

[RETURN TO ONLINE PROFILE](#)

TIPS FOR GOOD PRACTICE

Communication

- Establish and maintain positive communications with your local Gran Panchayat and community.

Local Employment

- Employ a minimum of 50% of your staff from the local community; the majority of PUG-rated lodges employ between 70% to 100%.
- Provide equal opportunities for staff and avoid discrimination on the grounds of gender, caste, religion and social issues whilst respecting local customs and beliefs.
- Ensure you pay the minimum statutory wage or more; the best practitioners pay staff above average wages throughout the year.
- Pay provident fund contributions (in India) if you employ more than fourteen people.
- Provide additional benefits such as medical insurance, good living conditions and social support (see Community profile). Providing a positive working environment will contribute to a happy, motivated workforce.
- Maintain a common tipping system for equal distribution between staff.
- Provide hospitality, team building and other skills training to enable your employees to benefit from professional development and progress up the employment ladder.
- Monitor your local employment (including equality in different job tiers), seasonality, pay levels and professional development, set targets and review annually.



Photo: Tiger Tops



Photo: Banjar Tola - Taj Safaris

Local Purchasing

- Set a minimum target for local procurement and increase over time; the best practitioners buy all their produce within a 50 miles radius or less.
- Pay a fair price for local goods and services.
- Provide opportunities for your guests to buy local goods through visits to local markets and shops.
- Set up a shop in your accommodation selling local handicrafts and goods.
- Provide local artists and craftsmen with opportunities to showcase and sell their work at your accommodation and present cultural performances.

Develop New Experiences and Catalyse New Enterprises

- Develop new opportunities for enhancing your guests' experience and providing new income streams to local communities such as cultural events, guided walks, homestays, home visits and activities around arts, handicrafts and local cuisine.
- Develop equitable relationships and fair pay.
- Respect local culture and present authentic experiences (see Local Heritage and Culture profile).
- Provide guidance and feedback to the local community on who your guests are and what they enjoy.
- Provide assistance in making links to potential partners, investors and advisors.

Community Training

- Assess local needs for training and capacity building with local representatives and NGOs and develop new initiatives and partnerships.
- Provide advice and technical training where appropriate (eg hospitality training for women's self help groups, guide training).
- Organise new training initiatives (eg embroidery training for local women, buy back gift cards).

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.

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

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- [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](#)
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For press and publication enquiries contact: admin@toftindia.org

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