

## **EVDS 702 (Thailand) Proposal**

**Team Makeup:** Alex Randall (ED), Rachael Morris (ED), Carolyn Northover (ES), and Theresa Braat(ES)

**Submitted To:** Walter Jameison, Pallavi Mandke, and Mary Ellen Tyler

**Return Comments To:** Rachael Morris  
(403) 283-3170  
[rbmorris74@hotmail](mailto:rbmorris74@hotmail)

**Date of Draft:** May 10, 2000

### **Project Title**

EMS Guiding Framework and Core Manual Development for the Hotel Sector in Siem Reap, Cambodia

### **Background**

Siem Reap, Cambodia is the central hub for tourists visiting the archaeological site at Angkor Wat. Its main function is the provision of accommodation, amenities and transportation to and from the ruins. This role has increased pressure on the environment and the local population. The combination of this stress, a lack of stable infrastructure, a weak economy, and continued political instability has fuelled much concern regarding the sustainability of expanding tourism operations in the area. This was reflected in an Environmental Impact Assessment (EIA) conducted by University of Calgary, Faculty of Environmental Design students in the fall of 1999.

Environmental Management Systems (EMS) have an extensive recent history in industrial and service oriented organizations, including hotels. EMSs are environmental risk management systems based on the identification of actual or potential impacts. The ISO 14001 EMS standard provides a systematic, relatively objective framework that is easily tailored to the specific operations of a particular organization. There are several successful examples of EMS implementation in the international hotel sector. Operators, such as Scandic Hotels for example, have increased their environmental performance and seen financial rewards as a result.

### **Objective**

- To review the EIA conducted in the fall of 1999 as well as a recent economic and political history to identify environmental and human aspects in Siem Reap.
- To review the nature of Siem Reap's hotel sector and hotel operation in general.
- To use this information as the focal point for the development of an EMS Guiding Framework and Core Manual for existing and future hotel operations in the region.

## **Purpose**

- To ensure through environmental risk management that existing and future hotel development and operations in Siem Reap are reflective of a commitment to sustainable development.
- To provide an industry specific, easily tailored EMS guideline for tourist accommodation in the area.

## **Methods**

1. Review the EIA conducted in the fall of 1999 for:
  - 1.1. General regional environmental characteristics.
  - 1.2. Applicable specific geographical characteristics.
  - 1.3. Potential and actual environmental impacts resulting from tourism operations.
  - 1.4. Assessment of impact significance.
2. Conduct a literature review regarding the political and economic history of the area (+/- last 25 years) looking specifically for:
  - 2.1. Trends in the tourism industry.
  - 2.2. Government policy regarding tourism and hotel management.
  - 2.3. The effect of political instability on tourism sustainability.
  - 2.4. Local attitudes towards tourism and the hotel industry.
  - 2.5. Local attitudes towards environmental protection.
3. Conduct key informant interviews of hotel personnel and review hotel procedural manuals and operational controls to assess the nature of Siem Reap's hotel sector and the hotel industry in general. Specifically:
  - 3.1. Regional and general operational activities, services and products.
  - 3.2. Organizational structure.
  - 3.3. Consumption and emission patterns.
  - 3.4. Waste management systems.
  - 3.5. Resource conservation.
  - 3.6. Attitudes towards community responsibility.
  - 3.7. Landscape alteration patterns.
  - 3.8. Emergency response procedures.
4. Conduct a review of local (Siem Reap) and national (Cambodia) environmental legislation and regulations.
5. Use the ISO 14001 standard as a template for organizing the above information into a comprehensive, instructive EMS Guiding Framework. The Guiding Framework operates as a series of systematic work instructions.

6. Create an EMS Core Manual as a supportive reference for hotel sector management focussed in Siem Reap. The Core Manual acts as an EMS reference, containing definitions, sources of information, contacts and suggestions.

### **Products**

1. A general regulatory reference for environmental compliance in the area.
2. A region specific, instructive EMS Guiding Framework for the hotel sector.
3. An EMS Core manual reference.
4. An EMS training manual for local public officials.

### **Resources Required**

- Round trip transportation to Siem Reap from AIT.
- Accommodation in Siem Reap.
- Access to the fall 1999 EIA.
- Access to literature described in section 2 of the methodology.
- Internet access.
- A contact person within the hotel sector in Siem Reap.
- Academic advisory support.
- Translation when needed.

### **Timeframe**

September 1, 2000 to November 30, 2000