



PUG AUDIT Criteria and Indicators

Version 4

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In Association with Sycom Project Consultants Pvt Ltd

PUG Preamble

It is recommended that all criteria be applied to the greatest extent practical, unless for a specific situation the criterion is not applicable to a specific tourism product, given the local regulatory, environmental, social, economic or cultural conditions.

In the case of micro or small and community-owned tourism business (circa > 25 rooms) which have a small social, economic and environmental footprint, it is recognized that limited resources may prevent comprehensive application of all criteria.

Serial Number	Criteria	Indicators
A. Sustainable Management & Conservation education 'PUG' Steps		
A.1. Effective sustainable management		
A.1.i	Organisation has implemented a short and long term sustainable management system, suitable to its reality and scope, that evaluates the environmental, economic, social, quality, health and cultural implications.	<ul style="list-style-type: none"> - Participates in informing, developing and/or implementing improvements in areas such as pollution prevention, abatement and control, energy efficiency, water and/or waste management, health policies, etc. Formal policies and/or management system are in place according to the shape and size of the Accommodation Providers. Formal environmental policies and/or environmental management system are in place according to the shape and size of the Accommodation Providers. - Conducting Social Impact Assessments and documentation including impact on livelihoods, sites of cultural importance, indigenous people, gender issues, etc. Carrying out quantitative and qualitative economic impact assessment and documentation in terms of employment generation, livelihoods, local agriculture and consumer goods production, quality of tourism and other services, etc. Sustainability on health system performance(Health policies and training in health and sanitization)
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)	- Conformity with the legal requirements including certifications/legal acceptance documents such as environmental clearances, safety, health, etc. Up to date list of 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.
A.1.iii	Encourages its visitors, staff and suppliers to reduce transportation-related and other greenhouse gas emissions	- How do you encourage reduction in transport related greenhouse gas emission? Do you aware customer/staff/suppliers about practical measures/opportunities to reduce transport related greenhouse gas emission.

A.1.iv	Emergency plans/preparedness and safety measures are in place and clearly communicated	- Does the Accommodation Provider have any emergency plans? Are emergency plans in place? -Layout maps of the Accommodation Provider, emergency exits indications, fire extinguisher in place, availability of life jackets and life boats etc.,mock drills conducted
A.1.v	Authentication/accuracy of the promotional material of the Accommodation Providers, its tours, products and services. They do not promise more than they can deliver.	-Does the information provided about the Accommodation Provider and the activities it undertakes as mentioned on the website and promotional material such as Brochures, CDs etc. are realistic and truthful as well as complete/comprehensive including sustainability claims. -Does any of the promotional material mislead the consumer or promise more than it can deliver both inside a park and in the surrounding area.
A.2. Client Briefing / Guiding And Interpretation		
A.2.i	Licensed/certified guide/naturalist to offer quality services while ensuring the environmental, social and cultural awareness	- Guides with Government Licenses.What kind of training guide or naturalist has undergone? Any certification? Naturalist:- Certified/Special training
A.2.ii	Orientation/ interpretation program like showcasing of videos/ films/ pictures/ discussions/ quizzes etc. on natural surroundings, local culture and cultural heritage.	- Orientation/ interpretation program like showcasing of videos/ films/ pictures/ discussions/ quizzes etc. on natural surroundings, local culture and cultural heritage.
A.2.iii	Make use of park/Destination literature / conservation literature for guest.	- Any inroom brochures/ information booklets/ wildlife literature (magazines, books, journals), Library for guests, etc.
A.2.iv	Inform guests about rules and regulations of the park/destination laid down by the government/forest department.	- Any inroom brochures/information leaflets/briefing on Do's and Don'ts during village visits, game drives, visits to sites of archeological and cultural importance, destinations, etc. - How it is implemented and informed to the staff & visitors about what behaviour is unsustainable and should be avoided, including unregulated hunting, shooting and fishing?
A.2.v	Visitor feedback and complaints (if any) which records customer general overview including sustainability aspects	- What system is in place for your visitor feedback and complaints which records customer's general overview? - How often is it analyzed and what appropriate Corrective actions/improvement programmes are taken to the extent possible? Documentary evidence to support the claim. - PUG Visitors Feedback form.
A.2.vi	Provide personal interaction with local people while nature walks village walk, etc.	- Any personal interaction undertaken during nature walk, village walk, etc.? If yes, in what form?

A.3. Information about local surroundings		
A.3.i	Promoting/ Informing visitors about local culture, crafts, cuisine that are based on the area's nature, history, culture and weather	- Facilitate visits to local markets or craft centers, Holding cultural programmes/ performances, Offer visits to local villages and night stay, Offering local/special cuisine to the visitors, Any souvenir shops in place to promote/facilitate the opportunities for visitors to purchase local crafts and products
B. Social, Cultural & Economical 'Pug' Steps		
B.1.i	The Accommodation Provider contribute/participate/support in local community activities/events and local infrastructure.	- Any funds provided for education, schools/ workshops or education programmes for local people/ awareness programmes on health and sanitization /cleanliness issues etc.
B.1.ii	Seek to maintain good relations with the community	- What kind of committees/ institutions the Accommodation Provider is a member of? - What benefit the committee and the Accommodation Provider together are providing to the community? To what extent does the Accommodation Provider contributes/participates in local community activities/events?
B.1.iii	Participate in community improvement along with the Government	- Membership of Government committees, Conducting/organizing awareness programmes/events initiated by the governments (Forest Departments, Gram Panchayat, etc.) for the welfare of the local community.
B1.iv	The business of Accommodation Providers does not jeopardize the provision of basic services like food, water, energy, healthcare and sanitation for the local communities.	- How the basic services are procured by the Accommodation Provider, Mutual understanding/consent between Accommodation Provider and community for utilizing the basic amenities in a fair manner? - Access to the local communities to utilize the basic amenities within the premises of Accommodation Providers. Maintenance of the quality of basic amenities provided to the neighbourhood. Conflict, if any, between the Accommodation Provider and the community
B1.v	Activities of the Accommodation Providers do not adversely affect the livelihood accessibility of the local people such as right of way, use of transportation, housing, land and aquatic resources.	- What are the methods adopted for easy access of resources, services and livelihood of local people? Indicate efforts made. - Mutual understanding/consent between Accommodation Provider and community for utilizing the basic amenities in a fair manner. Conflict, if any, between the Accommodation Provider and the community (example: Land acquisition, hindrances in utilizing aquatic resources, mode of transportation, housing etc.). - Access to the local communities to utilize the basic amenities/services within the premises of Accommodation Providers. What are the methods adopted for easy access to right of way and transport for the local people? - Is the Accommodation provider offering any hindrance for easy access to housing by the locals?
B1.vi	Developing and Maintaining of documents including Accommodation Provider policy and activities, marketing, staff induction and training material based on consent from the	- A code of conduct/policy addressing activities such as training and awareness programmes/events, staff induction, business with locals, village tours, local-cultural programmes, cuisines etc.

	local communities	- On what criteria the above said policies are developed? Any local community involved for discussion and consent? Documentary evidence of the consent from the community.
B1.vii	Interpretation and implementation of policies developed to address issues like exploitation, harassment specially against women and children	- A code of conduct/documented policy for addressing issues like exploitation, harassment specially against women and Children. - Adherence to the relevant Indian laws on this subject. Awareness created during induction programmes, seminars, workshops amongst the staff. -To sign www.thecode.org as part of their commitment
B.2. Local Cultural contribution		
B.2.i	Educate visitors about cultural significance of the area, appropriate behaviour, cultural taboos/subjects, language not to use and clothing to wear, etc. while visiting/ meeting local people, village, craft centers, natural heritage etc.	- How does the Accommodation Provider educate visitors about cultural taboos/subjects, language not to be used and other ethical considerations? - Any established guidelines/code of behaviour Accommodation Provider follows?
B.2.ii	Visitors advised to keep out from 'off-limit areas deemed by the community	- Any inroom brochures/information leaflets/briefing on Do's and Don'ts during village visits, game drives, visits to sites of archeological and cultural importance, destinations, etc.
B.2.iii	Involve in steps to promote tourism potential in area	- What is the level of involvement of the resort/lodge in promoting the tourism potential in the area/region? - What are the major steps undertaken in this regard?
B.3. Community Training		
B.3.i	Regular training and capacity building measures using understandable languages for all employees (local or nonlocal) on environmental, social and cultural health and safety issues and certified staff for special duties	- Interval of programmes given to employees for training and capacity building measures with respect to environmental, quality and safety issues? - Some basic training on health, first- aid and medicines provided to the staff? Training of non-local employees on social, cultural issues. - During staff selection for critical duties required certification/licenses should be taken care. (if applicable) - Training of non-local employees on social, cultural issues. - Do you offer some basic training on health, first-aid and medicines?
B.3.ii	Training and capacity building measures for locals for self employment	-Tie-up with NGOs / institutions/companies/ inhouse trainings to facilitate capacity building of local residents for livelihood. -Arrangement of Souvenir shop, self help groups (Honey, pickle, papad,etc.), cooking shows etc.
B.3.iii	Facilitate the development and purchase of sustainable products that are based on the area's nature, history & culture by local small entrepreneurs' and MSMEs	- Arrangement of Souvenir shop, self help groups, cooking shows etc. -Offers of tours to villages, crafts shops and markets.
B.4. Employment		
B.4.i	Hiring staff from local community	- What percentage of your staff is locally employed,

	even for higher positions in the Accommodation Provider such as management positions	including the key management positions?
B.4.ii	Paid according to local area wage levels/Minimum statutory wages respecting national legal protection of employees	- On what criteria the salaries of the staff allotted. -Employees paid at least a living wage or a wage equal to the national legal minimum wage. -Formal written contract of employment
B.4.iii	Providing salaries, incentives, annual paid vacations, Overtime, health insurance, etc. following local, national and International laws	-Employees are fully covered by social insurance and terms of employment based upon national legislation. -Formal written contract of employment. Working hours do comply with local, national and international laws. -Annual paid vacations, overtime, insurance, awards and recognition (motivate the staff) etc are in place.
B.4.iv	Staff Feedback about the lodge and its operation	-How do you know if staff members are satisfied with their management and overall resort operations? -Suggest how the system can be further improved.
B.4.v	The Accommodation Provider is equitable in hiring women and local minorities, including in management positions, while restraining child labour.	- How fair /equitable is the Accommodation Provider management in hiring women and local minorities in management positions and offering internal promotions. -Any child labor policy in place? -To sign www.thecode.org as part of their commitment
B.5. Local Purchasing		
B.5.i	Local and fair-trade services and goods are purchased by the business, wherever available.	-How are local sources involved in supplying local and fair trade services and goods to the Accommodation Provider, wherever available? -Please elaborate on percentage of the local purchases. -At least 50% of purchase is local.
B.5.ii	Formal purchasing policy to use of local and seasonal goods as well as organically grown produce/eco labeled goods.	-Based on which criteria is the policy developed? -What are the various local and seasonal goods, as well as organically grown/ecolabelled products used? -How and where are these goods procured from?
C. Heritage Conservation 'Pug' Steps		
C.1	The business uses elements of local art, architecture, cuisine and cultural heritage in its operations, design, decoration, food, or shops; while respecting the intellectual property rights of local communities.	-How does the business use elements of local art, architecture, cuisine and cultural heritage in its operations, design, decoration, food, or shops. -How does it respect the copyright & intellectual property rights of local communities?
C.2	Any sales, trading or display of historical and archeological artifacts is permitted by local or international law.	- Arrangement of Souvenir shop for selling and displaying of replicas of historical and cultural artefacts. -List of items available in the shop. Method of trading (Buying and selling). -Legal consent for the sales, trading or display of historical and archeological artefacts by the Accommodation Provider.
C.3	The Accommodation Provider contribute (in-kind or cash) for the	- How the Accommodation Provider takes measures to protect and preserve important local cultural/spiritual/

	protection and maintenance of sites of heritage/cultural/spiritual importance which are visited by locals as well as visitors.	<p>heritage important sites contributing either financially or in kind?</p> <ul style="list-style-type: none"> - The Accommodation Provider ensures that under no circumstances access to important cultural sites is impeded to local people due to tourism activities. - Any complaints, formal or informal by the local community is resolved and there is a redressal mechanism in place
D. Ecological 'Pug' Steps		
D.1. Energy Conservation		
D.1.i	Legal use of wood as a fuel for Cooking/heating/bonfire	-Source of procurement of woods for activities such as cooking, heating, bonfire. Consumption rate.
D.1.ii	Measurement of energy (electrical, fossil fuels, renewable, etc.) consumption in all operational areas (guest rooms, kitchen, laundry, gardening etc.).	<ul style="list-style-type: none"> - The Accommodation Providers implements a sustainable energy management plan, indicating energy supply sources, including guest rooms, kitchen, laundry, gardening areas? -Alternative sources and the percentage of energy produced by alternative sources. - The Accommodation Providers measures and monitors overall energy consumption regularly, allowing the calculation of the average consumption per guest. - Calculation the energy consumption costs for the Accommodation Providers and the departments. -Determine areas consuming the most energy.
D.1.iii	Use 'one' button system/Key based master switch control to switch off the main line electricity	<ul style="list-style-type: none"> - The Accommodation Providers uses energy efficient equipment and applies frequent maintenance to all machinery and equipment. - Installation of timers and movement detectors to reduce lighting time in selective locations
D.1.iv	Take Steps for Energy Conservation while indicate the source of energy	-The Accommodation Providers implements a sustainable energy management plan, indicating energy supply sources, including alternative sources and the percentage of energy produced by alternative sources .
D.1.v	Insulation of roofs / walls and building design for climate	<ul style="list-style-type: none"> -The Accommodation Providers uses bioclimatic principles in the construction of the buildings and other infrastructure or takes corrective measures to improve the energy efficiency of its buildings and infrastructure. -Installation of any insulation systems in place.
D.1.vi	Presence of BEE star labelled appliances (2 star, 3star, 5star, etc.)	<ul style="list-style-type: none"> -The Accommodation Providers uses energy efficient equipment and applies frequent maintenance to all machinery and equipment. -Installation of timers and movement detectors to reduce lighting time in selective locations
D.1.vii	Use of renewable energy	<ul style="list-style-type: none"> - Processes are in places that optimize energy consumption. -The Accommodation Providers implements a sustainable energy management plan, indicating energy supply sources, including alternative sources and the percentage of energy produced by

		<p>alternative sources.</p> <p>-Submit evidence (Documents/ photographs) of the investment made by the business for improvement of energy efficiency and use of renewable sources of energy</p>
D.1.viii	Using energy efficient lighting equipment (e.g. usage of LEDs, CFLs)	<p>- The Accommodation Providers uses energy efficient equipment and applies frequent maintenance to all machinery and equipment.</p> <p>- Installation of timers and movement detectors to reduce lighting time in selective locations.</p>
D.1.ix	Offer bi cycle rides/ other eco friendly way of transport around site.	<p>- The Accommodation Providers provide information and options on environment-friendly means of transport to staff and clients.</p>
D.1.x	Mechanism/monitoring process to measure and minimize total green house gas emission or carbon footprint emitted by tourist activities. Green House gas/Carbon offset programme if any.	<p>- Mechanism calculating the “activity data,” which quantify an activity, and the “emission factors,” which convert energy use to the amount of emissions produced based on emissions per unit of energy or fuel used.</p> <p>-What are the procedures/measures taken for minimizing GHG emissions?</p> <p>-Favour the use of energy efficient equipments, use of renewable energy etc.</p> <p>-What are the procedures/measures taken for carbon offsets of remaining GHG emissions?</p> <p>-Do the programme/ activities include use of renewable energy, energy efficiency, reforestation and fuel switching?</p> <p>-Ozone Depleting Substance management plan is in place. (Containments and conservation, recycling, replacement, etc.)</p>
D.2. Planning, Design & Construction		
D.2.i	Property according to ecological and local zoning norms/regulation in Planning ,Development & Construction (Protected and heritage area laws also taken into consideration, if applicable)	<p>- Is the property in conformity with ecological and local zoning norms/regulation in landuse?</p> <p>-No illegal land acquisition has been taken place.</p> <p>-Licenses/permits incorporating landownership, Blueprint of layout Plan, landtitle, NOC from the panchayat, Environmental clearances (If applicable), Permission of ground water board (if applicable), Permission from forest department.</p> <p>- Preserve local identity and natural heritage</p>
D.2.ii	Preservation of Natural and Cultural Surroundings while planning and designing	<p>-Sites of natural/ archeological/cultural/ spiritual importance are not disturbed/ abused.</p> <p>-Preserve local identity and natural heritage.</p> <p>-Preservation/ Protection of the wildlife habitat/human settlements has not been altered.</p> <p>-Wetlands and Aquatic sources are not altered.</p> <p>-Preservation of natural scenic beauty has been maintained.</p>
D.2.iii	Efficient building design and ventilation to allow maximum sun light and avoid the usage of lights during daytime.	<p>-The Accommodation Providers uses bioclimatic principles in the construction of the buildings and other infrastructure or takes corrective measures to improve the energy efficiency of its buildings and infrastructure.</p>

D.2.iv	Percentage of covered area	-What is your entire land holding? -What percentage of the entire plot of land owned by the lodge/Accommodation Provider has been constructed?
D.2.v	Percentage of cemented area (including multiple floors, roads, boundary walls)	-Do you know what percentage of the total area is cemented in the Accommodation Provider?
D.2.vi	Usage of locally produced materials for the construction of building and interior designing; emphasizing on local culture and sustainable practices	- Documents/records and other evidences incorporating the use of local practices, material, culture, architecture during planning and designing of the property. - Procurement of local raw materials for building construction. -Are local crafts and skills used for the designing of buildings/cottage? -Do you use locally produced material while renovation? -Plantation of Native species.
D.2.vii	Building designed in local architecture and style.	-What is the local building style? -Is the building designed in this local architecture and style? If yes, how?
D.2.viii	Facilities and services for persons with special needs	- Are there any facilities and services for persons with special needs? If yes, which are these?
D.2.ix	Landuse/land cover and activities/programmes being carried by the accommodation providers have consent by the local/tribal communities with respect to land and water rights, voluntary resettlement and property acquisition.	- Licenses/permits incorporating landownership, Blueprint of layout Plan, landtitle, NOC from the panchayat, Environmental clearances (if applicable), Permission of ground water board (if applicable), Permission from forest department, permission from state electricity board. -No involuntary resettlement has taken place due to setting up of the property. -In case any resettlement has taken place the displaced persons have been duly rehabilitated in accordance with the Indian law.
D.3. Waste Management		
D.3.i	Segregation of waste into waste types	- Is there a waste segregation system at different locations in the Lodge? -Who is responsible? -Types of waste generated in the property.
D.3.ii	Purchasing policy ensuring use of goods/products which can be recycled, reused and returned to avoid requirement of over packaged goods ;with a mechanism to quantify the disposable and consumable goods	-What steps are taken to monitor / assess the purchasing policy -which avoids over packaged goods? -Factors determining the quantity and usage of products (packaged and/or green products) in purchasing policy. -Favorability in using green products, recycled, reusable, repairable, biodegradable, fair-trade and/or ecolabbed products to minimise the impacts. -Practice incorporating usage of green products, recycled, reusable, repairable, biodegradable, fair-trade and/or ecolabbed products to minimise the impacts.

		<ul style="list-style-type: none"> -Purchases are in bulk with little packaging and use single material packaging and/or avoid packaging as far as practicable. - Evidence that disposable items are used in limited quantities, only when the substitutes are not available. - Maximum usage of reusable or recyclable containers and packaging materials is resorted to. -Evidence that certified products from the region are preferred or/and consist on fair trade – organic products.
D.3.iii	Process of re-cycling/processing of degradable waste	<ul style="list-style-type: none"> -Is recycling of glass, paper/cardboard, plastics, ink, organic waste, batteries, other performed. -Provide details of the collection methods of recyclable items. - Is there any solid waste management system in place to check residual waste is not affecting adversely to the local population and the environment?
D.3.iv	Measurement of waste production in all operational areas (per capita waste generation)	<ul style="list-style-type: none"> - Solid waste management plan in place? -How the Accommodation Provider does measures and monitors the volume of waste produced. -The total waste generated (in tons) by type and disposal method is documented; and all garbage is collected, sorted, monitored and disposal according to the waste management plan. -The percentage of total waste that is reused and/or recycled.
D.3.v	Non degradable Waste material is removed from property and residual waste disposal has no adverse effect on the local population and the environment.	<ul style="list-style-type: none"> -How the non degradable waste is removed from the property (Recycled, Scrap dealers, NGOs, etc.) -Are the waste being disposed off to any landfills which are either run by government or have a license of operation?
D.3.vi	Process of storage, use and disposal of chemicals and hazardous waste such as pesticides, paints, disinfectants, Cleaning materials, oils and lubricants etc.	<ul style="list-style-type: none"> -The Accommodation Provider implements a sustainable plan for reducing the use of chemicals and harmful substances. -Any evidence that monitoring is performed on an ongoing basis Is there evidence that separate collection and appropriate handling of oils, fats and hazardous waste is implemented by the Accommodation Provider. -Provide information whether the Accommodation Provider has a replacement plan, describe what that plan is and show documentation proving that all new equipment are being purchased in accordance with the plan. -Is there any evidence that green areas are managed without the use of pesticides and according to organic farming principles? -Any evidence about cleaning products, whether they are biodegradable (such as vinegar, citric acid, curd soap), environmentally certified or eco-certified.
D.3.vii	Disposal of e-waste such as Bulbs (CFLs, Fluorescent tubes and lamps), batteries, etc.	<ul style="list-style-type: none"> - Explain the procedure of disposal. -The Accommodation Provider implements a sustainable plan for managing and reviewing safe storage, use and disposal of e-waste.
D.3.viii	Encourage staff and Guests to re-cycle	<ul style="list-style-type: none"> -Is a recycling system is in place, used by staff and guests.

	to minimize waste	-Both staff and guests are encouraged to take part in programmes for collecting, recycling and minimization of waste (present leaflets, notices, posters, photos).
D.4. Water Management		
D.4.i	Process of re-cycling of water with measures assuring no detrimental affects to the local environment and population	-Is the Accommodation Provider connected with the local wastewater and sewage treatment plant (where available) or has its own wastewater and sewage treatment installation. -If inhouse treatments available how are grey water and black water treated and disposed? - Measures to ensure the treated water is safe to be released in the environment. (Installation of grease trap, oil separators, etc.). -The Accommodation Provider informs guests and staff on the disposal of substances that might prevent wastewater treatment. Submit evidence that the Accommodation Provider treats all waste water discharges in accordance with national regulatory standards / legislation, if any. -Is there a system in place for the recycling of treated grey water? -Measures to ensure the treated water is safe to be reused (Installation of grease trap, oil separators, etc.). -Where the treated grey water is being recycled/reused.
D.4.ii	Encourage conservation of water among the staff and visitors	-Show samples of staff notices and client reminders to regularly save water. - Staff training and awareness. Indicate efforts taken.
D.4.iii	Does the building have a rain water harvesting system? If yes, how is it implemented? Please provide details.	- Any system in place - Implementation process (Documents)
D.4.iv	Visitors given option of re-use sheets / towels and laundry to save water, detergent, energy and green house gases	-Visitors given option of re-use sheets / towels and laundry to save water, detergent, energy and green house gases.
D.4.v	Take steps to conserve water in swimming pools / ponds	-Measures taken to reuse and conserve water in the swimming pools/ponds
D.4.vi	Dual/low flush installed in toilets. Installation of Low flow shower heads / tap aerators	- The Accommodation Providers uses water efficient equipment and implements an effective maintenance scheme.
D.4.vii	Source of water is sustainable and clearly indicated , water consumption is regularly measured and monitored	-The Accommodation Provider implements a sustainable water management plan, indicating water supply sources, including sustainable sources (such as rainwater). -Whether source of water supply is from the municipality or government or from any other evidence source which is sustainable and not affecting the natural flow of water of that area? -The Accommodation Provider implements a sustainable water management plan, indicating water supply sources, including sustainable sources (such as rainwater). -The Accommodation Provider regularly measures and

		monitors water consumption. - Documents showing that the water consumption is regularly monitored
D.4.viii	Give Visitors information about minimizing water use	-Show samples of notices and client reminders to regularly save water. - Indicate efforts taken
D.5. Pollution Reduction		
D. 5.i	Implementation strategies to reduce pollution	- Measures in place for noise pollution and air pollution. Measures taken for reducing pollution from Light. -Measures in place for pollution arising from water, wastewater, chemical disposal/spillage. - Indicate measures taken for prevention of air and water borne diseases. -Measure taken/ in place for protecting Accommodation Provider's surroundings and local community from pollution arising from emergency situations including runoff, soil erosion or contamination etc.
E. Nature Conservation 'Pug' Steps		
E.1.i	Support wildlife conservation & research in and around the park/local surroundings/Destination	- Provide information on conservation efforts to visitors. Provide information on local nature research projects and conservation activities for visitors. -Organize or participate in environmental education outdoor programmes and public information events.
E.1.ii	Protected/wildlife species is being kept/harvested in the Accommodation Provider premises with the approval of concerned legal authorities.	-The Accommodation Provider abstains from any use of rare, endangered, protected, living specimens or captive wildlife species and reports illegal activities. -Any Tie ups with local or national environmental NGOs on relevant guidelines.
E.2	Provide educational CDs/Brochures on local environment	-Any inroom brochures/ information booklets/ wildlife literature (Magazines, books, journals). Library for guests. -Movie shows/screening on wildlife and/or ecosystem of that area
E.3	Manage Guest behaviors (noise & movement in the park)	-Any inroom brochures/information leaflets/briefing on Do's and Don'ts during village visits, game drives, visits to sites of archeological and cultural importance, destinations, etc..
E.4	Efforts towards raising awareness of environmental issues at a local level, and to staff, guests and other stakeholders.	Workshops, seminars, training programmes, awareness campaigns, Cleanliness drive, development of IEC material, etc.
E.5.i	Strategies incorporating/involving practices such as restriction of wildlife species harvesting, consuming, displaying or selling except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local to international laws.	-How does the Accommodation Provider restrict wildlife product piracy? - How does it prevent/ ensure that it does not occur? -How does the Accommodation Provider ensures no wildlife species are harvested or consumed unless it is a part of regulated activities and are in compliance with the laws? -Explain the various measures undertaken (Display of Signage, photos, do's and don't's etc.)
E.5.ii	No captive wildlife is held and living	-The Accommodation Provider implements a strict

	specimens of Protected species are legally kept	policy regarding the protection of wildlife species.
E.6	Good working relationship with park authorities	-How does the Accommodation Provider maintain this relationship with park authorities? -Elaborate the major initiatives undertaken in this regard.
E.7.i	Engage in wildlife viewing policies/interaction (avoid chasing, disturbing, off road driving, overtaking, shouting and tiger centric pressure movements)	-Are there any wildlife viewing policies formulated that does not promote commercial hunting and any other activity that results to loss of wildlife? -PUG Visitors feedback form.
E.7.ii	Strategies/programme in place to support wildlife/ecosystem during emergency situations like forest fire, floods etc.	-Any strategic plan ensuring interaction with wild animals is only undertaken by staff with appropriate training and experience and it is conducted in such a way as not to cause any stress or disturbance to the animals. -Any strategic plan in place for rehabilitation programmes with Government/NGOs/ nature conservation organisations. Evidence to support.
E.7.iii	CSR activities/compensatory contributions to support researchers/Authorities/NGOs	-Present evidence that an amount is paid regularly for nature conservation purposes and provide details (to whom, for what purpose, how often etc).
E.8	A reporting system for bad/illegal practices in the destination	-Is there a reporting system for (alarming) bad/illegal practices in the destination? - If so, how is it implemented? Kindly elaborate.
E.9	The percentage of annual budget allocated to and/or in-kind support of natural protected areas or biodiversity conservation, Land restoration (hectares), habitats protected or restored (hectares)	-Does the Accommodation Provider have a policy to support the parks or restoration process in the area? -What are the percentage of annual budget allocated to and/or inkind support of natural protected areas or biodiversity conservation, Land restoration (hectares), habitats protected or restored (hectares)? - Conservation of biodiversity is communicated via notices, leaflets, posters, publication of articles etc addressing staff, visitors and local community.
E.10	Avoid introduction of invasive species, maintenance of purity of nature in surrounding area.	-Evidence showcasing plants used for landscaping (photos, video) and a list of the plants, with an indication of their origin. -Provide information whether the development and use of the site has involved clearing of the native vegetation and fauna. -List the alien species present in the open space used by the Accommodation Provider and explain what action is planned, if any, for replacing them with indigenous plants.
F. BONUS POINTS: Exceptional Efforts		
F.1	Does the company undertake exceptional, innovative actions to contribute to environmental conservation, social and economic sustainability?	

	<p>These could be:</p> <ul style="list-style-type: none">• Kitchen garden• Biogas Plant• Green team• Interpretation Centre• Fund education or medical needs of staff or community• Other innovative steps• Major Community projects• Special conservation Efforts• Award Winning	
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