



EARTHCHECK

EARTHSAFE

HEALTH AND HYGIENE TOOL

DESTINATIONS

AUGUST 2020 v1.0

#WALKTHETALK

the planet deserves more than half measures[®]

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KEEPING EARTHCHECK STANDARDS CURRENT

The EarthCheck Standards are living documents which reflect the progress within the science and technology pertaining to Certification for a sustainable travel and tourism industry.

To maintain their currency, all EarthCheck Standards are periodically reviewed, and new editions are published. Standards may also be withdrawn. It is important that Destinations ensure they are using a current Standard, as published on the 'MyEarthCheck' homepage, available on the EarthCheck website www.earthcheck.org.

EarthCheck welcomes suggestions for improvement to the Standards and encourages Destinations to notify us of any apparent inaccuracies. Please address your comments to relationshipmgt@earthcheck.org.

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INTRODUCTION

The purpose of the EarthCheck EarthSafe Destination Standard, is to provide Destination Authorities with a framework for a Health and Hygiene Management System. The EarthCheck EarthSafe Standard can apply to all Destinations, and the systems and processes can be applied to any Destination and Destination Authority.

The majority of the criteria within the EarthSafe standard, will be applicable to the Destination Authority, with supporting criteria for establishing protocols across the Destination.

This standard includes requirements specific to other management systems, such as quality, occupational health and safety, risk management and corporate social reporting and its elements can be integrated with those of other management systems.

GUIDANCE ON THE SELF-ASSESSMENT CHECKLIST

This document sets out the criteria for the EarthCheck Health and Hygiene Tool, including explanatory notes and a Self Assessment Checklist. The numbered clauses form the criteria, with explanatory notes on how the tool is applied.

The Self Assessment Checklist provides Destination Authorities with a tool to review compliance against each clause of the Standard. **It is a mandatory requirement to provide comments/explanation for every box ticked 'Yes' or 'No' or "NA"**. The Self Assessment Checklist is available online through "My EarthCheck" and becomes the key document used by auditors to ensure accuracy with the information reported.

Documentation Requirements

In addition to the Self Assessment Checklist, this standard sets out the documentation requirements that can be objectively audited subject to a Destination's level of health and hygiene measures. The extent and detail of the documentation are subject to the complexity of the Destination Authority's scope (including activities, services and facilities offered).

Required Documentation	
Policy	Health and Hygiene Policy
	Health and Hygiene Legislation Register
Risk Assessment	Health and Hygiene Risk Assessment

Required Documentation	
Standard Operating Procedure's	Illness and infection
	Sanitation and Disinfection
	Hand Hygiene
	Physical Distancing
	Staff, Guest, and Contractor and Delivery Personnel Health Checks
	Isolation of Sick People
	Management of Information
Training and Communication	Procedures Manual for Health and Hygiene protocols

The Self Assessment Checklist is a management tool that can be used to report on the Destination's health and hygiene management system and the Destination's commitment to corporate governance and risk management.

The following sections of this document form an easy reference tool and health check for establishing an effective health and hygiene management system.

1. POLICY & COMPLIANCE

1.1 Health and Hygiene Policy

The Destination Authority shall have a written Health and Hygiene Policy which encompasses the scope of the Destination's operations.

1.1.1 Responsibilities

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have a written Health and Hygiene Policy?	<input type="checkbox"/>	<input type="checkbox"/>		
Is a detailed statement about the scope and extent of the Destination's operations written into the Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment to care for the Health and Hygiene of everybody involved with the Destination, including the local community and vulnerable people?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment to continual improvement in aspects of Health and Hygiene?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment to regulatory compliance in the Destination's country of operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include enhanced hygiene practice in cases where there have been cases of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Policy include a commitment for a re-opening protocol, after the Destination Authority premises is closed for a period of time due to Health and or Hygiene requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the up-to-date Policy been shared with all of the Destination's stakeholders, including suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy been displayed in prominent public places within the Destination, this includes places frequented by staff, visitors and suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy been signed by the highest Destination authority?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy been revised within the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1.1.2 Coordination of Health and Hygiene

The Destination Authority shall formally appoint a competent representative within the Destination as the EarthSafe Coordinator for Health and Hygiene. This appointment must be supported by Senior Management.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Destination Authority formally appointed a competent (as required by law) representative from within the Destination as the Coordinator for Health and Hygiene with support from the highest managerial level ¹ ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a job description for the position of Health and Hygiene Coordinator ¹ ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority shown knowledge about Health and Hygiene aspects and have they endorsed the introduction of Health and Hygiene programs within the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority guarantee that the necessary resources are available to implement Health and Hygiene programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Code of Conduct been developed for staff, visitors, suppliers, and other stakeholders entering the Destination and the Destination Authority premises with respect to Health and Hygiene aspects?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Health and Hygiene Management System been developed for the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does that Management System include objectives, goals, action plans and an activity timetable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does that Management System include records and / or registers to demonstrate compliance with objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Management System evaluated and updated quarterly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a program been developed to ensure staff, visitors, suppliers and other stakeholders (such as residents) entering the Destination and Destination Authority Premises participate in Health and Hygiene programs within the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority request a code of conduct for Hygiene and Health aspects from their suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

¹ This position can be an existing position with extended job responsibility to include Health and Hygiene aspects.

1.1.2.1 Operation Health & Hygiene Coordination

The Destination Authority shall ensure Travel and Tourism operators within the Destination have implemented third party verified health and hygiene management systems.

Checklist Item	Y	N	n/a	Comment/Explanation
Do all gateway operations within the Destination (e.g. Airports, public transport operators) have a third party verified Health and Hygiene Management System?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can the Destination Authority demonstrate that at least 50% of tourism operators within the Destination have adopted and/or are committed to applying for a third party verified Health and Hygiene Management System?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1.2 Regulatory Compliance

The Destination Authority must commit to and comply with all regulations currently in force in relation to Health and Hygiene.

Checklist Item	Y	N	n/a	Comment/Explanation
Is the Destination Authority aware of all the relevant regulatory requirements and how they apply to its own Destination in regard to Health and Hygiene, including any guides and recommendations from local tourism associations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority complied with all legal requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a complete register of applicable legislation been developed in regard to health and hygiene requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a process in place to manage and ensure the level of compliance with existing legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority have a way to track development and implementation of new Health and Hygiene regulations applicable to their operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are records kept in order to demonstrate compliance with all applicable regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Destination Authority adopted local guides, recommendations and/or international standards, if applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2 RISK ASSESSMENT

The Destination Authority shall assess all actual and/or potential (hygiene) risks in relation to the Destination's scope identified by way of a risk assessment.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Destination Authority carried out a risk assessment which includes all actual and/or potential risks in relation to hygiene?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.1 Aspects and Impacts

The Destination Authority shall implement and maintain a procedure to identify all aspects of its activities, products and services that have an actual and/or potential impact (hygiene) against the 3 Key Hygiene Areas (KHAs) listed below where applicable within the Destination Authority premises. The Destination shall consult with key stakeholders on the significant aspects against the 3 KHAs.

1. Food and beverage services
2. Visitor and high touch areas
3. Staff areas

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have a procedure to identify aspects against the 3 Key Hygiene Areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority identified and evaluated its hygiene aspects and impacts and identified the risks and opportunities associated with adverse and beneficial impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have major external influences been identified and potential impacts assessed where appropriate, considering a life cycle perspective?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have risks and opportunities been considered with regard to the context of the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Has there been consultation with key business partners and stakeholders?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there ongoing liaison with key stakeholders to identify actual and/or potential impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.2 Likelihood and Severity

The Destination Authority shall consider the likelihood and severity of potential impacts, including the ability to prevent and/or mitigate impacts should they arise.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Risk Assessment identified the likelihood and severity of potential impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Risk Assessment considered the ability to prevent and/or mitigate impacts should they arise?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.3 Review Quarterly

The Destination Authority shall review, update and date the Risk Assessment quarterly.

Checklist Item	Y	N	n/a	Comment/Explanation
The Destination Authority shall provide a date on the risk assessment and review and update (where necessary) the risk assessment at least quarterly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have there been any changes to the operation and/or local, national or international considerations that need to be included in the Destination's Risk Assessment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If an incident has occurred at the property, has the incident been reviewed against the risk assessment procedure and appropriate actions undertaken to mitigate the actual or potential risk/s?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3 STANDARD OPERATING PROCEDURES

The Destination Authority shall have written Standard Operating Procedures (SOPs) by way of documents and procedures in place which ensure its commitment to the hygiene and health of its visitors and employees. Each Standard Operating Procedure document where relevant, shall be provided by way of evidence during verification/certification.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority ensure that staff have input into the creation and maintenance of the SOPs where relevant?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.1 Illness and Infections

The Destination Authority shall have Standard Operating Procedures (SOPs) in place for the prevention and management of potentially contagious illness and infections. The SOPs should include, but not be limited to, the provision of Personal Protective Equipment (PPE), isolation procedures and methodologies for communicating information about contagious outbreaks.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have an established procedure for prevention of illness and infections, including the practices required to prevent transmission?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an emergency protocol for handling a contagious disease within the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an action plan devised to communicate with all employees, visitors, suppliers and other stakeholders in the event of a contagious outbreak amongst staff members and/or visitors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is personal protective equipment made available to Destination Authority employees where applicable for their job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an isolation procedure for ill and potentially contagious people in the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority have a Contingency Plan in place for severe incidents related to contagion, that may involve a Destination lockdown, that includes processes for visitors and staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.2 Sanitation and Disinfection

The Destination Authority shall establish cleaning, sanitation and disinfection protocols for their Key Hygiene Areas (KHAs). The cleaning, sanitation and disinfection protocols shall be reviewed regularly and continually improved.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have cleaning, sanitation and disinfection protocols in place for the Key Hygiene Areas at the Destination Authority Premises, which includes the frequency required for cleaning, sanitising and or disinfection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority clearly identified all high touch areas within the Destination Authority Premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these cleaning, sanitation and disinfection protocols reviewed regularly and improved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority have a protocol for incoming packages entering the Destination Authority Premises, considering quarantine time, disinfection, unpackaging etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority have a cleaning verification program in place ² ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the cleaning, sanitation and disinfection protocols include the logging and recording of the cleaning, sanitation and disinfection of KHA surfaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are disinfection and sanitation areas adequately stocked with necessary supplies, kept clean and maintained in good working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority ensure the use of the correct disinfection product where required (e.g. for use against COVID-19, product should be tested against EN1476)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented a system to ensure that the cleaning, sanitising or disinfection products are kept in stock and available for use with appropriate Safety Data Sheets (SDSs) available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented a system to ensure that none of the cleaning, sanitising or disinfection products have expired?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented procedures to safely and sustainably dispose of products that are expired?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

² Verification can be from visual inspection, investigation or actual testing.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority test the strength of dilutable disinfectants with common test strips each time the product container is changed or on a regular basis if the product is infrequently used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented a system to ensure that the cleaning, sanitising or disinfection products have legible labels and are in the correct language?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented a system to ensure that the product is used as directed on the label and as per manufacturer instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented a system to ensure that the products are not being mixed and are being stored as recommended by the Safety Data Sheets (SDSs)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Destination Authority implemented a system to ensure that product dispensing systems are properly maintained and are in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.3 Hand Hygiene

The Destination Authority shall establish hand hygiene protocols for visitors, contractors, delivery personnel, guests and staff.

Checklist Item	Y	N	n/a	Comment/Explanation
Are all visitors to the Destination Authority Premises (including contractors and delivery personnel) made to wash or sanitise their hands upon entry and exit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all staff made to wash or sanitise their hands upon entry and exit of the Destination Authority Premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all staff made to sanitise their hands before and after the use of gloves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are disinfection areas, hand washing facilities, sanitisation areas (including hand sanitiser) adequately stocked with the necessary items, and are kept clean and in good working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.4 Physical Distancing

The Destination Authority shall establish a procedure to ensure when physical distancing is necessary, the requirements are adhered to, there is appropriate communication and appropriate training is provided.

Checklist Item	Y	N	n/a	Comment/Explanation
In places where physical distancing is necessary, is there appropriate signage and are visitors and contractors informed before arrival to the Destination Authority Premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a physical distancing protocol for visitor sign in? (For example, where required by legislation, Personal Protective Equipment (PPE) for receptionists, counter partitions, contactless check-in via apps etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a table distribution plan based on physical distancing protocols?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has public or meeting area furniture been rearranged in a way to ensure physical distancing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do food and beverage outlets within the Destination Authority premises have a procedure for implementing physical distancing when guests arrive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If physical distancing is required, are there procedures for the management of high use areas, such as stairs, elevators, corridors and entry and exits as allowed by the existing layout?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are security staff trained in how to handle visitors in order to reinforce physical distancing measures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have all staff members received training on physical distancing protocols within the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.5 Staff Health Checks

Where required by legislation, the Destination Authority shall implement a procedure to carry out staff health checks, including measuring staff temperatures upon arrival, completing a health survey and referring a staff member to a medical professional if presenting symptoms or becoming unwell.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have a program in place for promoting good health amongst employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have a privacy policy in place to protect employee health survey information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are daily health checks carried out on staff members (if required by legislation), in particular for personnel working in frontline jobs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff temperatures measured as they enter the premises (if required by legislation)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If an employee is unwell, are they able to access a doctor or paramedic before being accepted on shift?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If an employee becomes unwell during their shift or when they return home, does the procedure refer them to the isolation procedure (Section 3.8)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.6 Visitor Health Checks

Where required by legislation, the Destination Authority shall implement a procedure to carry out visitor health checks, including measuring visitor temperatures upon arrival, completing a health survey and referring a guest to a medical professional if presenting symptoms or becoming unwell.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have a privacy policy in place to protect visitor health survey information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are visitors informed of the visitor health checks that the Destination is required to carry out, prior to their arrival?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are visitor temperatures measured upon arrival during flu seasons, pandemics or other events?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are visitors asked to confirm they have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours and are otherwise well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a visitor seems unwell on arrival, are they directed to a doctor or paramedic before being accepted on site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If a visitor becomes unwell during their visit, does the procedure refer them to the isolation procedure (Section 3.8)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.7 Contractor and Delivery Personnel Health Checks

The Destination Authority shall implement a procedure to carry out contractor and delivery personnel health checks, including measuring temperatures upon arrival, completing a health survey and referring personnel to a medical professional if presenting symptoms or becoming unwell during their stay.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority have a privacy policy in place to protect contractor health survey information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are temperatures of contractors or delivery personnel measured as they enter the Destination Authority Premises if they are staying longer than 10 minutes or are accessing more than one part of the Destination Authority Premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If required by legislation, are contractors and delivery personnel asked to confirm they have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like symptoms in the last 72 hours and are otherwise well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contractors required to bring their own appropriate PPE when working on the Destination Authority Premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a contractor or delivery person seems unwell on arrival, are they declined access to the Destination Authority Premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a contractor becomes unwell during their visit, does the procedure refer them to the isolation procedure (Section 3.8)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.8 Isolation of Sick People

The Destination Authority shall implement a procedure to ensure that any visitor, staff member, contractor or delivery personnel that enters the premise that appears unwell or becomes ill with respiratory symptoms is isolated and referred to a medical professional.

The Destination Authority shall ensure within the procedure, there is a protocol for locating and isolating other people that may have come into contact with the sick person.

The protocol shall also include an action plan for cleaning and disinfecting any surfaces or areas where the sick person may have been.

Checklist Item	Y	N	n/a	Comment/Explanation
If a visitor, staff member, contractor or delivery personnel entering the Destination Authority Premises appears unwell, are they denied entry to the premises until cleared by a doctor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a visitor, staff member, contractor or delivery personnel becomes ill with respiratory symptoms while during their visit to the Destination Authority Premises, are they first asked to isolate (if required by legislation) and then directed to a doctor or paramedic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If a visitor, staff member, contractor or delivery personnel becomes unwell while on the premises, are they immediately isolated and provided with a doctor or paramedic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is that person that has been isolated provided with meals and private bathroom facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a protocol for locating and isolating the people that may have come into contact with that person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a protocol to inform the local Public Health Unit or Authority about the ill person and to seek advice regarding how and where the person should be managed to reduce the risk of geographical spread?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination have an action plan for cleaning and disinfecting surfaces, items and rooms occupied by the ill person? Are rooms or areas occupied by that person subject to deep cleaning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3.9 Management of Information

The Destination Authority shall ensure that all visitors and contractors complete a survey which includes their full name, date of birth, best contact number, current home address, trip records and the date and time of their visit onsite at the Destination Authority Premises, if required by current legislation and if consented to by the staff member, visitor and/or contractor.

The Destination shall ensure that these documents and records are kept private and confidential unless they are required to be handed over to a health authority upon request.

Checklist questions have been included to ensure the consideration for the privacy of the information managed.

Checklist Item	Y	N	n/a	Comment/Explanation
If required by current legislation and consented to, does the Destination Authority collect and retain details of all staff, visitors and contractors by date and time on site at the Destination Authority Premises and in transit per trip ³ ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are processes in place to ensure that the individual is informed that the personal information provided by them will be stored by the Destination Authority, details in the personal information may be provided to government authorities or their agents if the Destination is requested to provide this information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If the collection of this information is required under current legislation, are the staff, visitors and contractors advised of this before arriving at the Destination Authority premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the privacy of the information considered when designing or implementing new software, and in the creation of internal staff processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are processes in place to ensure effective management of the information, adequate storage of the details collected, limited access to the details and that an individual is identified to oversee the monitoring and protection of details stored?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

³ Note: This information is to be collected by the Destination Authority only upon consent from the individual and where required under local legislation. This information does not need to be provided to EarthCheck and shall be kept secure by the Destination Authority until such time as it is required to be provided by a health authority or destroyed at an appropriate time.

Checklist Item	Y	N	n/a	Comment/Explanation
Do the processes in place ensure that only relevant data is collected, and for the data to be erased/destroyed at an appropriate time as directed by the legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the full name if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the date of birth if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the best telephone/contact number if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include an email address if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include the current home address (and other if transient staff) if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do these records include trip records (for those involved in transport only) if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these documents and records retained including records of a person's locations visited and accommodation details for the 14 days prior to arriving in the Destination for the first time if consent was provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these records kept private and confidential unless they are required to be handed over to a Health Authority upon request?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4 TRAINING AND COMMUNICATION

The Destination Authority shall ensure staff has the ability to use specific skills and to employ the knowledge necessary to perform their jobs in relation to Health and Hygiene. The Destination Authority commits to train all staff in the required procedures related to Health and Hygiene.

The Destination Authority shall ensure that it communicates appropriately with all visitors, employees, contractors and other stakeholders in relation to Health and Hygiene.

4.1 Training

The Destination Authority shall ensure that training is provided on Health and Hygiene with relation to staff awareness, sickness/isolation protocols and emergency response teams.

4.1.1 Staff Awareness

The Destination Authority shall ensure that it has identified the needs for competency and training amongst its staff in regards to Health and Hygiene by way of a competency checklist against the various job descriptions throughout each department.

All health and hygiene aspects shall be made available to all staff within the Destination Authority and specific aspects shall be included in the staff induction.

All staff shall be kept up to date on their training in regards to the Health and Hygiene aspects of their duties, including the appropriate use of PPE and their performance shall be monitored.

Communication protocols shall be established between the Destination Authority and staff and staff are encouraged to provide feedback on the Health and Hygiene aspects of their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Destination Authority identified the needs for competency and training amongst its staff with regards to Health and Hygiene aspects?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Health and Hygiene competency checklist been made based on the various job descriptions within each department of the Destination Authority?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is awareness in Health and Hygiene aspects promoted amongst all staff in the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are specific aspects of Health and Hygiene included in the staff induction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a training program in place to keep the staff up to date with the Health and Hygiene aspects of their particular job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a supervision program in place to ensure that all staff members perform established Health and Hygiene procedures correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a communication procedure in place between clients, staff and suppliers with respect to Health and Hygiene aspects?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff members encouraged to give feedback on the scope and direction of the Health and Hygiene aspects of the Destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are staff members trained to use PPE in accordance with the activities they are performing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the training include how to use PPE for routine cleaning as well as enhanced cleaning in case of confirmed or suspected infection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are training records available which demonstrate all staff are trained in how to use the PPE in accordance with the activities they are performing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.2 Sickness/Isolation

The Destination Authority shall ensure that all staff are trained in recognising signs of illness in visitors or other staff members and they know how to report this.

All staff shall be trained in isolation procedures and the use of PPE when in contact with a sick person or someone/something that has been in contact with a sick person.

Checklist Item	Y	N	n/a	Comment/Explanation
Are all staff trained in recognising signs of illness in visitors or other staff members and do they know where to report this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff trained in patient isolation procedures as required by local legislation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff trained in the use of PPE when in contact with a contagious person, or something/someone that has been in contact with a contagious person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.3 Emergency Response Teams

The Destination Authority shall ensure there are established emergency response teams on every shift and that regular training is provided to these teams, including regular drills.

The position of a member of the emergency response team must be filled immediately if the position is vacated.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the Destination Authority established emergency response teams from amongst staff members?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there regular training given to these emergency response teams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
If a member of the emergency response team leaves the Destination Authority, is their position filled immediately with a new team member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there regular drills performed by the emergency response teams?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2 Communication

The Destination Authority shall ensure that communication is provided on Health and Hygiene with Visitors, Employees, Contractors and other stakeholders.

4.2.1 Visitors

The Destination Authority shall ensure that there is regular communication with visitors to provide up to date information regarding the health and hygiene procedures adopted for the Destination Authority Premises. There shall be appropriate signage (or other communication methods) throughout the Destination Authority premises and at visitor touch points of the necessary restrictions (where applicable).

Visitors shall have the opportunity to make suggestions regarding the health and hygiene practices at the Destination Authority premises. All suggestions shall be followed up, actioned immediately and all results should be communicated to the person who provided feedback. A record of feedback and actions taken shall be kept.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there regular communication with all visitors to the Destination Authority premises to provide up to date information regarding the procedures adopted for the premises (e.g. email or text updates with links to information on the Destination Authority’s website, phone calls etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there appropriate signage (or alternative communication methods) throughout the Destination Authority premises at visitor touch points to advise visitors of the necessary restrictions (where applicable)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there appropriate signage throughout the Destination Authority premises at visitor touch points to advise visitors of the cleaning, sanitisation and disinfection measures taken?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Do visitors have the opportunity to make suggestions regarding the Health and Hygiene program at the Destination Authority premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are suggestions followed up, actioned immediately and are results communicated to the visitor who made the suggestion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a record kept of visitors complaints and the solutions carried out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are visitors sent information regarding the Destination Authority premises Health and Hygiene measures and procedures electronically before they arrive onsite (e.g. an email with links to information on the Destination’s website etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there brochures or other forms of information provided to visitors regarding Health and Hygiene measures and procedures during their stay upon check-in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.2 Employees

The Destination Authority shall provide employees with the opportunity to report their concerns on the health and hygiene program. Records of this feedback and actions taken shall be kept and results of the feedback shall be communicated to the employee.

Checklist Item	Y	N	n/a	Comment/Explanation
Do employees have the opportunity to report their concerns about the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a record kept of the employee's report or feedback and of the actions taken subsequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the results of the report or feedback communicated to the employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.3 Contractors

The Destination Authority shall provide contractors with the opportunity to report their concerns on the health and hygiene program. Records of this feedback and actions taken shall be kept and results of the feedback shall be communicated to the contractor.

Checklist Item	Y	N	n/a	Comment/Explanation
Do contractors have the opportunity to report their concerns about the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is a record kept of the contractors report or feedback and of the actions taken subsequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the results of the report or feedback communicated to the contractor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are contractors sent information regarding the property's Health and Hygiene measures and procedures electronically before they arrive onsite?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there brochures or other forms of information provided to contractors regarding Health and Hygiene measures and procedures during their visit upon arrival?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.2.4 Other Stakeholders

The Destination Authority shall communicate their health and hygiene procedures with external stakeholders, including the local community in proximity to the property.

The Destination Authority shall have a procedure to notify the local community of an outbreak in disease or sickness that has the potential to negatively impact the local community, and the steps being undertaken to mitigate the impact.

External stakeholders shall be provided with the opportunity to report their concerns on the health and hygiene management system. Records of this feedback and actions taken shall be kept and results of the feedback shall be communicated to the stakeholder.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Destination Authority keep a record of the communications made with external stakeholders regarding their health and hygiene procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority keep a record of the communications made with local stakeholders in close proximity to the property regarding their health and hygiene procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Destination Authority have a procedure for notifying the local community of an outbreak in disease or sickness that has the potential to negatively impact the local community, and the steps being undertaken to mitigate the impact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do contractors have the opportunity to report their concerns about the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is a record kept of the contractors' report or feedback and of the actions taken subsequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the results of the report or feedback communicated to the contractor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4.3 Health and Hygiene Program Evaluation

The Destination Authority shall provide printed and digital copies of all recommended procedures relating to health and hygiene protocols. The procedures shall include a plan for dealing with nonconformities as they arise.

The health and hygiene program shall be monitored by the Health and Hygiene Coordinator.

Internal audits shall be conducted of the health and hygiene program where opportunities and deficiencies within the program can be identified.

The Health and Hygiene program shall be regularly reviewed and revised to ensure continuous improvement of the program.

Checklist Item	Y	N	n/a	Comment/Explanation
Is there a printed and digital Procedures Manual for the Destination Authority's Health and Hygiene protocols?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the Procedures Manual include a plan for dealing with nonconformities when they are identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the Health and Hygiene program registers and records accessible to Managers who need them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the program monitored by the Health and Hygiene Coordinator?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are internal audits conducted of the Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are opportunities and deficiencies within the program identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Destination Authority's Senior Management / Senior Management Team committed to the Destination's Health and Hygiene program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Health and Hygiene program reviewed and updated on a quarterly to ensure continual improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5 AUTHORISATION

To complete your application for submission, please ensure all the information provided in your Self Assessment Checklist is reviewed and authorised by a member of the Destination Authority's Senior Management, e.g. CEO, Director, General Manager etc.

5.1 EarthSafe Coordinator Application:

I hereby verify that the information contained within this application is current and true and accurate, and if proved to be otherwise, assessment results may be withheld.

Name

Position

Signature

Date of Authorisation

5.2 Senior Management Authorisation

I hereby verify that the information contained within this application is current and true and accurate, and if proved to be otherwise, assessment results may be withheld.

Name

Position

Signature

Date of Authorisation

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