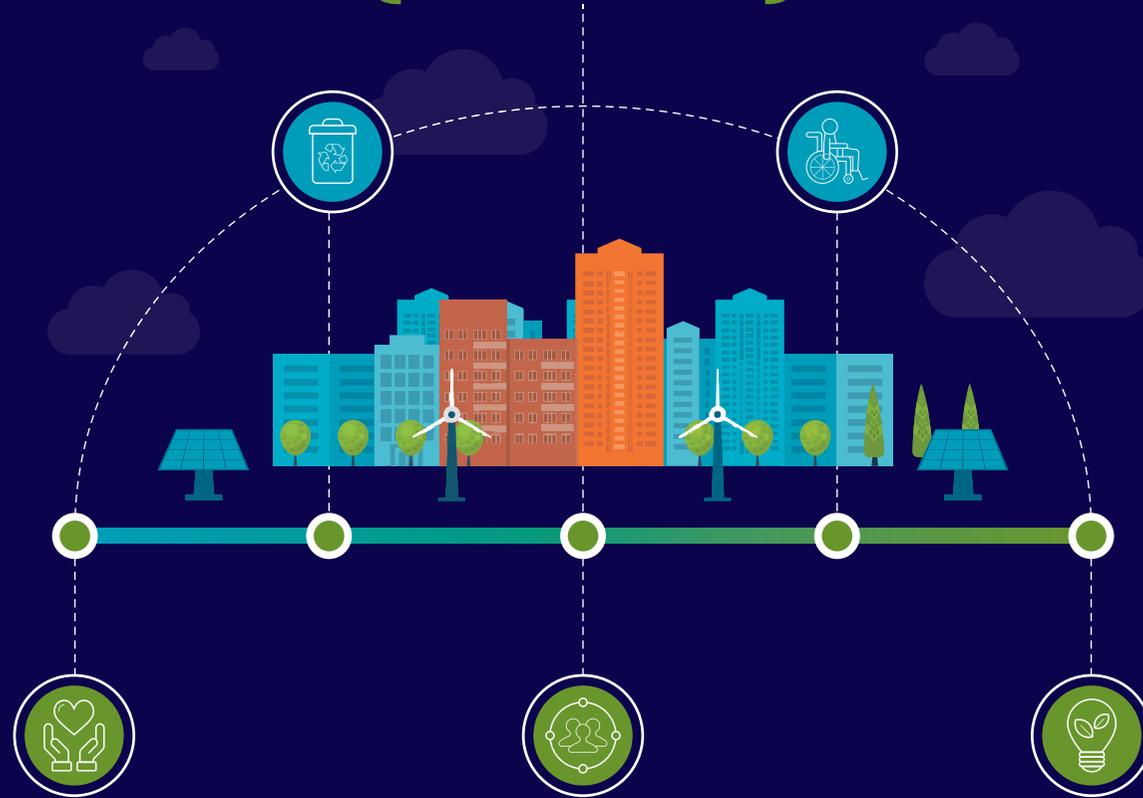


RESPONSIBLE TOURISM

RESPONSIBLE ★ ETHICAL ★ SUSTAINABLE



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Surveillance Assessment Workbook



This surveillance assessment workbook is designed to allow you to update us on how your business has progressed in the last 12 months. Have the future plans and objectives you cited in your last assessment come to fruition, or have you made strategic changes that have led to different but equally impactful change?

Introduction

The REST scheme is designed to accommodate all properties in all environments. Hotels that welcome either (or both) leisure and corporate customers. Whether you have a pool with lots of local members, conference, and events rooms to accommodate business customers, or a mix of business travellers and holidaymakers, the accreditation can accommodate your business.

The scheme is an operational accreditation; it is designed to be a conduit to sharing best practice that should make a difference to your P&L as well as your culture and reputation, creating a platform for business improvement, staff engagement (supporting recruitment) as well as focusing on reducing your carbon footprint.

The UN's 17 sustainability goals are designed to work towards much wider impacts than pure green initiatives. At Quality in Tourism (QiT), we agree with this approach, it's as important that businesses are commercially sustainable as environmental sustainability and ESG (Environment, Social & Government) is a common measure of successful performance.

Hotels have a commitment to the wider community, the employees, and owners as well as the guests.



Establishment Details

QiT ID: Establishment Name:

Address:

The REST Scheme is based on 3 Pillars



RESPONSIBLE

Corporate Social Responsibility (CSR), Community and Involvement

Pillar 1; 'Responsible' is designed to recognise a property and its teams' work within its local community. This could be anything from local suppliers, initiatives in schools and charities.

Responsible is about the social impact a business can make.



ETHICAL

Inclusivity and Integrity

A good business has a clear ethos and demonstrable commitments to equal opportunities, excellent employee benefits and approach to staff wellbeing. Committed training and development of staff especially from the local area.



SUSTAINABLE

Environmental and Economic Management

Designed to support your business work towards net zero and to further develop benchmarking and more importantly share best practice. Our accreditation reviews the initiatives you employ to reduce your carbon footprint including what you have in place for reducing waste, water, pollution and energy consumption.



Safe, Clean & Legal™ is the bedrock of the REST accreditation

Validated through a Primary Authority partnership and ratified by the Secretary of State for BEIS with Cornwall Council, the Safe, Clean & Legal™ accreditation uses EHO approved protocols as well as all other mandatory regulatory requirements to independently assess and grade businesses as safe and compliant.



Surveillance Assessment Workbook



Responsible

COMMUNITY INVOLVEMENT

Your program of involvement; how often, how you support and how the team is engaged.

CHARITY

How do you support local (and/or national) charities?

PROCUREMENT

How do you support local suppliers, producers and contract locally? Grow perishables, buy seasonally, produce on site, limit waste (with suppliers), upcycle/ recycle, bulk buy to reduce miles. Use like-minded suppliers, e.g. Ethical banks.

COMMUNICATION

How do you support and promote the local destination? How do you promote your collaboration with other businesses and cross-marketing activity?

TRAINING

How do you use training to develop teams in responsible behaviours to advocate for responsible behaviours and to educate guests? How do you encourage guest involvement/ engagement?

Surveillance Assessment Workbook



Update Statement:

Surveillance Assessment Workbook



Future Plans & Objectives:

Assessor Comments:

Surveillance Assessment Workbook



Ethical

EMPLOYMENT

How do you treat your team? Pay NLW where possible, employ disadvantaged people or those lacking in experience, get involved with work experience, internships, approach to health and wellbeing for team members?

ACCESSIBILITY AND INCLUSIVITY

How engaged are you from a guest and staff perspective? How do you communicate with both on the topic (access statement, allergens guide, facilities provided)?

CYBER SECURITY

How do you protect the data of staff members and guests? GDPR, PCI compliance, public Wi-Fi security.

PROCUREMENT

How do you check the ethical and environmental practices of product and service providers? How do you educate them and support suppliers? e.g. reducing pollution and chemicals using particular cleaning materials.

BUSINESS AND MARKETING

How do you communicate clear, ethical objectives and inclusivity stance, promote business with similar ethics and deliver training/comms internally and externally?

STAFF, GUESTS AND VISITORS

How do you communicate and incentivise team members, guests and staff and encourage their engagement and participation in initiatives?

Surveillance Assessment Workbook



Update Statement:

Surveillance Assessment Workbook



Future Plans & Objectives:

Assessor Comments:

Surveillance Assessment Workbook



Sustainable

ENERGY

How do you minimise the use of energy from LED lighting, appliance cleaning, sensor lighting A++ appliances, etc? How is energy sourced?

WATER

How are you reducing water usage and pollution, through monitoring for leaks, water harvesting, greywater recovery, etc?

GAS, OIL, FUEL AND HEATING

How do you minimise the use of the above, through insulation, appliance testing, heat recovery systems, maintenance?

WASTE MANAGEMENT AND RECYCLING

How do you record waste (especially to landfill)? Reduce/remove single use plastics, menu planning to avoid waste, recycling of batteries and ink cartridges, etc, encourage guests to recycle?

CARBON FOOTPRINT

Do you currently measure the Carbon Footprint of some or all of your business operation? If so, please provide your results, with, where possible, a comparison to this time 12 months ago.

TRAVEL AND TRANSPORT

How do you encourage an environmentally friendly approach to travel and transport using incentives like car sharing, electric vehicles and charges, bicycle hire/storage etc?

WILDLIFE AND ECOLOGY

How do you communicate clear, ethical objectives and inclusivity stance, promote How do you encourage plants to grow and attract wildlife in green spaces, provide green space for staff, guests and visitors, support wildlife organisations, etc?

Surveillance Assessment Workbook



Update Statement:

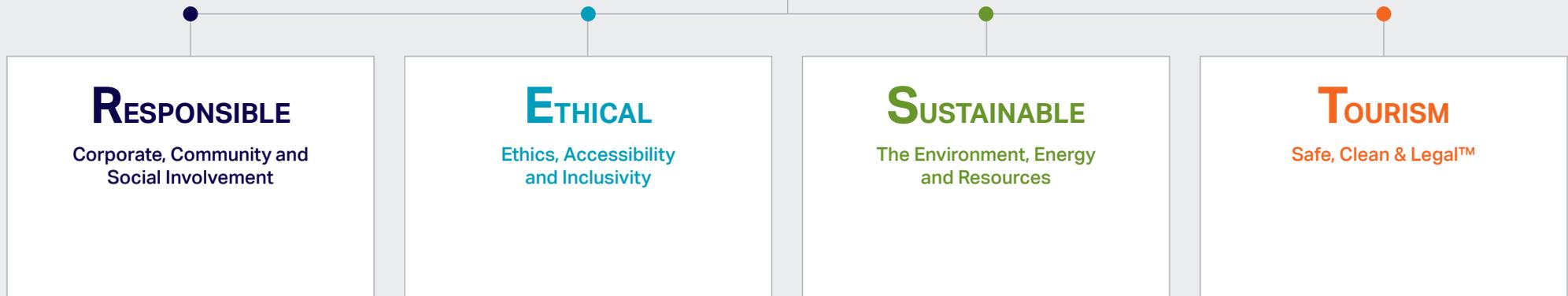
Surveillance Assessment Workbook



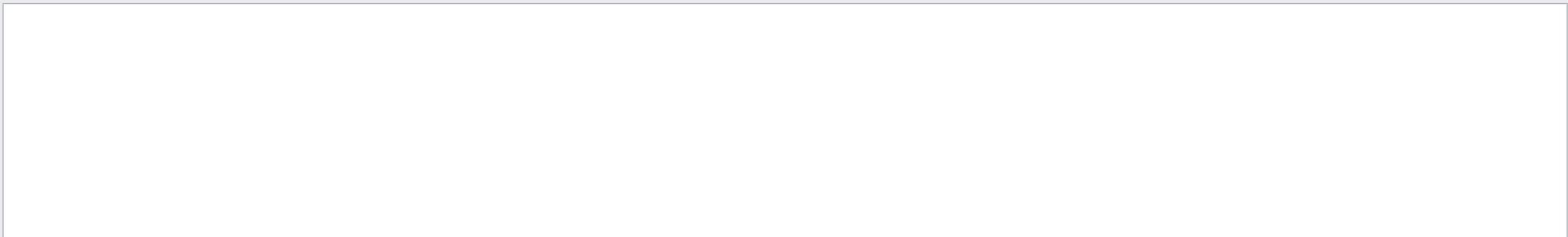
Future Plans & Objectives:

Assessor Comments:

Surveillance Assessment Outcome



Executive Summary





**RESPONSIBLE
TOURISM**
RESPONSIBLE ★ ETHICAL ★ SUSTAINABLE



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