

Self-assessment according to ARSO checklist for Medical tourism scheme

Part I: To be filled by the Tourism Operator

Name of Tourism Operator	
Affiliation	
Representative	
Position	

Part II: To be filled by Certification department

Reference number		
Type of Audit	☐ Certification Audit ☐ Periodic Audit ☐ Recertification Audit	
Audit team members:	Lead Auditor	
	Auditors	
	Experts	
	Observers	

For the Tourism Operator: Please describe in brief how the requirements are addressed at your organization with reference to supporting documents. Also, select the level of performance (Bronze, Silver, Gold or Platinum) according to the degree of your compliance with criteria in the selected level. It is expected that compliance with requirements of the higher level of performance would also indicate compliance with the lower level (s) of performance.

Important Notes:

- * The requirements associated by the terms “Pre-required”, “Required” and “Critical” shall be fulfilled in 100% of the related clauses according to the selected level of performance.
 - * The requirements associated by the term “General” shall be fulfilled in 80% of the related clauses.
 - * The requirements associated by the term “Optional” shall be fulfilled in 20% of the related clauses.
 - * If a requirement is titled, for example “Optional” in the Platinum level and “Required” for Gold level, the requirement indicators in Gold level shall be fulfilled for Platinum level.
 - * For a tourism operator that chooses “Bronze” or “Silver” levels of performance, the tourism operator will be given a maximum period of six (6) years to upgrade to the higher level. Otherwise, the tourism operator will lose its certification.
- The Tourism Operator can refer to the following standard: ARSO ARS/AES 4:2014.

For Audit team: Please put your comments in the “Document review” column in brief as to which level has the requirements been fulfilled.

“C” for fulfilled requirements and “NC” for not fulfilled requirements. Mention what is not fulfilled exactly.

For Tourism Operator:

Please enter the scores achieved for the selected level of performance under “Achieved” in the following table based on the selections in the table of Self-Assessment below:

Scores of each level for the degree of fulfillment of the requirements						
	Optional		General		Pre-required/Required/Critical	
	Expected	Achieved	Expected	Achieved	Expected	Achieved
Bronze	2		28		46	
Silver	-----		10		66	
Gold	-----		1		75	
Platinum	12		1		63	
Level of Performance		☐ Bronze ☐ Silver ☐ Gold ☐ Platinum				

Requirement	Self-Assessment Evidence	Document Review
1. General requirements (Refer to ARSO ARS/AES 4:2014 Sectoral Annex, Clause 5)		
1.1 Responsibility:		
A tourism operator (healthcare providers/Facilitators) shall be responsible for only its own operations in applying this standard. Indicator: <i>The operator defines roles and responsibilities for patient care, travel, and service coordination.</i> Expected fulfillments for each Level: Bronze: "Pre-required" Basic documentation. Fulfilled? ☐ Yes ☐ No Silver: "Pre-required" Defined roles with supervision. Fulfilled? ☐ Yes ☐ No Gold: "Pre-required" Clear SOPs. Fulfilled? ☐ Yes ☐ No Platinum: "Pre-required" Audited responsibilities. Fulfilled? ☐ Yes ☐ No		
1.2 Transparency:		
The data, information sources and assumptions used (services provided, pricing, procedures, legal compliance, etc.) shall be clearly supported. Indicator: <i>Patients receive clear documented details about services, costs, and procedures.</i> Expected fulfillments for each Level: Bronze: "Required" Basic brochures. Fulfilled? ☐ Yes ☐ No Silver: "Required" Written consent. Fulfilled? ☐ Yes ☐ No Gold: "Required" Digital access. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Real-time patient portals. Fulfilled? ☐ Yes ☐ No		
1.3 Legality and compliance:		

The tourism operator shall be in compliance with all applicable laws and regulations having direct relevance to the principles, criteria and indicators presented in this standard. A tourism operator may document instances where it is prohibited from complying with this standard as a consequence of a conflicting applicable law or regulation. <u>Indicator:</u> <i>Valid licenses, insurance, and legal registrations are in place and monitored.</i> Expected fulfillments for each Level: Bronze: “Required” License display. Fulfilled? ☐ Yes ☐ No Silver: “Required” Internal audits. Fulfilled? ☐ Yes ☐ No Gold: “Required” External verification. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Legal risk management system. Fulfilled? ☐ Yes ☐ No		
1.4 Science-based approach:		
Any data collected or used in the application of this standard, as well as justifications, presentations, commentary, or interpretation of results associated with the use of this standard, shall be based on science. <u>Indicator:</u> <i>Clinical procedures and sustainability actions based on scientific data.</i> Expected fulfillments for each Level: Bronze: “Required” Generic protocols. Fulfilled? ☐ Yes ☐ No Silver: “Required” Updated clinical guidelines. Fulfilled? ☐ Yes ☐ No Gold: “Required” Outcome tracking. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Published results/research. Fulfilled? ☐ Yes ☐ No		
1.5 Human rights and Patient protection:		

This standard strives to ensure that the actions of the tourism operator and their subcontractors respect the human rights of all citizenry, especially those of local stakeholders. The tourism operator shall respect universally recognized human rights. Indicator: <i>Confidentiality, dignity, and cultural respect are ensured.</i> Expected fulfillments for each Level: Bronze: “Critical” Privacy policy. Fulfilled? ☐ Yes ☐ No Silver: “Critical” Staff training. Fulfilled? ☐ Yes ☐ No Gold: “Critical” Verified patient rights charter. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Third-party audit on patient rights. Fulfilled? ☐ Yes ☐ No		
1.6 Working conditions:		
The tourism operator shall respect labour rights and provide safe and healthy working conditions, including providing tools, equipment and training that address the risk of workplace hazards. Indicator: <i>Labor rights, safe workplace, continuous training.</i> Expected fulfillments for each Level: Bronze: “Required” Compliance with minimum wage. Fulfilled? ☐ Yes ☐ No Silver: “Required” Staff safety training. Fulfilled? ☐ Yes ☐ No Gold: “Required” Career development plans. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Well-being programs. Fulfilled? ☐ Yes ☐ No		
2. Specific Operational Requirements (Refer to ARSO ARS/AES 4:2014Sectoral Annex , Clause 6)		
2.1 Quality Medical Service Delivery:		

Clearly document and communicate. Specialties, certifications, and services of healthcare providers, Travel, visa, accommodation, and procedure-related information. Offer pre-treatment consultations and post-treatment follow-up. Indicator: <u>Accredited services, treatment transparency, follow-up included.</u> Expected fulfillments for each Level: Bronze: “Required” Basic service descriptions. Fulfilled? ☐ Yes ☐ No Silver: “Required” Certified professionals. Fulfilled? ☐ Yes ☐ No Gold: “Required” Pre/post-care. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Full continuum of care system. Fulfilled? ☐ Yes ☐ No		
2.2 Risk and Prediction Management:		
Implement indicators that can predict potential operational, patient safety, or environmental risks, and establish mitigation strategies accordingly (early warning systems). Indicator: <u>Early warning systems for medical and operational risks.</u> Expected fulfillments for each Level: Bronze: “Required” Complaint tracking. Fulfilled? ☐ Yes ☐ No Silver: “Required” Risk logs. Fulfilled? ☐ Yes ☐ No Gold: “Required” Incident response plans. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Predictive analytics. Fulfilled? ☐ Yes ☐ No		
2.3 Visa and Legal Arrangements:		

Support patients in identifying visa requirements and provide necessary documentation like invitation letters, if required. Indicator: <i>Support with visa processes, documentation.</i> Expected fulfillments for each Level: Bronze: “General” General advice. Fulfilled? ☐ Yes ☐ No Silver: “Required” Assistance letter. Fulfilled? ☐ Yes ☐ No Gold: “Required” Personalized visa support. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” End-to-end visa concierge. Fulfilled? ☐ Yes ☐ No		
2.4 Concierge and Support Services:		
Concierge services must include: ➤ Language and translation services in patients' preferred languages. ➤ Transportation services adapted for medical needs and physical disabilities. ➤ Accommodation suited for recovery and aligned with accessibility standards (ISO 21902). ➤ Cultural adaptation in services, respecting the origin and preferences of patients. Indicators: <i>Transportation, translation, culturally appropriate services.</i> Expected fulfillments for each Level: Bronze: “General” Transport from airport. Fulfilled? ☐ Yes ☐ No Silver: “Required” Include Language services. Fulfilled? ☐ Yes ☐ No Gold: “Required” Full concierge. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Personalized host services. Fulfilled? ☐ Yes ☐ No		
2.5 Insurance and Financial Protection:		

Offer guidance or packages including insurance for treatment complications, travel interruptions, or repatriation when necessary. Indicator: <i>Clear patient guidance on insurance, optional add-ons.</i> Expected fulfillments for each Level: Bronze: “General” Basic advice. Fulfilled? ☐ Yes ☐ No Silver: “Required” Partnered insurance options. Fulfilled? ☐ Yes ☐ No Gold: “Required” Integrated packages. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Full coverage with flexibility. Fulfilled? ☐ Yes ☐ No		
3. Monitoring and Continuous Improvement(Refer to ARSO ARS/AES 4:2014 Sectoral Annex, Clause 7)		
3.1 Patient Satisfaction Monitoring		
Regularly collect, monitor, and act on patient satisfaction data covering medical, travel, and accommodation services. Indicator: <i>Satisfaction surveys, corrective actions.</i> Expected fulfillments for each Level: Bronze: “Required” End-of-service survey. Fulfilled? ☐ Yes ☐ No Silver: “Required” Quarterly reviews. Fulfilled? ☐ Yes ☐ No Gold: “Required” Real-time feedback. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Publicly reported performance. Fulfilled? ☐ Yes ☐ No		
3.2 Complaint Management:		
Establish a transparent and responsive complaints system with timely corrective action. Indicator: <i>Recorded, tracked, and resolved complaints.</i> Expected fulfillments for each Level: Bronze: “Required” Manual logs. Fulfilled? ☐ Yes ☐ No Silver: “Required” Digital records. Fulfilled? ☐ Yes ☐ No Gold: “Required” Time-bound resolution. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Independent complaint		

ombudsman. Fulfilled? ☐ Yes ☐ No		
3.3 Sustainability Performance Monitoring:		
Implement environmental and social performance monitoring (energy use, waste management, local economic impact). Indicator: <i>Data is collected, analyzed, and used to improve environmental and social performance.</i> Expected fulfillments for each Level: Bronze: “Required” Basic performance monitoring (Manual records of energy consumption, Documentation of waste types and quantities, General description of local economic contribution) Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular digital monitoring system (Digital records of energy and water consumption, Waste segregation and tracking, Basic indicators for social and economic impact. Fulfilled? ☐ Yes ☐ No Gold: “Required” Performance analysis and improvement targets (Trend analysis of resource consumption, Defined quantitative targets such as energy reduction and waste minimization, Documented improvement plans and follow-up, Performance linked to management decision-making). Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Advanced sustainability assurance (External review or audit of environmental and social performance, Published sustainability reports, Alignment with international standards such as ESG, GRI or ISO 14001, Engagement with local community and stakeholders) Fulfilled? ☐ Yes ☐ No		
4. Principles, criteria and indicators (Refer to ARSO ARS/AES 4:2014 Sectoral Annex, Clause 8)		
A- General Governance Criteria		
4.1 Sustainability Management System		
Principle: A written sustainability management system appropriate to the type, scale and intensity of medical tourism operations.		
Criterion: The medical tourism facility shall implement a long-term sustainability management system that is suitable to its operational context, and which addresses environmental, social, cultural, economic, quality, patient care, and occupational health and safety aspects. Indicators:		

<u>1.The medical tourism facility shall implement a documented sustainability management system.</u> Expected fulfillments for each Level: Bronze: “General” Basic policy statement. Fulfilled? ☐ Yes ☐ No Silver: “Required” Documented system. Fulfilled? ☐ Yes ☐ No Gold: “Required” Regular review. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Continuous improvement cycle with KPIs. Fulfilled? ☐ Yes ☐ No <u>2.The sustainability management system shall include the following primary elements as a minimum:</u> (a) environmental safeguards based on an evaluation of environmental conditions; (b) provisions for the social and economic inclusion of local people in the operation; (c) Measures for the respect and protection of cultural heritage and sensitivity towards patients’ cultural backgrounds; (d) Quality assurance mechanisms, clinical governance, and continuous improvement protocols; (e) Health and safety provisions for both patients and healthcare workers. Expected fulfillments for each Level: Bronze: “General” Covers 2 elements. Fulfilled? ☐ Yes ☐ No Silver: “Required” Covers 4 elements. Fulfilled? ☐ Yes ☐ No Gold: “Required” Covers 5 elements. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Covers all + innovation practices. Fulfilled? ☐ Yes ☐ No <u>3. The sustainability management system shall define vision/values, policy, scope, objectives, measurable targets, timelines, and clearly allocated responsibilities.</u> Expected fulfillments for each Level: Bronze: “General” Statement of intent. Fulfilled? ☐ Yes ☐ No Silver: “Required” Defined scope/objectives. Fulfilled? ☐ Yes ☐ No		
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Gold: “Required” Measurable KPIs. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Fully detailed with timelines and accountability chart. Fulfilled? ☐ Yes ☐ No <u>4. The sustainability management policy and associated activities is communicated and made known to all healthcare staff and relevant stakeholders.</u> Expected fulfillments for each Level: Bronze: “General” Available on request. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular internal communication. Fulfilled? ☐ Yes ☐ No Gold: “Required” Staff training sessions. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Multi-stakeholder engagement with reporting. Fulfilled? ☐ Yes ☐ No <u>5. The medical tourism facility shall conduct at least an annual review of the implementation of its sustainability management system and take corrective actions where necessary.</u> Expected fulfillments for each Level: Bronze: “Required” Informal review. Fulfilled? ☐ Yes ☐ No Silver: “Required” Annual review with notes. Fulfilled? ☐ Yes ☐ No Gold: “Required” Corrective action log. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Independent review and transparent improvement reports. Fulfilled? ☐ Yes ☐ No		
4.2 Legal compliance Principle: Full compliance with applicable legal requirements, healthcare regulations, and relevant international agreements.		
Criterion: The medical tourism facility shall comply with all relevant international, national, and local legislation, including health, safety, labour, environmental, and medical practice regulations. Indicators: <u>1. The facility shall provide documented proof of legal registration and valid operating licenses in accordance with health sector regulations.</u> Expected fulfillments for each Level:		

Bronze: “Pre-required” Valid registration. Fulfilled? ☐ Yes ☐ No Silver: “Pre-required” Internal compliance checks. Fulfilled? ☐ Yes ☐ No Gold: “Pre-required” External compliance audits. Fulfilled? ☐ Yes ☐ No Platinum: “Pre-required” Legal risk management with regular reviews. Fulfilled? ☐ Yes ☐ No <u>2. The facility shall have an effective compliance mechanism to ensure ongoing adherence to all applicable legal, medical, and environmental regulations.</u> Expected fulfillments for each Level: Bronze: “Required” Ad-hoc compliance tracking. Fulfilled? ☐ Yes ☐ No Silver: “Required” Formal checklist system. Fulfilled? ☐ Yes ☐ No Gold: “Required” Dedicated compliance officer. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Digital compliance system with alerts and updates. Fulfilled? ☐ Yes ☐ No <u>3. Compliance records, including accreditation certificates, inspection reports, and regulatory approvals, shall be maintained and readily available.</u> Expected fulfillments for each Level: Bronze: “Required” Basic document storage. Fulfilled? ☐ Yes ☐ No Silver: “Required” Organized and updated files. Fulfilled? ☐ Yes ☐ No Gold: “Required” Digital access to compliance records. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Verified and externally audited documentation system. Fulfilled? ☐ Yes ☐ No		
4.3 Patient Health and Safety Principle: Ensuring the health, safety, and well-being of patients and staff at all times during healthcare delivery.		
Criterion: The medical tourism facility shall effectively manage patient health, safety risks, and clinical quality, promoting safe care environments.		

Indicators: <u>1. The facility shall conduct periodic risk assessments addressing patient health and safety, including infection control, medical errors, and operational hazards.</u> Expected fulfillments for each Level: Bronze: “Required” Basic risk checklist annually. Fulfilled? ☐ Yes ☐ No Silver: “Required” Structured risk assessments bi-annually. Fulfilled? ☐ Yes ☐ No Gold: “Required” Dynamic risk register updated quarterly. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Predictive risk assessments with independent audits. Fulfilled? ☐ Yes ☐ No <u>2. The facility shall communicate patient safety policies, rights, and health protocols clearly to patients, companions, and staff in understandable language.</u> Expected fulfillments for each Level: Bronze: “Required” General safety posters. Fulfilled? ☐ Yes ☐ No Silver: “Required” Multilingual printed materials. Fulfilled? ☐ Yes ☐ No Gold: “Required” Personalized briefings. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Interactive digital safety orientation for all stakeholders. Fulfilled? ☐ Yes ☐ No <u>3. The facility shall maintain an emergency preparedness plan, including disaster response procedures, emergency medical protocols, and evacuation plans.</u> Expected fulfillments for each Level: Bronze: “Required” Basic evacuation signs. Fulfilled? ☐ Yes ☐ No Silver: “Required” Written emergency response plan. Fulfilled? ☐ Yes ☐ No Gold: “Required” Regular drills and updates. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Certified comprehensive disaster and emergency response system. Fulfilled? ☐ Yes ☐ No		
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4. <u>The facility shall ensure compliance with international patient care standards (e.g., JCI, ISO 7101, or equivalent) where applicable.</u> Expected fulfillments for each Level: Bronze: “Required” Local accreditation only. Fulfilled? ☐ Yes ☐ No Silver: “Required” Partial international standard alignment. Fulfilled? ☐ Yes ☐ No Gold: “Required” Certification in progress or valid. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Full accredited status with external verification. Fulfilled? ☐ Yes ☐ No 5. <u>Continuous training on patient safety, clinical best practices, and emergency responses shall be provided to all healthcare workers.</u> Expected fulfillments for each Level: Bronze: “Required” Orientation training. Fulfilled? ☐ Yes ☐ No Silver: “Required” Annual refresher training. Fulfilled? ☐ Yes ☐ No Gold: “Required” Bi-annual targeted training with assessments. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Continuous education program with external certification options. Fulfilled? ☐ Yes ☐ No		
B- Social and Economic Criteria		
4.4 Community Well-being Contribution		
Principle: Support the economic, social, and cultural well-being of the communities where medical tourism activities take place.		
Community Development Projects		
Criterion: The medical tourism provider shall support projects that improve education, health, sanitation, energy, water access, and overall community well-being. Indicators: <u>1. Proof of support for community health outreach or wellness programs.</u> Expected fulfillments for each Level: Bronze: “General” Occasional ad-hoc contributions. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular community health programs. Fulfilled? ☐ Yes ☐ No Gold: “Required” Long-term partnerships.		

Fulfilled? ☐ Yes ☐ No Platinum: "Critical" Sustainable, impactful development programs with evidence. Fulfilled? ☐ Yes ☐ No <u>2. Evidence of contribution to local infrastructure such as water, energy, or health centers</u> Expected fulfillments for each Level: Bronze: "General" Occasional donations or minor support. Fulfilled? ☐ Yes ☐ No Silver: "Required" Regular support for small infrastructure improvements. Fulfilled? ☐ Yes ☐ No Gold: "Required" Direct involvement in community infrastructure projects. Fulfilled? ☐ Yes ☐ No Platinum: "Critical" Strategic investment in essential infrastructure (e.g., clinics, clean water access, renewable energy), with local stakeholder engagement. Fulfilled? ☐ Yes ☐ No <u>3. Regular consultations with local community representatives regarding health and development needs.</u> Expected fulfillments for each Level: Bronze: "General" Informal community engagement. Fulfilled? ☐ Yes ☐ No Silver: "Required" Periodic consultation sessions. Fulfilled? ☐ Yes ☐ No Gold: "Required" Formal inclusion of community in health planning. Fulfilled? ☐ Yes ☐ No Platinum: "Critical" Institutionalized participation (community boards or committees). Fulfilled? ☐ Yes ☐ No		
4.5 Local participation and Employment Principle: Ensure that medical tourism generates local employment, skills development, and fair employment practices.		
4.5.1 Equal Employment Opportunities and local participation		
Criterion: The provider offers equal job opportunities to local residents, women, and marginalized groups, including in management. Indicators: <u>1. Evidence of fair and transparent hiring practices with non-discrimination policies.</u>		

Expected fulfillments for each Level: Bronze:“General” Some local hiring. Fulfilled? ☐ Yes ☐ No Silver:“Required” Formal local hiring policy. Fulfilled? ☐ Yes ☐ No Gold:“Required” Active training and promotion of local staff. Fulfilled? ☐ Yes ☐ No Platinum:“Required” Measurable targets and transparent reporting on local employment. Fulfilled? ☐ Yes ☐ No <u>2. Training programs for locals in healthcare and medical support services.</u> Expected fulfillments for each Level: Bronze:“General” Occasional training events. Fulfilled? ☐ Yes ☐ No Silver:“Required” Regular annual programs. Fulfilled? ☐ Yes ☐ No Gold:“Required” Structured skill development pathways. Fulfilled? ☐ Yes ☐ No Platinum:“Required” Certified training with job placement opportunities and career advancement pathways. Fulfilled? ☐ Yes ☐ No <u>3. Records of local employment rates at various operational levels.</u> Expected fulfillments for each Level: Bronze:“General” Partial local employment. Fulfilled? ☐ Yes ☐ No Silver:“Required” Local hiring in non-medical roles. Fulfilled? ☐ Yes ☐ No Gold:“Required” Local employment across several roles. Fulfilled? ☐ Yes ☐ No Platinum:“Required” Local representation in management/leadership roles. Fulfilled? ☐ Yes ☐ No <u>4. Engagement of local entrepreneurs in supportive services (wellness, catering, transportation).</u> Expected fulfillments for each Level: Bronze:“General” Limited local subcontracting. Fulfilled? ☐ Yes ☐ No Silver:“Required” Regular contracts with local		
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entrepreneurs. Fulfilled? ☐ Yes ☐ No Gold: "Critical" Long-term service partnerships. Fulfilled? ☐ Yes ☐ No Platinum: "Optional" Capacity-building programs for local entrepreneurs. Fulfilled? ☐ Yes ☐ No		
4.5.2 Employment Stability		
Criterion: Minimize casual employment and promote long-term, stable contracts. Indicators: <u>1. Proof of permanent or long-term employment ratios.</u> Expected fulfillments for each Level: Bronze: "General" Basic short-term contracts. Fulfilled? ☐ Yes ☐ No Silver: "General" Plans for permanent roles. Fulfilled? ☐ Yes ☐ No Gold: "Required" High proportion of permanent contracts. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Long-term staff retention and professional development programs. Fulfilled? ☐ Yes ☐ No <u>2. Opportunities for professional development and career progression.</u> Expected fulfillments for each Level: Bronze: "Required" Basic orientation or irregular ad-hoc training opportunities. Fulfilled? ☐ Yes ☐ No Silver: "Required" Regular professional development workshops or seminars. Fulfilled? ☐ Yes ☐ No Gold: "Required" Structured programs for career advancement with pathways for promotion. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Accredited continuous professional development (CPD) programs with clear evidence of locals progressing to higher positions, including leadership roles. Fulfilled? ☐ Yes ☐ No		
4.6 Cultural and Heritage Integration		
Principle: Recognize, respect, and integrate local culture and heritage in the medical tourism environment.		
Cultural Respect in Patient Services		
Criterion: Incorporate local cultural elements into facility design, food, wellness treatments, and hospitality.		

Indicators:

1. Use of culturally relevant architecture and art.

Expected fulfillments for each Level:

Bronze: “Required” Basic symbolic décor.

Fulfilled? ☐ Yes ☐ No

Silver: “Required” Local food services.

Fulfilled? ☐ Yes ☐ No

Gold: “Required” Seasonal cultural events.

Fulfilled? ☐ Yes ☐ No

Platinum: “Required” Ongoing cultural partnerships with the local community.

Fulfilled? ☐ Yes ☐ No

2. Promotion of local health traditions (e.g., herbal medicine, therapeutic practices) where appropriate.

Expected fulfillments for each Level:

Bronze: “General” Occasional promotion of local practices, no formal policies.

Fulfilled? ☐ Yes ☐ No

Silver: “General” Regular promotion, partnerships with local practitioners established.

Fulfilled? ☐ Yes ☐ No

Gold: “Required” Integrated services using certified local practices, with documented benefit-sharing.

Fulfilled? ☐ Yes ☐ No

Platinum: “Required” Model facility for cultural wellness, documented revitalization projects, direct contribution to preserving local healing arts.

Fulfilled? ☐ Yes ☐ No

3. Cultural sensitivity training for medical staff.

Expected fulfillments for each Level:

Bronze: “Required” Basic induction training on local customs.

Fulfilled? ☐ Yes ☐ No

Silver: “Required” Annual refresher cultural training, culturally sensitive customer service policy.

Fulfilled? ☐ Yes ☐ No

Gold: “Required” Tailored, role-specific training; cultural consultants engaged.

Fulfilled? ☐ Yes ☐ No

Platinum: “Required” Best-in-class cultural competence programs, community-led training

initiatives, active patient education on cultural respect. Fulfilled? ☐ Yes ☐ No		
4.7 Rights Recognition and Patient Dignity		
Principle: Respect and uphold human rights, patient rights, and community land rights in all medical tourism operations.		
Patient Rights and Ethics		
Criterion: Adopt a transparent patient rights policy adhering to international health ethics. Indicators: <u>1. Visible patient rights charter at facility.</u> Expected fulfillments for each Level: Bronze: "General" A basic notice of patient rights is displayed in one location inside the facility (e.g., reception). Fulfilled? ☐ Yes ☐ No Silver: "General" A clear and comprehensive patient rights charter is displayed in multiple key areas (reception, waiting rooms). Fulfilled? ☐ Yes ☐ No Gold: "Required" Patient rights are displayed in multiple languages (including local and international patient languages) at all patient contact points. Fulfilled? ☐ Yes ☐ No Platinum: "Required" In addition to the above, patient rights are explained verbally or via video, with regular updates aligned with international healthcare standards. Fulfilled? ☐ Yes ☐ No <u>2. Systems for grievance redressal and patient feedback</u> Expected fulfillments for each Level: Bronze: "General" A basic system for patient complaints exists (e.g., a manual suggestion box), with no formal response system. Fulfilled? ☐ Yes ☐ No Silver: "Required" A formal system (manual or digital) for complaints and feedback is in place, with basic tracking of responses. Fulfilled? ☐ Yes ☐ No Gold: "Required" An efficient digital system is available for complaints and feedback, with guaranteed response times and regular monitoring of outcomes. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Includes all of Gold level, plus regular patient satisfaction surveys, open forums with patients, and periodic reports analyzing complaints to drive service improvements. Fulfilled? ☐ Yes ☐ No		

4.8 Fair Labor Practices and Human Rights Principle: Ensure fair labor conditions, safeguard human rights, and provide continuous staff development.		
4.8.1 Fair Employment Conditions		
Criterion: Comply with international labor standards, ensure fair labor conditions, safeguard human rights, and provide continuous staff development. Indicators: <u>1. Salary records showing compliance with or exceeding minimum wage laws.</u> Expected fulfillments for each Level: Bronze: "General" Salaries meet national minimum wage laws. Fulfilled? ☐ Yes ☐ No Silver: "Required" Salaries exceed minimum wage by a reasonable margin (e.g., 10–20%). Fulfilled? ☐ Yes ☐ No Gold: "Required" Salaries include performance bonuses or additional benefits (health insurance, paid leave). Fulfilled? ☐ Yes ☐ No Platinum: "Critical" Transparent salary structures, significantly above national standards, with comprehensive benefits packages and regular salary reviews. Fulfilled? ☐ Yes ☐ No <u>2. Staff freedom of association and fair dismissal procedures.</u> Expected fulfillments for each Level: Bronze: "Required" Written statement supporting freedom of association and legal dismissal. Fulfilled? ☐ Yes ☐ No Silver: "Required" Documented grievance procedures and clear dismissal process respecting labor laws. Fulfilled? ☐ Yes ☐ No Gold: "Required" Active employee representation (e.g., staff committees) and non-retaliation policies. Fulfilled? ☐ Yes ☐ No Platinum: "Critical" Formalized union agreements or employee councils with participation in key decisions; external audits on labor rights. Fulfilled? ☐ Yes ☐ No		
4.8.2 Human Rights Assurance		
Criterion: Zero tolerance towards exploitation, forced labor, or discrimination. Indicators:		

<u>1. Anti-discrimination policy.</u> Expected fulfillments for each Level: Bronze: “Required” Basic written policy against discrimination exists. Fulfilled? ☐ Yes ☐ No Silver: “Required” Policy is publicly displayed and communicated to all staff. Fulfilled? ☐ Yes ☐ No Gold: “Required” Regular refresher training on anti-discrimination for all employees. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” External review or certification (e.g., diversity & inclusion certification), regular audits of equality practices. Fulfilled? ☐ Yes ☐ No <u>2. No involvement in child labor or forced labor.</u> Expected fulfillments for each Level: Bronze: “Required” Signed policy prohibiting child or forced labor. Fulfilled? ☐ Yes ☐ No Silver: “Required” Employee verification processes to prevent underage or forced labor. Fulfilled? ☐ Yes ☐ No Gold: “Critical” Third-party verification (e.g., labor audit) confirming no violations. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Full supply chain monitoring to ensure no child/forced labor, with published reports or certifications (e.g., SA8000). Fulfilled? ☐ Yes ☐ No <u>3. Regular human rights training for staff</u> Expected fulfillments for each Level: Bronze: “General” Basic orientation includes human rights. Fulfilled? ☐ Yes ☐ No Silver: “Required” Annual refresher training on labor rights and ethics. Fulfilled? ☐ Yes ☐ No Gold: “Required” Interactive or role-specific human rights workshops. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Mandatory human rights certification programs for all staff, with external trainers or organizations involved. Fulfilled? ☐ Yes ☐ No		
4.9 Economic Responsibility and Fair Pricing		

Principle: Contribute to sustainable local economic growth and ensure fair, transparent pricing for patients.		
4.9.1 Transparent Pricing Policies		
Criterion: Publish clear, accessible treatment prices without hidden fees. Indicators: <u>1. Publicly available price lists.</u> Expected fulfillments for each Level: Bronze: “Required” Basic price lists are displayed in the facility (e.g., at reception). Fulfilled? ☐ Yes ☐ No Silver: “Required” Price lists are also available on the website or brochures for easy access. Fulfilled? ☐ Yes ☐ No Gold: “Required” Price lists are regularly updated and clearly explain what is included (e.g., no hidden costs). Fulfilled? ☐ Yes ☐ No Platinum: “Required” Detailed cost breakdown is available, including treatment packages, optional services, and comparisons to national benchmarks; public transparency reports are issued. Fulfilled? ☐ Yes ☐ No <u>2. Documented pricing policies with patient pre-approval on costs.</u> Expected fulfillments for each Level: Bronze: “Required” Written pricing policy exists and pre-approval forms are used before treatment. Fulfilled? ☐ Yes ☐ No Silver: “Required” Patients receive clear cost estimates in writing before services. Fulfilled? ☐ Yes ☐ No Gold: “Required” Patients receive personalized treatment plans with detailed cost breakdowns before services begin. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Pricing policies are audited regularly, and patient satisfaction on pricing transparency is measured and publicly reported. Fulfilled? ☐ Yes ☐ No		
4.9.2 Local Supply Chain Integration		
Criterion: Prioritize sourcing of local goods and services where possible. Indicators: <u>1. Documented local procurement policy.</u> Expected fulfillments for each Level:		

Bronze: “General” Basic local procurement policy exists (general statement of intention). Fulfilled? ☐ Yes ☐ No Silver: “General” Policy includes specific commitment to source certain categories (e.g., food, basic services) locally. Fulfilled? ☐ Yes ☐ No Gold: “Required” Clear targets are set (e.g., % of total procurement from local suppliers), with annual reporting on achievements. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Extensive policy with priority for small local businesses, marginalized groups; external audits or public reporting on local procurement percentages. Fulfilled? ☐ Yes ☐ No		
<u>2. Partnerships with local healthcare service providers and accommodation facilities.</u>		
Expected fulfillments for each Level:		
Bronze: “General” Occasional cooperation with local providers (e.g., referrals). Fulfilled? ☐ Yes ☐ No		
Silver: “General” Regular cooperation agreements with local healthcare and accommodation providers. Fulfilled? ☐ Yes ☐ No		
Gold: “Required” Formal partnerships with service-level agreements (SLAs), joint programs or packages offered to patients. Fulfilled? ☐ Yes ☐ No		
Platinum: “Required” Strategic partnerships including capacity building, preferential business opportunities for local providers, and documented long-term collaborations. Fulfilled? ☐ Yes ☐ No		
4.9.3 Support for Local Health Entrepreneurship		

Criterion: Encourage development of local health-related businesses (e.g., wellness centers, pharmacies, transportation services). Indicators: <u>1. Formal support programs for local suppliers</u> Expected fulfillments for each Level: Bronze: “Required” Informal or ad-hoc support to some local suppliers. Fulfilled? ☐ Yes ☐ No Silver: “Required” Documented basic program supporting local suppliers (e.g., easy on boarding, basic training). Fulfilled? ☐ Yes ☐ No Gold: “Critical” Structured program with ongoing capacity building (e.g., training, preferential contracting). Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Comprehensive supplier development program with mentorship, investment in local business growth, and regular impact reporting. Fulfilled? ☐ Yes ☐ No <u>2. Evidence of collaboration with local wellness and support services (spa, food, translation, transport).</u> Expected fulfillments for each Level: Bronze: “General” Occasional use of local support services. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular collaboration with a few local wellness or support services. Fulfilled? ☐ Yes ☐ No Gold: “Required” Formal partnerships and integrated service offerings with local wellness and support providers. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Full integration of multiple local services (wellness, nutrition, transport, cultural activities) into patient care packages, with proactive promotion and long-term agreements. Fulfilled? ☐ Yes ☐ No		
C- Environmental Criteria for Health and Medical Tourism.		
4.10 Environmental Management Program		
Principle: Ensure healthcare facilities minimize their environmental impact through structured assessment and monitoring.		
Criterion: Medical tourism operators shall implement an environmental management system appropriate to the scale of their operations.		

<u>Indicators:</u> <u>1. Documented Environmental Management Policy.</u> Expected fulfillments for each Level: Bronze: “Required” Basic environmental policy exists, meeting national regulations. Fulfilled? ☐ Yes ☐ No Silver: “Required” Policy includes specific objectives (e.g., reducing energy, water, waste). Communicated to staff. Fulfilled? ☐ Yes ☐ No Gold: “Required” Comprehensive policy aligned with international standards (e.g., ISO 14001), reviewed annually. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Policy publicly available, externally certified, with clear measurable targets and transparent reporting. Fulfilled? ☐ Yes ☐ No <u>2. Regular environmental assessments and impact monitoring reports.</u> Expected fulfillments for each Level: Bronze: “General” Environmental assessments conducted initially to meet licensing requirements. Fulfilled? ☐ Yes ☐ No Silver: “Required” Periodic (e.g., annual) basic internal assessments with documented reports. Fulfilled? ☐ Yes ☐ No Gold: “Required” Regular detailed assessments by trained staff, showing improvements in key indicators (energy, water, waste reduction). Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Frequent (quarterly or continuous) monitoring by certified external bodies, published reports with corrective actions. Fulfilled? ☐ Yes ☐ No <u>3. Availability of qualified environmental auditors or consultants.</u> Expected fulfillments for each Level: Bronze: “General” Occasional engagement of environmental consultant when required by law. Fulfilled? ☐ Yes ☐ No Silver: “Required” Part-time access to qualified environmental professional for assessments.		
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Fulfilled? ☐ Yes ☐ No Gold: “Required” Dedicated internal or external qualified environmental auditor conducting regular reviews. Fulfilled? ☐ Yes ☐ No Platinum: “Optional” Accredited independent environmental audits conducted, with certification (e.g., ISO, Global Sustainable Tourism), and public disclosure of findings. Fulfilled? ☐ Yes ☐ No		
4.11 Biodiversity Protection Principle: Protect biodiversity in and around medical tourism facilities.		
Criterion: Health tourism operations must avoid harming natural habitats and promote biodiversity. Indicators: <u>1. Use of native species in facility landscaping</u> Expected fulfillments for each Level: Bronze: “Required” Minimal use of native plants; mostly decorative landscaping. Fulfilled? ☐ Yes ☐ No Silver: “Critical” Majority of plants are native species, with basic maintenance. Fulfilled? ☐ Yes ☐ No Gold: “Critical” Landscaping prioritizes native and drought-resistant species, enhancing local ecology. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Fully eco-friendly landscaping plan with native species, plus educational signage for patients/visitors. Fulfilled? ☐ Yes ☐ No <u>2. Prevention and control of invasive species within medical facility grounds.</u> Expected fulfillments for each Level: Bronze: “Critical” No observed invasive species but no formal control plan. Fulfilled? ☐ Yes ☐ No Silver: “Critical” Basic invasive species removal during routine maintenance. Fulfilled? ☐ Yes ☐ No Gold: “Critical” Formal plan to prevent, monitor, and remove invasive species regularly. Fulfilled? ☐ Yes ☐ No Platinum: “Critical” Documented and externally verified invasive species control program with community involvement. Fulfilled? ☐ Yes ☐ No		

<u>3. Support for local biodiversity initiatives or nearby natural parks.</u> Expected fulfillments for each Level: Bronze: “Required” Occasional donations or participation in awareness events. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular support through donations or joint activities with local parks. Fulfilled? ☐ Yes ☐ No Gold: “Required” Active partnerships with biodiversity projects or protected areas. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Formal programs with measurable impact (e.g., funding conservation projects, biodiversity research collaborations). Fulfilled? ☐ Yes ☐ No <u>4. No involvement in illegal wildlife trade or harmful activities.</u> Expected fulfillments for each Level: Bronze: “Pre-required” Facility complies with national law; no evidence of harmful practices. Fulfilled? ☐ Yes ☐ No Silver: “Pre-required” Policy on wildlife protection in place, communicated to staff. Fulfilled? ☐ Yes ☐ No Gold: “Pre-required” Ongoing staff training on wildlife ethics, regular monitoring of practices. Fulfilled? ☐ Yes ☐ No Platinum: “Pre-required” Audited compliance, proactive advocacy against illegal wildlife trade, participation in regional wildlife conservation networks. Fulfilled? ☐ Yes ☐ No		
4.12 Water Efficiency and Management Principle: Promote responsible water usage in healthcare facilities.		
Criterion: Water sourcing should be sustainable, and water consumption must be monitored and reduced. Indicators: <u>1. Measurement of water consumption with regular reporting.</u> Expected fulfillments for each Level: Bronze: “Required” Basic water bills are available but no active monitoring. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular recording of water consumption. Fulfilled? ☐ Yes ☐ No Gold: “Required” Water consumption tracked		

with monthly reports and simple analysis. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Advanced monitoring with detailed reports, targets for reduction, and public disclosure. Fulfilled? ☐ Yes ☐ No <u>2. Use of water-saving devices (low-flow taps, water-efficient sterilization systems).</u> Expected fulfillments for each Level: Bronze: "General" Some basic water-saving devices installed. Fulfilled? ☐ Yes ☐ No Silver: "General" Majority of devices are water-efficient (e.g., taps, toilets). Fulfilled? ☐ Yes ☐ No Gold: "Required" Comprehensive use of water-saving systems including in medical processes. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Best-practice systems in place (e.g., water recycling, grey-water systems), and continuous improvement programs. Fulfilled? ☐ Yes ☐ No <u>3. Sustainable sourcing of water (municipal or certified sources).</u> Expected fulfillments for each Level: Bronze: "Required" Water sourced from basic municipal supply without verification. Fulfilled? ☐ Yes ☐ No Silver: "Required" Water sourced from known municipal or approved sources with limited verification. Fulfilled? ☐ Yes ☐ No Gold: "Required" Documented proof of sustainable and certified sources; periodic assessment. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Verified sustainable water sourcing, participation in local water stewardship programs. Fulfilled? ☐ Yes ☐ No <u>4. Safe treatment and disposal of medical wastewater according to health standards.</u> Expected fulfillments for each Level: Bronze: "Required" Basic treatment through municipal systems, limited documentation. Fulfilled? ☐ Yes ☐ No		
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Silver: “Required” Documented basic wastewater treatment complying with national standards. Fulfilled? ☐ Yes ☐ No Gold: “Required” Advanced treatment systems in place with periodic testing and reporting. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Highest standard treatment with advanced technology (e.g., membrane filtration), regular audits, and zero harmful discharge policy. Fulfilled? ☐ Yes ☐ No		
4.13 Energy Efficiency and Conservation Principle: Reduce energy consumption in healthcare operations and transition to renewable sources.		
Criterion: Medical facilities shall monitor energy use, reduce consumption, and adopt clean energy solutions. Indicators: <i>1. Energy use monitoring and reporting.</i> Expected fulfillments for each Level: Bronze: “Required” Basic utility bills available; no active tracking. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular recording of energy consumption with basic reports. Fulfilled? ☐ Yes ☐ No Gold: “Required” Detailed energy tracking with monthly reports and internal analysis. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Advanced monitoring with targets, regular audits, and public reporting. Fulfilled? ☐ Yes ☐ No <i>2. Energy efficiency programs (LED lighting, smart HVAC systems)</i> Expected fulfillments for each Level: Bronze: “Required” Some energy-efficient devices in use (e.g., LED lighting). Fulfilled? ☐ Yes ☐ No Silver: “Required” Majority of non-medical areas use energy-saving devices. Fulfilled? ☐ Yes ☐ No Gold: “Required” Full facility including medical equipment adopts energy-efficient systems (e.g., smart HVAC). Fulfilled? ☐ Yes ☐ No Platinum: “Required” Comprehensive energy-saving strategy with continuous upgrades and advanced technologies (e.g., energy recovery systems).		

Fulfilled? ☐ Yes ☐ No <u>3. Use of renewable energy sources (solar panels, geothermal)</u> Expected fulfillments for each Level: Bronze: “Required” Minimal or no use of renewable energy. Fulfilled? ☐ Yes ☐ No Silver: “Required” Partial use (up to 20%) of renewable energy sources. Fulfilled? ☐ Yes ☐ No Gold: “Required” Significant use (20–50%) of renewable energy sources with tracking. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Major commitment with >50% renewable energy or full transition roadmap in place. Fulfilled? ☐ Yes ☐ No <u>4. Employee and patient awareness campaigns on energy savings</u> Expected fulfillments for each Level: Bronze: “Required” Occasional basic signage or reminders. Fulfilled? ☐ Yes ☐ No Silver: “Required” Regular awareness campaigns for employees. Fulfilled? ☐ Yes ☐ No Gold: “Required” Formal training sessions and visible patient communication on energy saving. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Ongoing comprehensive programs engaging both patients and staff with measurable outcomes. Fulfilled? ☐ Yes ☐ No		
4.14 Pollution Prevention and Air Quality Principle: Minimize environmental pollution and ensure clean air within and around medical tourism facilities.		
Criterion: Facilities must control air, soil, and water pollution, including emissions from transport and medical procedures. <u>Indicators:</u> <u>1. Air quality monitoring within facility premises</u> Expected fulfillments for each Level: Bronze: “Required” Basic ventilation systems; no active monitoring. Fulfilled? ☐ Yes ☐ No Silver: “Required” Periodic air quality checks in critical areas (e.g., patient rooms).		

Fulfilled? ☐ Yes ☐ No Gold: "Required" Regular air quality monitoring with documented reports and improvements. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Continuous air quality monitoring with public reporting and proactive interventions. Fulfilled? ☐ Yes ☐ No <u>2. Minimization of hazardous chemical use (green cleaning, eco-friendly disinfection).</u> Expected fulfillments for each Level: Bronze: "Required" Limited use of eco-friendly products (green cleaning in some areas). Fulfilled? ☐ Yes ☐ No Silver: "Required" Majority of non-clinical areas use eco-friendly cleaning products. Fulfilled? ☐ Yes ☐ No Gold: "Required" Full facility (including clinical areas) implements green cleaning and eco-friendly disinfection protocols. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Comprehensive elimination of toxic chemicals with certified green products and advanced disinfection technology (e.g., UV systems). Fulfilled? ☐ Yes ☐ No <u>3. Noise and light pollution controls, especially in sensitive areas.</u> Expected fulfillments for each Level: Bronze: "Required" Basic compliance with local regulations; no specific controls. Fulfilled? ☐ Yes ☐ No Silver: "Required" Some noise/light control measures in sensitive patient areas. Fulfilled? ☐ Yes ☐ No Gold: "Required" Formal noise/light management plan implemented across the facility. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Advanced design and technology used to minimize noise/light impacts (e.g., soundproofing, smart lighting). Fulfilled? ☐ Yes ☐ No <u>4. Reduction of greenhouse gas emissions (low-emission vehicles, energy-efficient equipment).</u>		
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Expected fulfillments for each Level: Bronze: “Required” Few low-emission practices (basic energy-efficient equipment). Fulfilled? ☐ Yes ☐ No Silver: “Required” Adoption of low-emission vehicles or partial energy-efficient upgrades. Fulfilled? ☐ Yes ☐ No Gold: “Required” Integrated strategy for reducing emissions (fleet, equipment, building systems). Fulfilled? ☐ Yes ☐ No Platinum: “Required” Verified carbon reduction targets with offsets, use of electric vehicles, and green building certifications (e.g., LEED, BREEAM). Fulfilled? ☐ Yes ☐ No		
4.15 Waste Management (including clinical waste segregation) Principle: Manage all waste responsibly, with strict procedures for clinical and hazardous waste.		
Criterion: Health tourism operators must segregate, treat, and safely dispose of waste without harming the community or environment. Indicators: <u>1. Documented waste management policy, including clinical waste handling.</u> Expected fulfillments for each Level: Bronze: “Optional” Basic written policy on general waste. Fulfilled? ☐ Yes ☐ No Silver: “General” Comprehensive policy covering clinical, pharmaceutical, and general waste. Fulfilled? ☐ Yes ☐ No Gold: “Required” Policy aligned with national healthcare waste regulations and some international guidelines. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Policy fully aligned with international best practices (e.g., WHO), including audits and third-party verification. Fulfilled? ☐ Yes ☐ No <u>2. Regular staff training on waste segregation (clinical, pharmaceutical, general).</u> Expected fulfillments for each Level: Bronze: “Required” Basic induction training on waste handling. Fulfilled? ☐ Yes ☐ No Silver: “Required” Annual refresher training for relevant staff. Fulfilled? ☐ Yes ☐ No Gold: “Required” Structured certified training		

programs for all staff involved in waste handling. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Advanced training including emergency procedures and periodic competency testing, with external trainers. Fulfilled? ☐ Yes ☐ No <u>3. Safe disposal practices for hazardous waste following local/international health regulations.</u> Expected fulfillments for each Level: Bronze: “General” Compliance with local minimum standards. Fulfilled? ☐ Yes ☐ No Silver: “General” Safe disposal with certified waste contractors. Fulfilled? ☐ Yes ☐ No Gold: “Required” Verified disposal channels with traceability reports. Fulfilled? ☐ Yes ☐ No Platinum: “Required” Advanced practices like on-site treatment (e.g., autoclave), international certification, and zero hazardous waste to landfill goals. Fulfilled? ☐ Yes ☐ No <u>4. Targets for reduction, reuse, and recycling of general and clinical waste.</u> Expected fulfillments for each Level: Bronze: “General” Informal or no targets. Fulfilled? ☐ Yes ☐ No Silver: “General” Basic targets for reducing non-clinical waste. Fulfilled? ☐ Yes ☐ No Gold: “General” Formal targets for all waste streams, including clinical waste minimization strategies. Fulfilled? ☐ Yes ☐ No Platinum: “General” Achieving high recycling rates (>70%) and zero-waste-to-landfill policies where feasible. Fulfilled? ☐ Yes ☐ No <u>5. Records on waste quantities and disposal methods, with annual progress reports.</u> Expected fulfillments for each Level: Bronze: “Optional” Records kept manually, irregular updates. Fulfilled? ☐ Yes ☐ No Silver: “General” Basic electronic records		
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updated quarterly. Fulfilled? ☐ Yes ☐ No Gold: "Required" Detailed records with regular monitoring, internal audits. Fulfilled? ☐ Yes ☐ No Platinum: "Required" Publicly available annual reports on waste performance, verified by external bodies. Fulfilled? ☐ Yes ☐ No				
Score			Additional information to provide by the Tourism Operator	Audit team general comment and recommendations
	Expected	Achieved (%)		
Required	100%			
General	≥ 80%			
Optional	≥ 20%			

Tourism Operator Representative		Lead Auditor	
Submission Date		Submission Date	