

The PUG certification process for Accommodation providers 2019

***JOIN US - FOR YOUR BUSINESS SUCCESS, FOR YOUR VISITORS
- AND FOR YOUR WILDERNESS GREEN***

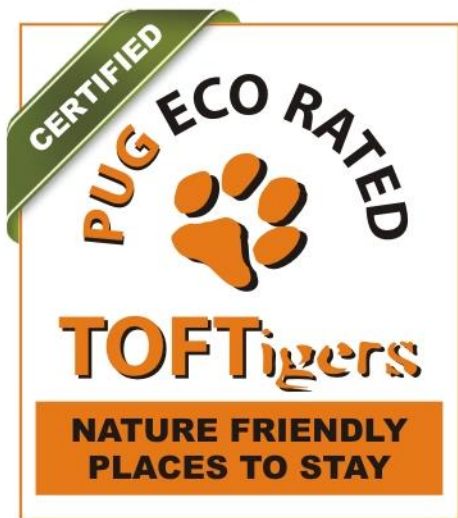


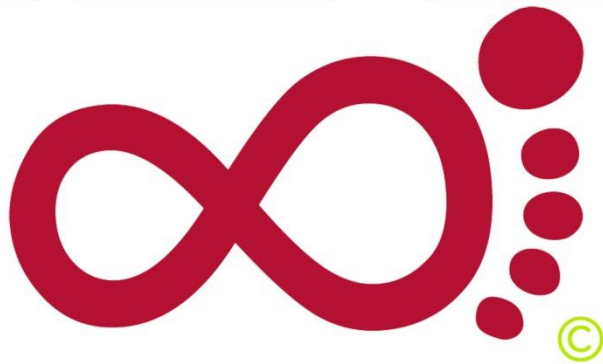
Why join the TOFTigers PUG Eco-rating?

Gaining a PUG certificate provides your guests, visitors, buyers, clients, staff, Government or park officials and the travelling public at large an independently audited rating of sustainability in your operations.

Its aim is to enhance your operational quality, improve your profitability and give you broader market appeal

PUG certification is a powerful & cost-effective medium for highlighting your lodge among discerning trade buyers and prospective visitors





GLOBAL SUSTAINABLE
TOURISM COUNCIL

MEMBER

The PUG is officially recognised by the UN backed Global Sustainable Tourism Council, whose International standards we meet. We are the first of its kind in South Asia and the first to be wholly focused on the nature tourism industry in the world.

This now comes with lots of added business benefits for those who achieve the PUG's standards.

Now you can be sure that PUG is worth its weight for your business.



**Netherland's based Green Online Travel Agent
bookdifferent.com states:**

TOFTigers PUG certification has been given a 100% eco-label performance score. It's the most comprehensive eco-label in the world. Certified Providers get our top Green label and top ranking.

Lonneke Dekort CEO

So how do you go about getting Eco-certification



SEVEN KEY STEPS TO WINNING

TOFTigers

Sustaining the wild



Our independent environmental team will talk you through the process. the costs and your initial application

Who carries out the PUG certification?

Sycom Projects Ltd, based in New Delhi are the professional and independent assessors of the PUG certification scheme. We call them the 'Green team.'

As professionally Qualified International environmental auditors and consultants, they are fully trained to carry out the PUG certification to the highest International standards.

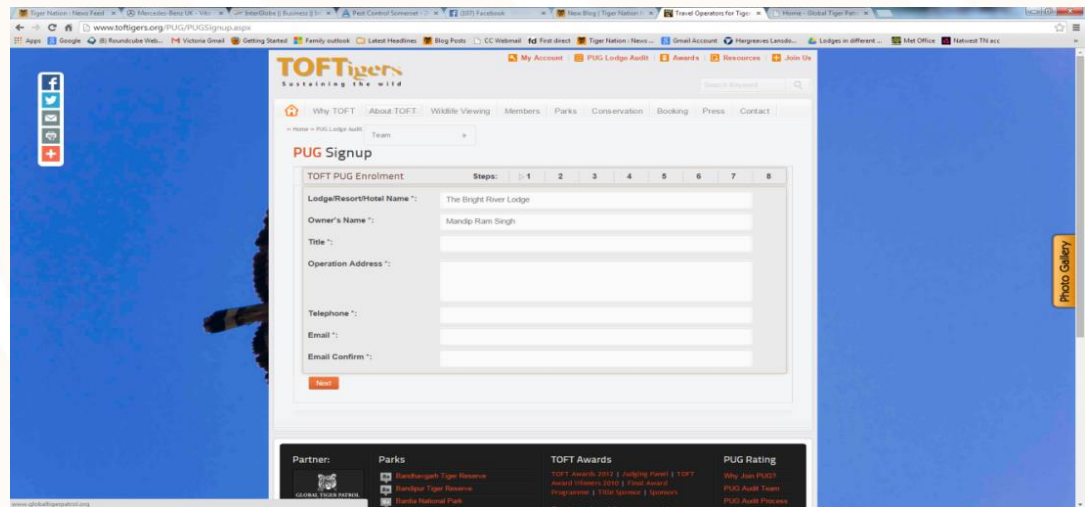
They carry out the assessment on TOFTigers behalf, prepare the reports and recommend certification as per their assessment.

Collectively they have done over 300 assessments over the last 6 years.

2) Undertake the online sign up process

This is a 10 minutes online question and answers process done by the owner or most senior manager on www.toftigers.org/PUG/PUGSignup.aspx

- About you/company
- Your management and
- Your accommodation



The screenshot shows a web browser displaying the TOFTigers PUG Signup page. The page has a blue header with the TOFTigers logo and navigation links. The main content area is titled 'PUG Signup' and features a 'TOFT PUG Enrolment' form. The form includes fields for 'Lodge/Resort/Hotel Name', 'Owner's Name', 'Title', 'Operation Address', 'Telephone', 'Email', and 'Email Confirm'. A 'Next' button is at the bottom of the form. The page also has a sidebar with social media links and a footer with various links and information.

3) Arrange a date for the 'Green team' to visit you



This must be when you are fully operational and will take 24 hours

4) Prepare for the Green Team's arrival



Prepare your staff and accommodation with reference to operational steps and good examples from other accommodation in our Best Practice Handbook

- 5) **ON SITE VISIT** – Our Green Team will undertake a comprehensive 24 hour assessment of your accommodation service and product.

THEY LOOKS AT :

1) Your economic operations



Employment
& Local Purchasing



Workforce Training
& community
support



Product development

2) Your local area operations



Cultural Interpretation



Construction & Aesthetics



Local cooperation & development



Local support

3) Your operation's environmental footprint



Landscaping
& restoration



Water use &
treatment



Energy & pollution



Chemical use
& storage



Waste &
waste recycling

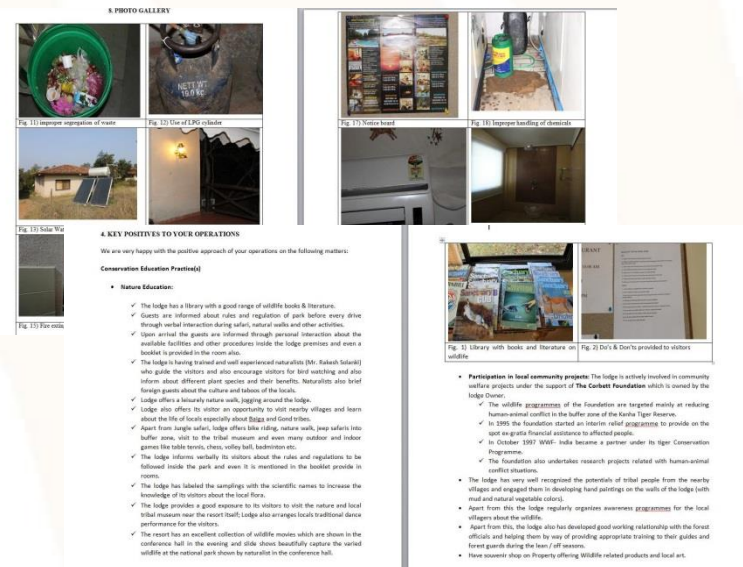


Lighting & use



Nature guiding and
interpretation

6) EVALUATION - A confidential report is written and presented to you within one month



7) Granted PUG certification by TOFTigers for next 3 years



What if I fail?

- We want everyone to pass. Our aim is to help everyone to gain our minimum rating and ultimately help everyone reach for our highest rating
- Our aim is to give you advice and support - through our confidential report and the green team's visit - to get the PUG
- Nobody is perfect or good at everything – its about assessing your whole operation
- Our aim is to applaud your good points and highlight where you can do better.
- If you do fail - we tell you what you need to do to pass – and then you can invite us back to review your efforts.

What the PUG is not

- We do not assess 'comfort levels'. You can be a simple homestay or a luxury lodge – and still get the best rating
- The age of your property is not an issue. It can be old and historic or new and just built – but it does need to have been in operation for a year to be audited.
- We can also advise on new projects before building begins – ensuring a better start

Time required for the audit:

The on-site visit by the Green team takes 24 hours. This comprises a detailed visit of your lodge or resort and the verification and collection of proof. A check list of the documents and evidence required is send to you before the visit.

Auditors Accommodation and Food needs:

The lodging and food requirements of the audit team needs to be covered by the accommodation provider, so that they are able to spend the whole time with you & get a thorough and detailed view of operations and the product you are offering.

PUG Certification Fees:

The PUG fees structure is based on the number of rooms and the published tariff rate (Its based on lowest published twin/double category of room per night rack rates including tax and meals - BUT does not include any jungle plan). *(For full details and costs of the PUG audit see <http://www.toftigers.org/PUG/PUG%20Audit%20Costs>)*

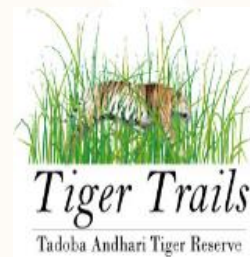
Payment and Service Tax:

Audit Fees as applicable would be exclusive of service tax (S.T Payable extra). The payment schedule is: 50% of the Fees payable before assessment & 50% of the Fees payable before the report is submission and certification granted.

Travel Expenses

A charge for travel expenses is made to cover the costs of getting too and from the property. This can be reduced significantly if its possible to do it alongside other providers in the same destination.

JUST A FEW OF OUR 76 MEMBER LODGES in 26 DESTINATIONS



FAQ's

- **Is it necessary to be assessed to becoming a TOFTigers member?**

As an accommodation provider you become a member first - but the tangible benefits only start when you have been granted PUG certification.

- **Do we have to fill in both the agreement form as well as the Online Pug Auditing form? No. One or the other.**
- **Do they have to pay the Pug certification fee and Membership fee separately ? Yes. Annual membership is to TOFTigers India.**

The PUG certification fee is agreed and separately invoiced by Sycom Project, the independent Green team, and is sent out with request to pay 50% before they arrive to do the assessment.

FAQ's continued

- **What about the 50% refund after getting audited in the first year.**

This will be deducted off your next year's membership fee - probably the easiest way to account for it.

What if they don't get audited in Year one?

Loose their membership fee reduction.

Because doing good
business is good for
business

TO CONTACT US:

We are here to help you: Join us now

Delhi Office : ritu.makhija@toftindia.org

Tel: +91 9810117090

admin@toftindia.org

Tel: + 11 41006608

International Office : julian.matthews@toftigers.org

Tel: + 44 1963 824514