

Remote/Virtual Audit



WHY REMOTE AUDIT

- **Global Sustainable Tourism Council (GSTC) has issued two derogations in March and April 2020 to allow Accredited CBs to schedule remote audits and postpone on-site audits when specific circumstances occur in the CB's clients country of operation.**
- **Pandemic Situation prevents physical Audit and encourages to adopt Digital audits**

BENEFITS OF REMOTE AUDIT

- ✓ **Decrease the carbon footprint and expenses through reduced travel for both the APs and the green team**
- ✓ **Engage teams irrespective of their location.**
- ✓ **An audit experience with the same trusted expertise**
- ✓ **Guided review of the documents through screen or file sharing**
- ✓ **Reduced costs for clients and reduced expenses for audit teams**
- ✓ **Ability to do it more often and with greater ease**
- ✓ **Ability to make it cost effective for smaller properties**

AUDITING CLAUSES

- **Clause 1: Viability of Accommodation Providers**
- **Clause 2: Promotional Offer**
- **Clause 3: Audit Program & Planning**
- **Clause 4: Safety and Security**

Clause 1: Viability of Accommodation Providers

Clause 1.1: Re-audit/Recertification cases can be considered for virtual audit purposes.

Clause 1.2: Small lodges/homestays/campsites/community places etc – under 10 rooms can also be considered for Audit.

Clause 2: Promotional Offer

Clause 2.1: This Auditing process could be promoted for a short period of 1 year time and review can be done thereafter.

Clause 2.2: 20% reduction on the Audit fees as special promotional price and no travel costs payable by the APs.

Clause 3: Audit Program & Planning

Clause 3.1: Technology infrastructure should be in place to ensure we can deliver an effective audit.

Clause 3.2: Audit process will be done through live streaming paired with mobile technology.

Clause 3.3: One full day process divided into 1st and 2nd half period.

Clause 3.4: A team of 2 auditors (In case of reaudit one auditor would be from the team which has done the audit earlier) undertake the audit function along the agreed PUG criteria and procedures through online.

Clause 3.5: Accommodation Provider should appoint Subject Matter Experts (SME) and one onsite designated senior managerial staff or owner for their fixed time slot, who would help the Green Team carry out the audits remotely.

Clause 3.6: Accommodation Provider could be physically inspected any time the certification process is completed and their rating might upgrade or degrade based on the inspection results. This may include a physical verification by the Green Team.

Clause 4: Safety and Security

Clause 4.1: Ensure agreement between auditor and AP about Confidentiality, Security and Data Protection issues.

Clause 4.2: Both parties should address cyber security issues.

Clause 4.3: Contingency plan would be prepared for technology malfunctioning, and would be put into action.



OUTPUT OF THE INTRODUCTORY MEETING WITH AUDITORS

Comments from Auditors	Steps Taken
As it is mentioned that Digital audit will help to decrease the carbon footprint, a suggestion has been given to estimate and advertise the value of the same	We are planning to calculate the amount of saving of carbon footprint through digital audit process. As this audit process has been introduced for short period of time, advertisement might affect our physical audit process
Suggestion came for inclusion of homestays, small units	Already included along with re-audit case
APs those are coming for this system should get some advantages or subsidies as market is totally down for them.	We are giving them 20% off on their audit fees and validity of certification is 3.5 years (grace of 6 months)
If advertisement for digital audit as carbon efficient will be undertaken then value of physical audit may effect and create contradiction.	The digital audit process will be followed for limited time period
Raised concern about the genuineness of the show around	Pre testing with Dhole's Den was satisfactory except glitches in few places. We requested them to share small videos and photographs.

SUPPORTIVE EVIDENCES/LIST OF DOCUMENTS

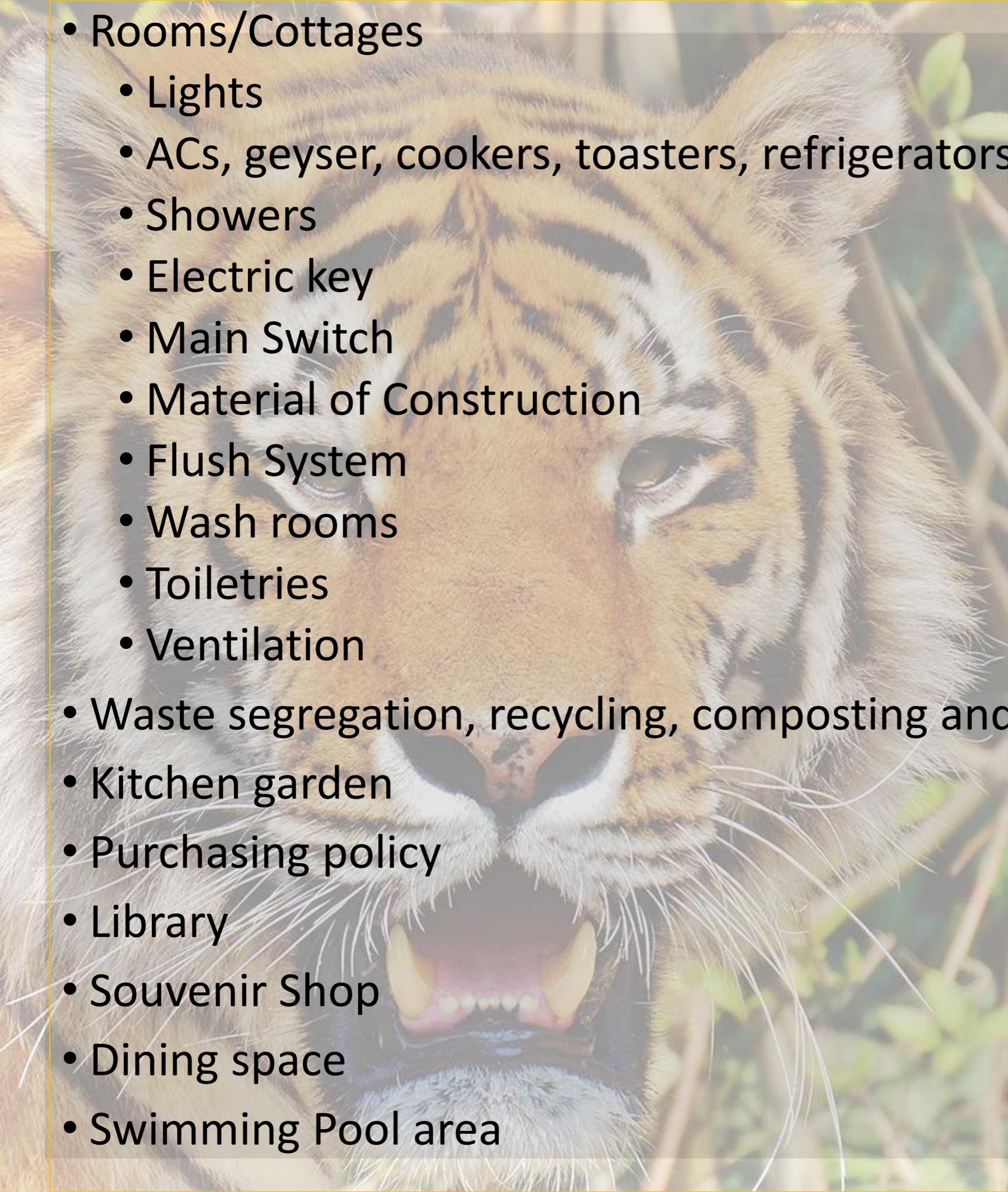
- Salary slip of the employees
- Proof for local purchasing
- Photographs for community training and capacity building
- Layout plan of the lodge
- Total covered area and Built-up area
- Technical details and reports of waste treatment systems (solid and water both)
- Environmental clearances & Panchayat NOC, etc.
- Any document to support CSR activities of the lodge
- Electricity Bill
- Consumption of Diesel & other fuels.
- Ownership/title of the land
- Evidence of staff being local
- Training Certificates etc. for Naturalists
- Any supporting document for active involvement with Government/Forest Department/Wildlife NGO's/Educational Institutions

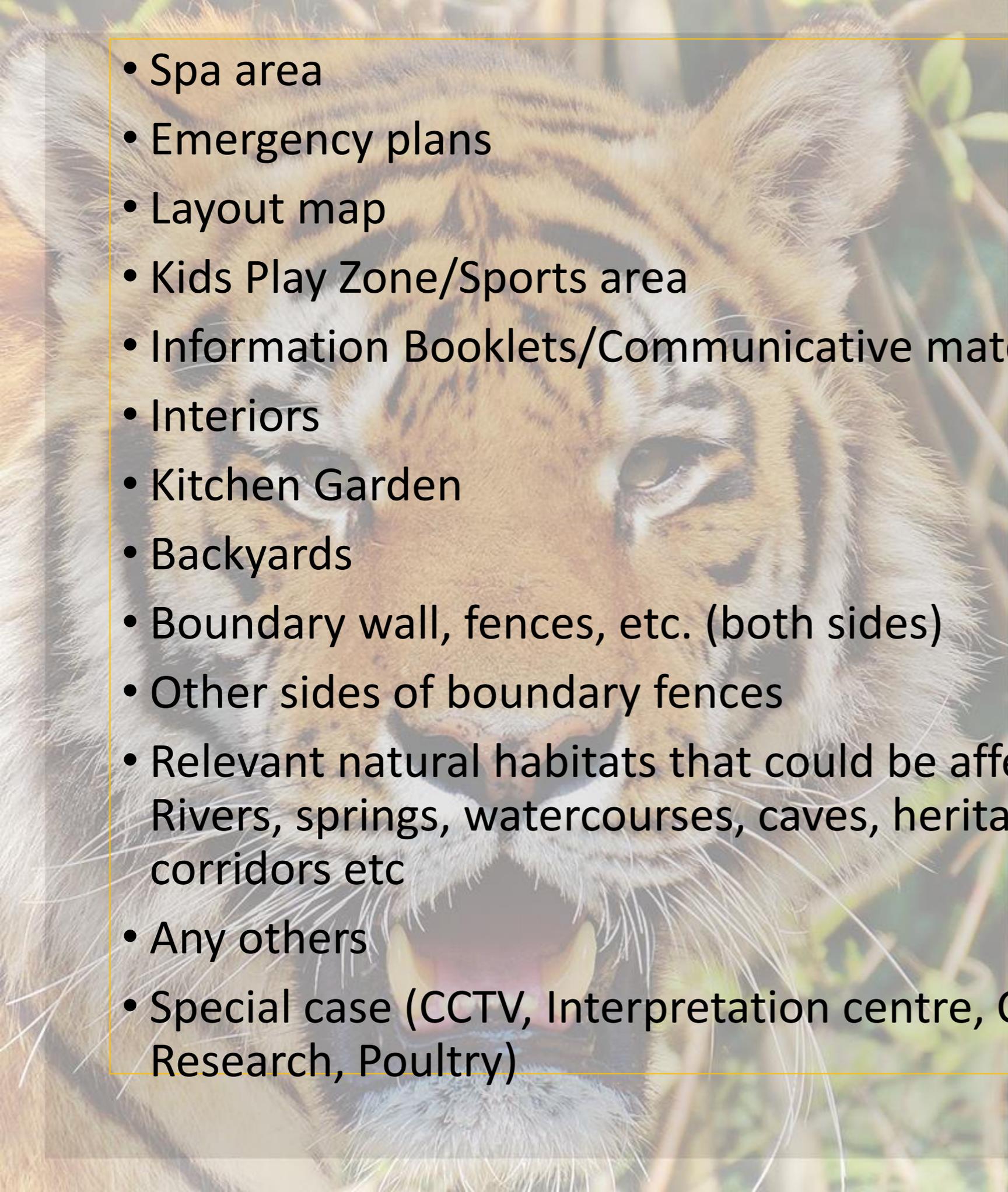
AUDIT SCHEDULE

- A pre audit exercise for 40mins would be done 2 to 3 days prior to the digital certification date.
- **Timeline for Full day Process**
 - Introduction of the audit team and client team – 10 AM to 10:10 AM
 - Toft PUG/Foot Print Eco Certification Presentation – 10:10 AM to 10:20AM
 - Presentation of the client to introduce their activities in Economic, Ecological and Socio-cultural aspects – 10:20 AM to 10:40 AM
 - Documentation Review (also need to shared by the AP through email for future documentation) – 10:40 AM to 11:20 AM
 - Small Break – 11:20 AM to 11:30 AM
 - Interview Session – 11:30 AM to 1PM
 - Lunch Break – 1 PM to 2 PM
 - Virtual Property Round – 2PM to 3:30 PM
 - Tea Break – 3:30 PM to 3:40 PM
 - End Discussion and Reviewing of CARs – 3:40 PM to 4:30 PM

SHOW AROUND

- Insist on receiving an orientation/ briefing just like guests.
- Code of conduct/ room brochures.
- Water Conservation (Rain water Harvesting, Brochure, Shower head, dual flush)
- Sewage treatment plant, water treatment.
- Energy Conservation (LEDs, CFLs, Solar Water heaters, solar lights, star rated appliances)
- Other renewable energy (Photovoltaic, Wind)
- Paint/Chemical Store (pesticides, paints, swimming pool disinfectants, and cleaning materials)
- General Store
- Kitchen area, storage and refrigeration
- Staff Accommodation
- Laundry, washing machines
- Pathways, Fire Extinguishers
- CSR activities (small videos/interview)

- 
- Rooms/Cottages
 - Lights
 - ACs, geyser, cookers, toasters, refrigerators,
 - Showers
 - Electric key
 - Main Switch
 - Material of Construction
 - Flush System
 - Wash rooms
 - Toiletries
 - Ventilation
 - Waste segregation, recycling, composting and disposal
 - Kitchen garden
 - Purchasing policy
 - Library
 - Souvenir Shop
 - Dining space
 - Swimming Pool area

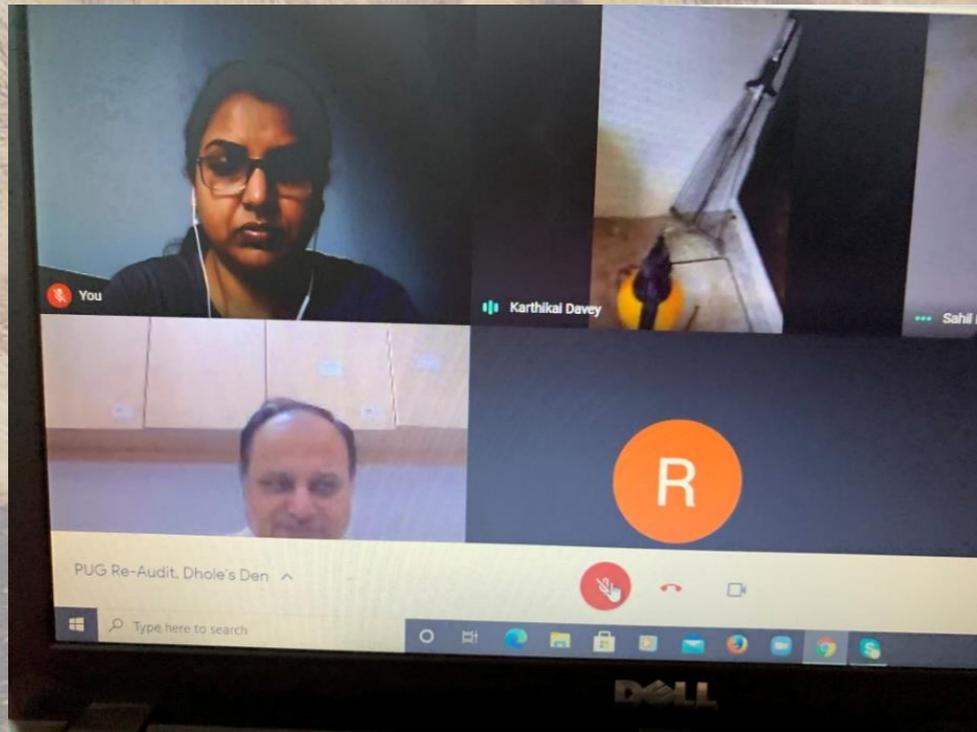
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- Spa area
 - Emergency plans
 - Layout map
 - Kids Play Zone/Sports area
 - Information Booklets/Communicative materials
 - Interiors
 - Kitchen Garden
 - Backyards
 - Boundary wall, fences, etc. (both sides)
 - Other sides of boundary fences
 - Relevant natural habitats that could be affected by the lodgings. Rivers, springs, watercourses, caves, heritage areas, forest corridors etc
 - Any others
 - Special case (CCTV, Interpretation centre, Crafts on display, Research, Poultry)

Remote audit Criteria and process of Show around

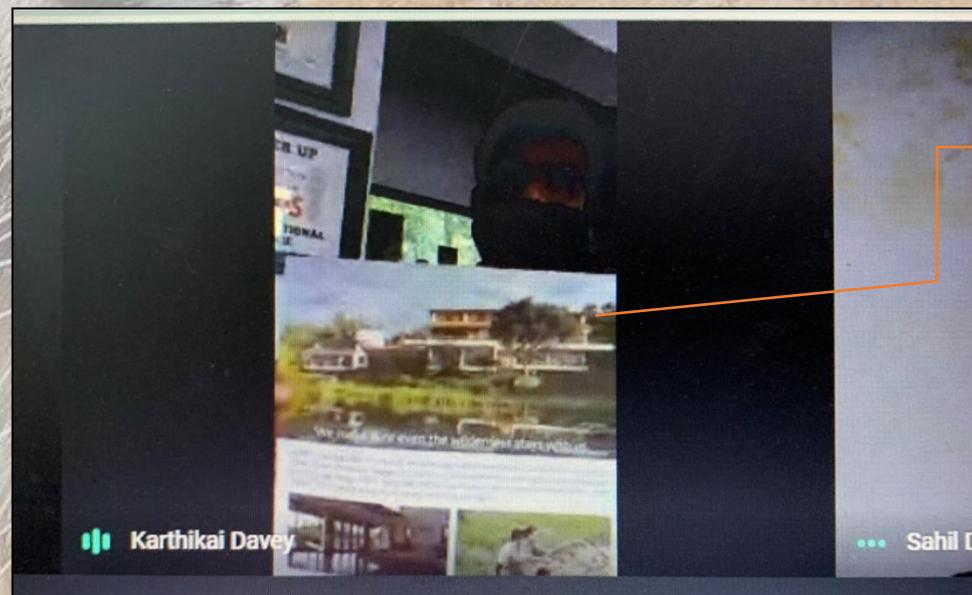
Remote Audit Criteria, Indicators location and tools (PUG and Footprint)

Sl. No	Criteria	Major Indicators	Location to visit/Documents	Tools for audit	PUG/Foot print
A. Sustainable Management & Conservation education 'PUG' Steps					
A.1. Effective sustainable management					
A.1.i	The organization has implemented a short and long-term sustainable management system suitable to its reality, size and scope, evaluates environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement.	<ul style="list-style-type: none"> - Written policy on sustainable management system, who are involved - Formal environmental policies and/or environmental management system are in place - Do these policies apply to all parts of your business activities - Conducting Social Impact Assessments, quantitative and qualitative economic impact assessment, Health policies and training in health and sanitization 	Documents review	Live web streaming (MS Teams, Webex and Zoom) (During the 1st half or provide through mail)	Both
A.1.ii	The Accomodation Provider is in compliance with legislations and regulations and holds environmental,health, safety and/or quality certifications (e.g. ISO, EMAS)	<ul style="list-style-type: none"> - Conformity with the legal requirements including certifications/legal acceptance documents 	Documents review Environmental clearances, safety, health, etc. legal documents including compliance with legislation such as clearances from water and environmental department, NOC from the Panchayat, Safety certificates, Quality certificates like ISO, EMAS, etc, as applicable.	Live web streaming (MS Teams, Webex and Zoom) (During the 1st half or provide through mail)	Both
A.1.iii	Encourages its visitors, staff and suppliers to reduce transportation-related and other greenhouse gas emissions	<ul style="list-style-type: none"> - Do you aware customer/staff/suppliers about practical measures/opportunities to reduce transport related greenhouse gas emission. 	Interview, training documents	Live web streaming (MS Teams, Webex and Zoom) (During the 1st	Both
A.1.iii	Encourages its visitors, staff and suppliers to reduce transportation-related and other greenhouse gas emissions	<ul style="list-style-type: none"> - Do you aware customer/staff/suppliers about practical measures/opportunities to reduce transport related greenhouse gas emission. 	EMAS, etc, as applicable. Interview, training documents	Live web streaming (MS Teams, Webex and Zoom) (During the 1st half or provide through mail)	Both
A.1.iv	Emergency plans/preparedness and safety measures are in place and clearly communicated	<ul style="list-style-type: none"> - Any emergency plans in place - Mock drills conducted 	Virtual visits of the spots Layout maps emergency exits indications, fire extinguisher in place, availability of life jackets and life boats, Fire Extinguishers and Sand Buckets at strategic points throughout the property Maintenance and service of the fire	Mobile technology, video applications on smart devices (phones and tablets) (During 2nd half)	Both

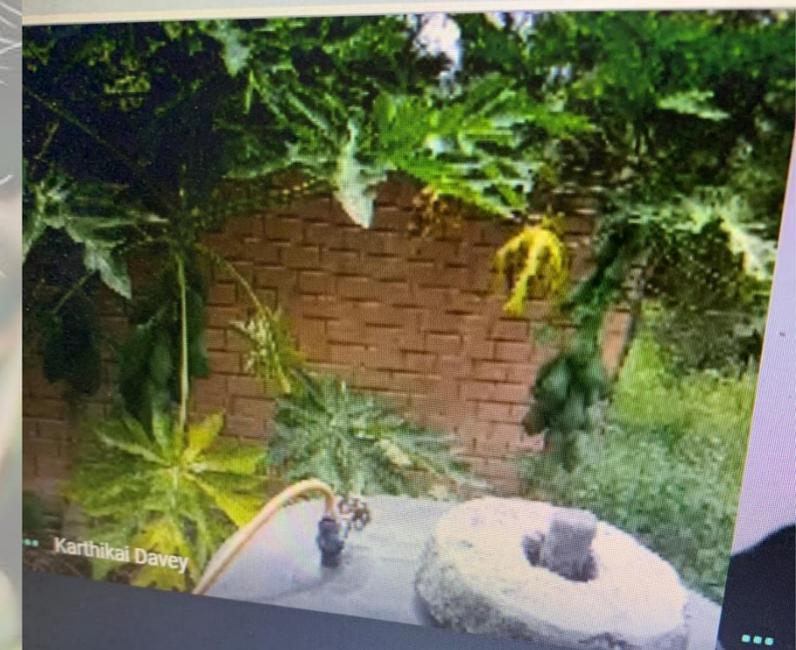
FEW GLIMPSES DURING THE AUDIT PROCESS



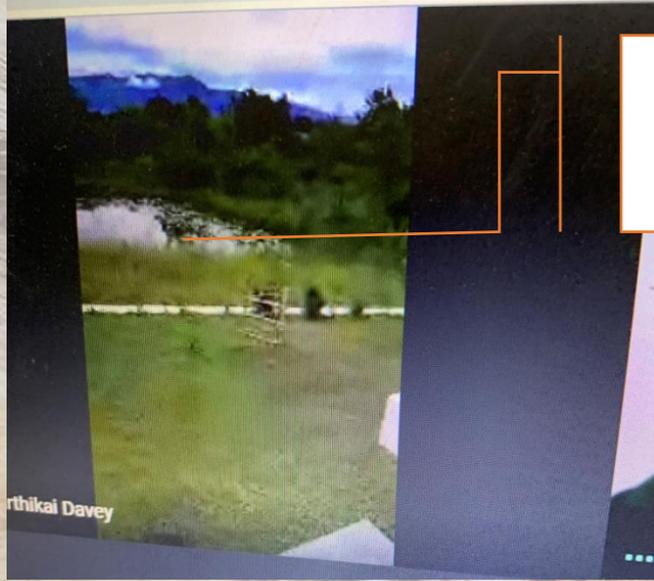
Glimpses of the Pre-test of Virtual Audit



Main Building



Kitchen Garden and Biogas plant

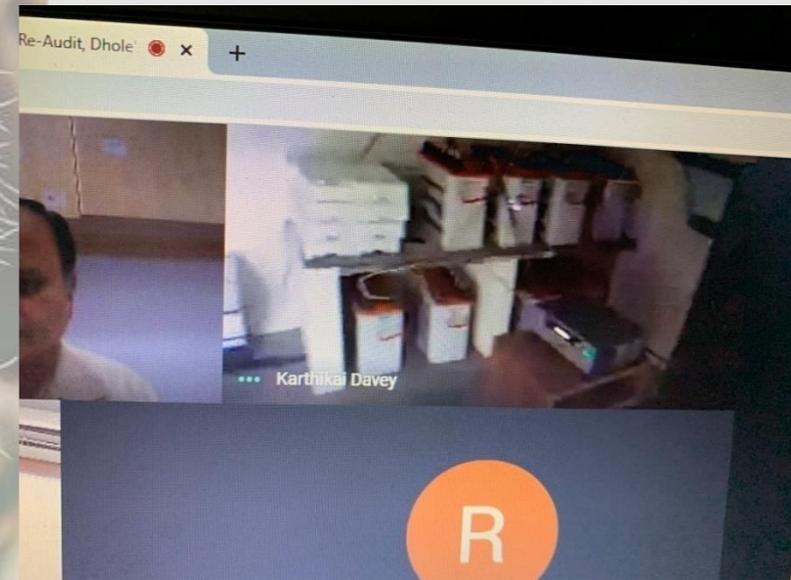


Rainwater Pond inside the property

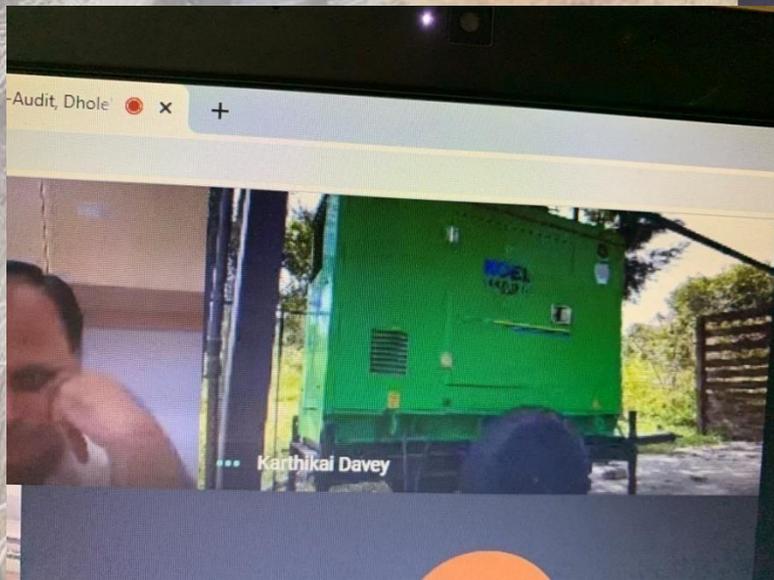


Interview of Naturalist

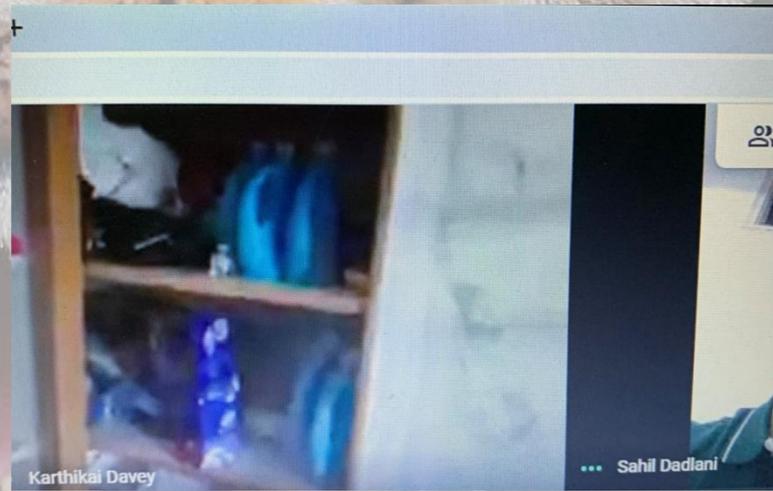
Segregated waste storage facility



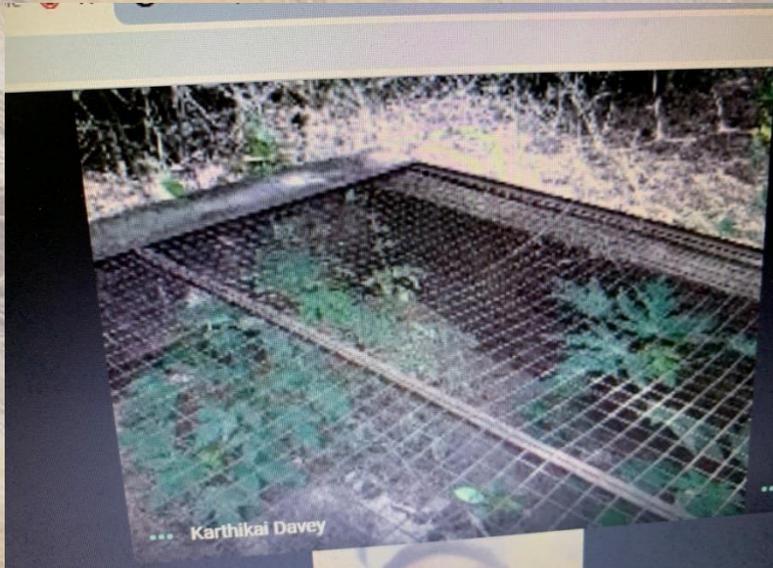
Battery storage place



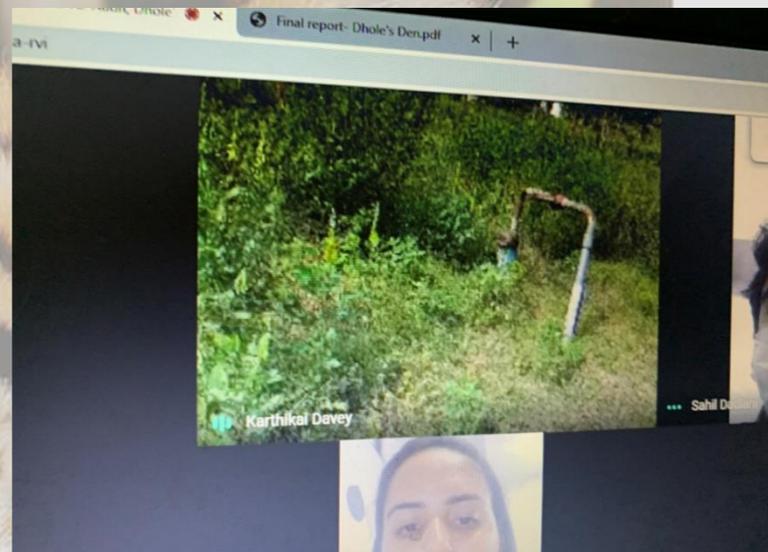
DG Set



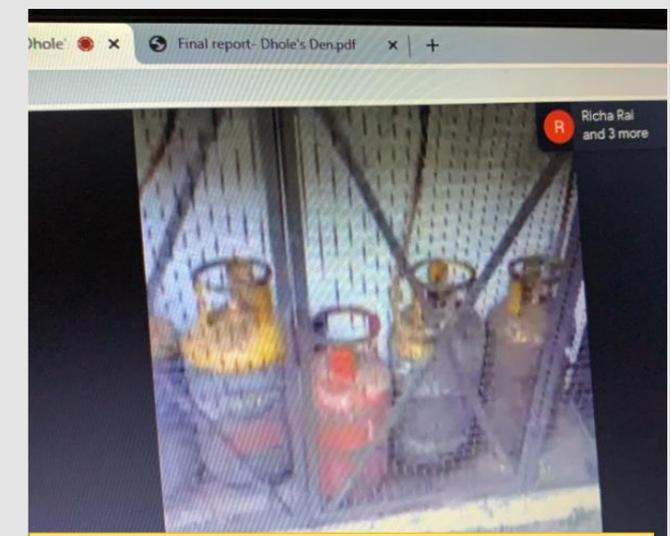
Chemical storage place



Pit composting



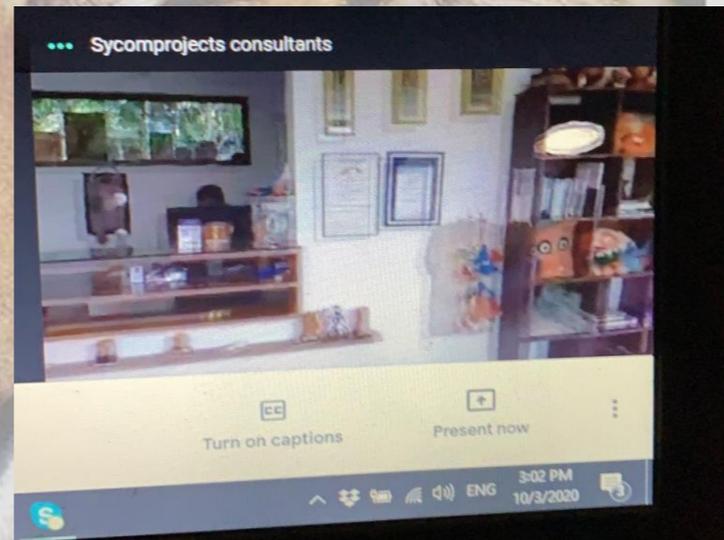
Bore well



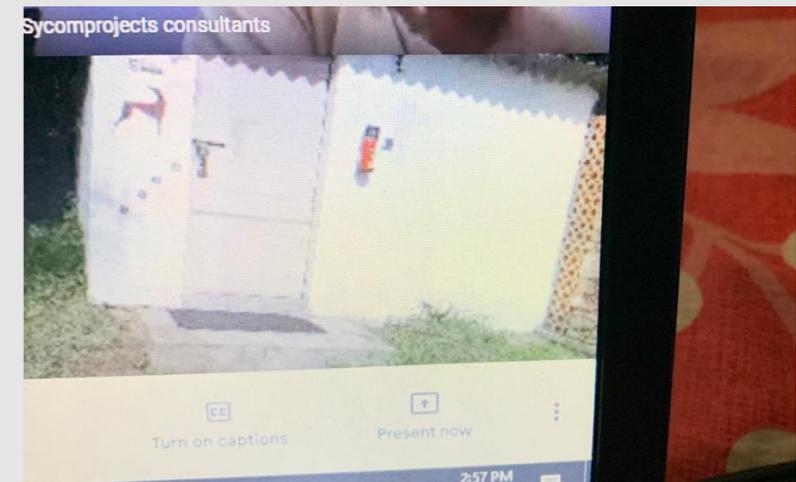
LPG storage place



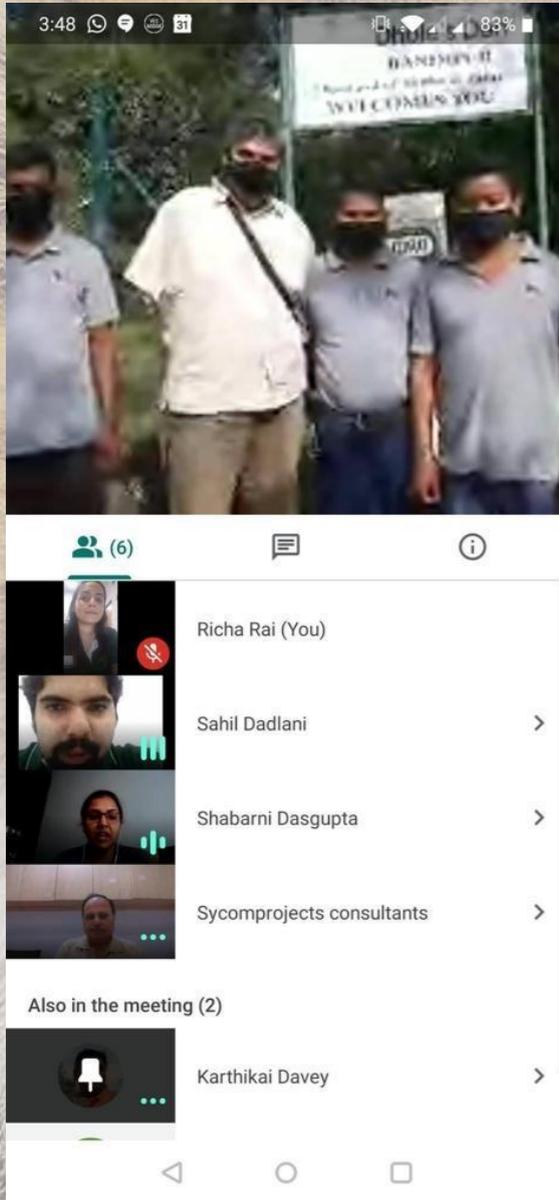
Dual Flush



Reception and Library



Fire Extinguisher



Group Photograph

[Small video during Property Round](#)

Full Recording of the Audit Process

[Staff Room Video Shared by Dhole's Den](#)

Post Audit we suggest to share few documents, Clear video clips and Photographs apart from mentioned above

The photographs should be taken in different angles (Front view, Left Hand View, Right Hand View and Top view) .



PROPERTY RELATED DOCUMENTS AND EVIDENCES

1. List of documents mentioned in the introductory presentation
2. Agreement copy (kindly fill it and share the scanned copy with us. After that our team will sign it and share the final scanned agreement with you)
3. Visitor Feedback form (Fill it if your visitors are available and share the scanned copy with us)
4. Management feedback form (Once we are done with the virtual visit, please fill the form and share the scanned copy to the email ID mentioned in the form.)

Along with the above documents, please share the photographic, videographic and documentary evidence (writeup) of the below documents-

- 1) Bandipur Film Link which you show your guest
- 2) Karnataka Tourism Board booklet pointing Dholes Den as no.1
- 3) Welcome Letter and Do's and Don't's
- 4) Architecture PPT
- 5) Certificate of the Naturalist
- 6) Green Energy/Meter details
- 7) Solar Panel and Windmill details
- 8) TDS levels (drinking water and untreated water)
- 9) Lighting Retrofits
- 10) Water usage details
- 11) Bio - digester details



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