

RETURN TO ONLINE PROFILE

TIPS FOR GOOD PRACTICE

Please note these tips are limited in scope to TOFTigers certification and do not cover a comprehensive range of health, safety and pollution issues.

Planning and Legislation

- Abide by legislation by national and state Pollution Control Boards.
- Obtain a No Objection Certificate and planning approvals from the Gram Panchayat.

Management and Training

- Carry out a risk assessment covering potential hazards for guest and staff safety, wildlife and pollution (eg fire, flooding, fencing/wildlife and guest safety, potential for snakebites and injuries, spillage of polluting materials etc) and put in place policies and practical measures to mitigate risk.
- Develop a health and safety policy covering staff and guests.
- Develop a disaster management plan.
- Carry out a safety audit at least once a year.
- Allocate responsibility for key tasks.
- Provide staff training in first aid, fire drills, hygiene, snake bites and other health and safety issues. The best practitioners go beyond the basics and provide their staff with wellbeing initiatives such as yoga and postural guidance.

Fire Equipment and Alarm Systems

- Display emergency exit plans in guest rooms and other important areas such as dining areas.
- Provide fire-fighting equipment at appropriate locations throughout the property including all guest rooms, the kitchen and dining areas and other public and back-office spaces.
- Take particular care to have appropriate fire-fighting equipment near flammable substances eg near diesel generator sets, LPG gas cylinders, fuel and chemical storage etc.
- Store LPG cylinders outside the kitchen and away from fuel and other flammable substances.
- Practice fire drills.
- Use smoke detectors and alarm systems.
- Keep fire extinguishers up to date and renew before they expire.
- Store flammable materials separately (eg wood, gas or diesel away from the diesel generator set).
- Designate an assembly area.

Storage and Disposal of Hazardous Materials

- Store hazardous waste separately in a concrete room with fire safety measures in place.
- Ensure containers for chemicals, oil and paints etc are covered and correctly labelled.
- Dispose of hazardous materials correctly to avoid pollution (see [Waste Management profile](#)) and avoid them contaminating the land or entering waterways or your wastewater treatment system.



Photo: Pashan Garh - Taj Safaris

Minimising Pollution Risk

- Store hazardous chemicals away from waterways and have emergency planning in place (eg for flooding).
- Use non-polluting, biodegradable toiletries, laundry and cleaning products.
- Discharge kitchen water through a grease trap prior to further treatment.
- Use appropriate water treatment systems eg septic tanks, plant-based filtration systems or sewage treatment plants for all used water and sewage (see [Water Conservation and Treatment profile](#)) before discharge.
- Develop and implement a proper waste disposal plan (see [Waste Management profile](#)).
- Don't bury or burn waste – plastic in particular creates noxious fumes and pollution.

Briefing and Signage

- Brief your guests on safety issues (eg visiting the park, approaching animals, going out after dark).
- Display emergency exit plans in all guest rooms.
- Display a layout map of the lodge or resort in the reception and other public areas.
- Place safety notices where required to indicate potential hazards (eg water bodies, work in progress).

Guest security

- Provide staff and watchmen for guest security.
- Provide emergency numbers in guest rooms.
- Provide torches in guest rooms.

Staff safety

- Brief your staff on safety issues.
- Display notices where relevant to communicate health and safety issues.
- Ensure only authorised personnel enter the electricity panel room.

Health

- Follow the COVID-19 prevention protocol developed by ATOAI in association with TOFTigers.
- Provide first aid at reception and in other appropriate areas such as the kitchen.
- Provide in-house paramedic support or know where to find prompt support locally.
- Develop an emergency plan to deal with snake bites.
- Plant mosquito repellent shrubs or spray organic mosquito repellents near water areas.
- Empty and store away items such as empty paint cans to avoid attracting mosquitoes during the rainy season.

Kitchen and food hygiene

- Comply with health and safety regulations in your kitchen and preparation of food.
- Display food hygiene notices

Example:

- Keep kitchen premises clean and free from pests and rodents.
- Use potable water for cooking and washing raw food.
- Cook food thoroughly – keep hot food above 62°C and cold food below 5°C.
- Handle and store veg, raw and cooked food separately.
- Keep cooked food at room temperature for maximum 2.5 hours.
- Use separate chopping boards, knives etc for raw, cooked and veg food.
- Maintain refrigerator temperature below 5°C and freezer below 0°C.
- Wear clean apron, cap and gloves.
- Wash hands before handling food, after using the toilet and after every two hours.
- Use a waterproof bandage to cover cuts or burn wounds.
- Do not handle food when unwell.
- Use clean dusters to wipe utensils and clean surfaces.



Photo: Taj Safaris.

Swimming pool

- Display rules for use adjacent to the swimming pool.
- Indicate the swimming pool depth clearly.
- Display no diving signs where needed.
- Provide safety/rescue equipment.

Cruises, boats, coracles, kayaks etc

- Ensure the availability of life jackets and life-boats where appropriate.

Composting

- Fence off compost areas to deter pests.
- Mesh/net cover around compost pits is also an option to keep small animals out eg wild boar.

Sound and light pollution

- Use noise free and low polluting diesel generator sets.
- Avoid unnecessary sound and light pollution.

Fencing for wildlife

- Avoid barbed wire for fencing to avoid injury to wildlife. Use solar fencing or natural materials as an alternative or no fencing.
- Ensure guests are briefed about risk from wildlife and provide staff and watchmen for security.

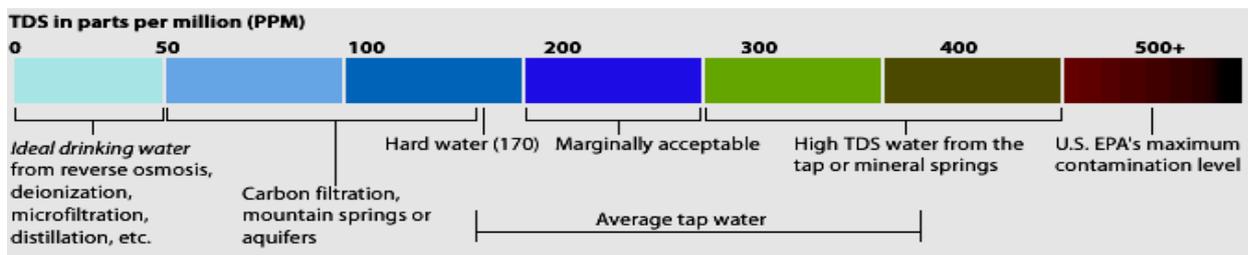
Air and water quality

- Carry out mandatory air quality and water quality tests from respective State Pollution Control Boards or any ISO certified air and water quality testing/monitoring agency for lodges with at least twenty rooms or more. For others, it is recommended.
- Monitor water TDS and pH levels regularly.

Information included may not be appropriate to every situation, destination and country and is intended for general guidance only and may be subject to change.

MONITORING WATER QUALITY

Monitoring levels of total dissolved solids (TDS) in water and its pH value are important measures of water quality. High levels of TDS and low levels of pH indicate that there are harmful contaminants in the water which can affect human health and wildlife. Fish die-off occur when pH levels dip below 4 or rise above 10. Safe levels for drinking reverse osmosis treated water are 50-150 ppm and 6-8 pH (7 is ideal.)

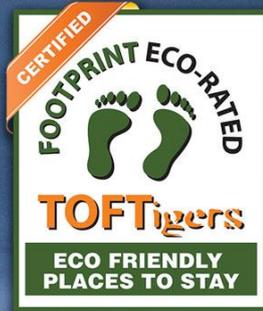


Source: Sycom Projects Consultants Pvt Ltd



HELP US DRIVE THE CHANGE

Your corporate commitment to sustainability



TOFTigers is a global business-to-business nature travel charity with a mission to improve the ecological and economic sustainability of wildlands and wildlife across Asia. Well-planned and well-managed responsible tourism is a force for good bringing economic benefits to rural areas, restoring habitat, supporting conservation and local communities, changing poachers into protectors and giving visitors inspiring experiences of nature. We work with the travel trade, destinations, accommodation providers, governmental and conservation organisations to make this happen through training, advocacy, certification, promoting best practice and partnership working.

Our **certification programmes** place local communities, nature and environmental sustainability at the heart of business operations. They are a symbol of assurance for travellers and the travel trade that the places they select to stay at have been reviewed by environmental experts and exceed a minimum standard on a journey towards best practice. The PUG certification is recognised by the United Nation's Global Sustainable Tourism Council (GSTC) and is aimed solely at nature focused accommodation. The Footprint certification has a broader client base that is not wholly nature focused and encompasses accommodation providers in rural, natural or more urban landscapes.

[Sign up for certification](#), [get involved in our campaign](#) or view sustainable travel options [on our website](#) and download the [Great Wildlife Travel Guide](#).

TOFTIGERS BEST PRACTICE SERIES

- [Introduction](#)
- [Community Liaison and Support](#)
- [Energy and Carbon Footprint](#)
- [Nature Education and Conservation](#)
- [Sustainable Building](#)
- [Local Economy – Employment, Skills and Enterprise](#)
- [Water Conservation and Treatment](#)
- [Waste Management and Recycling](#)
- [Cultural Heritage](#)
- [Health, Safety and Pollution](#)

Correct at time of press. Information included may not be appropriate to every situation, destination and country and is intended for general guidance only and may be subject to change.

Compiled for TOFTigers by [Positive Nature](#) and [Sycom Projects Consultants Pvt Ltd](#), March 2021

Photos © lodges featured, Sycom Projects Consultants Pvt Ltd and photographers listed

© The TOFTigers Initiative 2021. All rights reserved

For press and publication enquiries contact: admin@toftindia.org

The TOFTigers Initiative is a trading enterprise of the Nature Stewardship Alliance, UK Charity No. 1172519 also the TOFTigers India Wildlife Association, a not-for-profit company registered under Section 25 of the Companies Act in India