TABLE OF CONTENTS

- **STANDARDIZATION TERMS & CONCEPT**
- **BENEFITS OF STANDARDIZATION**
- **BRIEF OVERVIEW OF BUREAU OF INDIAN STANDARDS**
- **BRIEF OVERVIEW OF INTERNATIONAL AND NATIONAL STANDARDIZATION WORK IN THE SECTOR**
- **STANDARD - IS/ISO 22483:2020 TOURISM AND RELATED SERVICES — HOTELS — SERVICE REQUIREMENTS**

STANDARDIZATION - TERMS & CONCEPT

STANDARDIZATION

activity of establishing, with regard to actual or potential problems, provisions for common and repeated use, aimed at the achievement of the optimum degree of order in a given context

- NOTE 1: In particular, the activity consists of the processes of formulating, issuing and implementing standards.

- NOTE 2: Important benefits of standardization are improvement of the suitability of products, processes and services for their intended purposes, prevention of barriers to trade and facilitation of technological cooperation.

LEVELS OF STANDARDIZATION

depends upon geographical, political or economic extent of involvement in standardization

I. International Standardization

standardization in which involvement is open to relevant bodies from all countries

II. Regional Standardization

standardization in which involvement is open to relevant bodies from countries from only one geographical area

III. National Standardization

standardization that takes place at the level of one specific country

- NOTE: Within a country or a territorial division of a country, standardization may also take place on a branch or sectoral basis (e.g. ministries), at local levels, at association and company levels in industry and in individual factories, workshops and offices.

IV. Provincial Standardization

standardization that takes place at the level of a territorial division of a country

- NOTE: Within a country or a territorial division of a country, standardization may also take place on a branch or sectoral basis (e.g. ministries), at local levels, at association and company levels in industry and in individual factories, workshops and offices.

CONSENSUS

general agreement, characterized by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments

- NOTE: Consensus need not imply unanimity.

NORMATIVE DOCUMENT

document that provides rules, guidelines or characteristics for activities or their results

- NOTE 1: The term "normative document" is a generic term that covers such documents as standards, technical specifications, codes of practice and regulations.
- NOTE 2: A "document" is to be understood as any medium with information recorded on or in it.
- NOTE 3: The terms for different kinds of normative documents are defined considering the document and its content as a single entity.

STANDARD

document, established by consensus and approved by a recognized body, that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context

- NOTE: Standards should be based on the consolidated results of science, technology and experience, and aimed at the promotion of optimum community benefits.

TYPES OF STANDARDS

The following terms and definitions are not intended to provide a systematic classification or comprehensive list of possible types of standards. They indicate some common types only. These are not mutually exclusive; for instance, a particular product standard may also be regarded as a testing standard if it provides test methods for characteristics of the product in question.

I. BASIC STANDARD

standard that has a wide-ranging coverage or contains general provisions for one particular field

- NOTE: A basic standard may function as a standard for direct application or as a basis for other standards.

II. TERMINOLOGY STANDARD

standard that is concerned with terms, usually accompanied by their definitions, and sometimes by explanatory notes, illustrations, examples, etc.

III. TESTING STANDARD

standard that is concerned with test methods, sometimes supplemented with other provisions related to testing, such as sampling, use of statistical methods, sequence of tests

IV. PRODUCT STANDARD

standard that specifies requirements to be fulfilled by a product or a group of products, to establish its fitness for purpose

- NOTE 1: A product standard may include in addition to the fitness for purpose requirements, directly or by reference, aspects such as terminology, sampling, testing, packaging and labelling and, sometimes, processing requirements.

- NOTE 2: A product standard can be either complete or not, according to whether it specifies all or only a part of the necessary requirements. In this respect, one may differentiate between standards such as dimensional, material, and technical delivery standards.

V. PROCESS STANDARD

standard that specifies requirements to be fulfilled by a process, to establish its fitness for purpose

VI. SERVICE STANDARD

standard that specifies requirements to be fulfilled by a service, to establish its fitness for purpose

- NOTE: Service standards may be prepared in fields such as laundering, hotel-keeping, transport, car-servicing, telecommunications, insurance, banking, trading.

VII. INTERFACE STANDARD

standard that specifies requirements concerned with the compatibility of products or systems at their points of interconnection

VIII. STANDARD ON DATA TO BE PROVIDED

standard that contains a list of characteristics for which values or other data are to be stated for specifying the product, process or service

- NOTE: Some standards, typically, provide for data to be stated by suppliers, others by purchasers.

Preparation of normative documents

standards programme

working schedule of a standardizing body, that lists its current items of standardization work

standards project

specific work item within a standards programme

draft standard

proposed standard that is available generally for comment, voting or approval

period of validity

period of time for which a normative document is current, that lasts from the date on which it becomes effective ("effective date"), resulting from a decision of the body responsible for it, until it is withdrawn or replaced

review

activity of checking a normative document to determine whether it is to be reaffirmed, changed or withdrawn

correction

removal of printing, linguistic and other similar errors from the published text of a normative document

NOTE The results of correction may be presented, as appropriate, by issuing a separate correction sheet or a new edition of the normative document.

amendment

modification, addition or deletion of specific parts of the content of a normative document

NOTE The results of amendment are usually presented by issuing a separate amendment sheet to the normative document.

revision

introduction of all necessary changes to the substance and presentation of a normative document

NOTE The results of revision are presented by issuing a new edition of the normative document.

reprint

new impression of a normative document without changes

new edition

new impression of a normative document that includes changes to the previous edition

NOTE Even if only the content of existing correction or amendment sheets is incorporated into the text of a normative document, the new text constitutes a new edition.

Aims of Standardization

It will be seen that there can be no hard and fast division line between the aims of standardization, say, at the national level as distinct from the aims at the association level. Ultimate aims of standardization may be enumerated as being applicable to all levels, yet a distinct functional character may perhaps be ascribed to standards at each specific level.

It is also important to consider standardization as an activity, and to distinguish clearly between the aims of this activity on the one hand and on the other the methods and means employed for achieving the aims, and the resulting effects obtained by these means.

Standardization may have one or more specific aims, to make a product, process or service fit for its purpose. Such aims can be, but are not restricted to, variety control, usability, compatibility, interchangeability, health, safety, protection of the environment, product protection, mutual understanding, economic performance, trade. They can be overlapping. Aims of standardization in general, applicable to each level individually and collectively, may thus be listed as follows:

a) *Overall Economy* – To achieve maximum overall economy in terms of cost, human effort, and conservation of essential materials as opposed to more readily available materials is an important aim of standardization. This involves judicious choice of raw materials and the adoption of production and handling practices known or expected to be most economical. In a manufacturing organization, it is this aspect of standardization of materials, components, production methods which enable economical mass production and use of special purpose machines.

b) *Mutual Understanding*-Wherever transfer of goods and services are involved, standards provide the means of communication between the different parties. This aim assumes greater importance with increasing complexity of products and technologies and introduction of new ones. Further, multi-disciplinary technologies may pose the problem of diverse interpretation

of various terms. Since standards contain information in a precise and documented form, they help in better understanding at contact points.

c) *Variety Control* – Variety control is defined as the selection of the optimum number of sizes or types of products, processes or services to meet prevailing needs. Variety control is usually concerned with variety reduction. While industrial development presupposes introduction of newer items, unnecessary increase in the variety of products, procedures, materials, etc. would result in creating complex situation with increased cost. At the same time, freezing of designs would shut the doors for new developments or improvements, thus retarding growth, A judicious approach is, therefore, called for to exercise controls to permit changes only when they are for improvements in terms of quality and cost. In other words, something new should not be merely something different but something better. Variety control is one of the aims of standardization for selection of optimum number of sizes, ratings, grades, compositions, practices, etc. to meet the prevailing needs. In a highly complex custom built equipment while ratings may be standardized, considerable economies are achieved through variety reduction of materials fasteners, components, sub-assemblies, etc.

d) *Fitness of Purpose* - fitness for purpose is defined as the ability of a product, process or service to serve a defined purpose under specific conditions. Any product or service is intended to meet a need. Sometimes the expectation of the users may be at variance to the actual purpose resulting in disputes among the parties involved. Standards help in avoiding such disputes by identifying parameters concerned with the performance and prescribing the requirements (for example, product standards) and the manner of their practical evaluation (for example, test methods standards, quality control standards, etc.). It is equally important today down conditions of use as otherwise the failure due to improper use may be attributed to the lack of adequate quality of the product of service. Fitness for purpose, an important aim of standardization, is the ability of a product, process or service to fulfil a definite purpose under specific conditions. This aspect can be explained taking the example of an electric iron. Suppose the standard specifies only the safety requirements leaving the performance requirements, the iron may be very safe but cannot be used for its intended purpose, namely, to press clothes of different fiber compositions requiring specific temperature range.

e) *Interchangeability* – Interchangeability is defined as the ability of one product, process or service to be used in place of another to fulfil the same requirements. The functional aspect of interchangeability is called "functional interchangeability", and the dimensional aspect "dimensional interchangeability". The convenience in use, one experience while using some of the products such as different makes of blades with the same razor, different electrical lamps with the same holder, different sizes and makes of needles with the same hypodermic syringes is the result of interchangeability built into the products produced by different manufacturing units sometimes located in different countries through product or process (or service) to be used in place of another to fulfil the relevant requirements.

NOTE - The functional aspect of interchangeability is called functional interchangeability (for example, rating of electric motors, resistors, condensors, etc.) and the dimensional aspect, dimensional interchangeability.

f) *Compatibility* – Compatibility is defined as the suitability of products, processes or services for use together under specific conditions to fulfil relevant requirements without causing unacceptable interactions. Parallel development of products which are required to be used in combination pose problem it they are not compatible with each other. In electronic data processing, information has to be coded for storage, transmission and retrieval in the form of electrical pulses. To make the code understandable for any machines and at all times, it has to be standardized. Such standardization would help bring about compatibility between various machines or their sub-systems permitting expansion and information exchange amongst different systems, etc. Further, data transmission equipment and data communication equipment systems require interconnection between different sub-systems and computers. Here again, compatibility of different sub-systems and computers is ensured through standardized interphases which require standardization of connectors along with their pin-alignment. With the introduction colour television in the country, it has become important to transmit both colour and black and white TV receivers. The main framework of colour TV transmission system has, therefore, been based on their compatibility with existing monochrome systems. It is in this context that standards aim at compatibility, namely, suitability of products, processes or services to be used together under specific conditions to fulfil the relevant requirements without causing unnecessary interaction.

g) *Safety* – Safety is defined as the freedom from unacceptable risk of harm. In standardization, the safety of products, processes and services is generally considered with a view to achieving the optimum balance of a number of factors, including non-technical factors such as human behaviour, that will eliminate avoidable risks of harm to persons and goods to an acceptable degree. Safety assumes great importance when it is concerned with human life of property. In addition, safety aspects are to be taken care of to protect equipment as well as the environment. Identification of products and services and their safety parameters not only under normal use but under possible misuse are, therefore, one of the important aims of standardization.

NOTE – Safety of products, processes, and services is generally based on the optimum assessment of a number of factors including non-technical factors, such as human behaviours that will eliminate avoidable risks to the highest practical degree. Safety standards broadly cover the requirements to ensure safety to the equipment (for example, dust-proof enclosures), safety of the personnel operating or using the equipment (for example, miners safety shoes, helmets etc.) and the safety of the environment or the community (for example, flame-proof enclosures for equipment used in mines).

h) *Health* - With the development of processed food industry, protecting the health of consumers of these foods is of utmost importance. Standards in addition to laying down the code for hygienic conditions to be followed by the processed food industry, lay the limits for various elements in the food stuffs which are known to be injurious to health (for example, food colours used in sweet meats should be free from poisonous substances like lead or arsenic).

I) *Environmental Protection* - Protection of the environment is the preservation of the environment from unacceptable damage from the effects and operations of products, processes and services In the manufacture and use of goods and services, apart from the two major interests, namely, manufacturer and the consumer, the community interests also have to be kept

in mine as, for example, to protect the environment from different kinds of pollution, such as, air, water, noise, etc. Environmental protection is, therefore, an important aim of standardization towards preservation of nature from damage from the operation of products, processes and services.

J) *Product protection* - Product protection is the environmental protection (deprecated) protection of a product against climatic or other adverse conditions during its use, transport or storage.

K) *Removal of Trade Barriers* - With the increase in export trade, the restrictions on export of products or services by introducing some technical barriers to trade requires to be viewed with great concern. Standards prevent such non-tarrif barriers to trade by harmonizing the requirements in a manner promoting fair competition.

STANDARDIZATION SPACE

In order to get a correct perspective of the aims of standardization at the various levels, it is important to define these levels and establish their relationship with other major attributes of standards. This could be done conveniently by considering what may be called "Standards Space" with "Subject", "Aspect" and "Level" constituting the three axis of reference.

Subject - Standards cover almost all aspects of economic activity of man – engineering, industry, construction, agriculture, commerce, science, education, transport, food, forestry, and so on. Each of these fields deals with a large number of ítems; for instance, under engineering we have steel machines, fasteners, etc. Each item may be further subdivided into subjects suitable for being covered by a standard; for example, under fasteners, we may have a standard on screw threads, bolts and nuts, washers, rivets, etc. Corresponding to the subject matter of a standard, or rather the object covered by it we may assign a point on the "X-axis" of what we have called the standards space.

Aspect – Standards differ in form and type depending on the particular aspect of a subject that may be covered. The aspect may be:

a) A set of nomenclature or definition of terms;

b) a specification for the quality, composition, or performance of a material, an instrument, a machine or a structure;

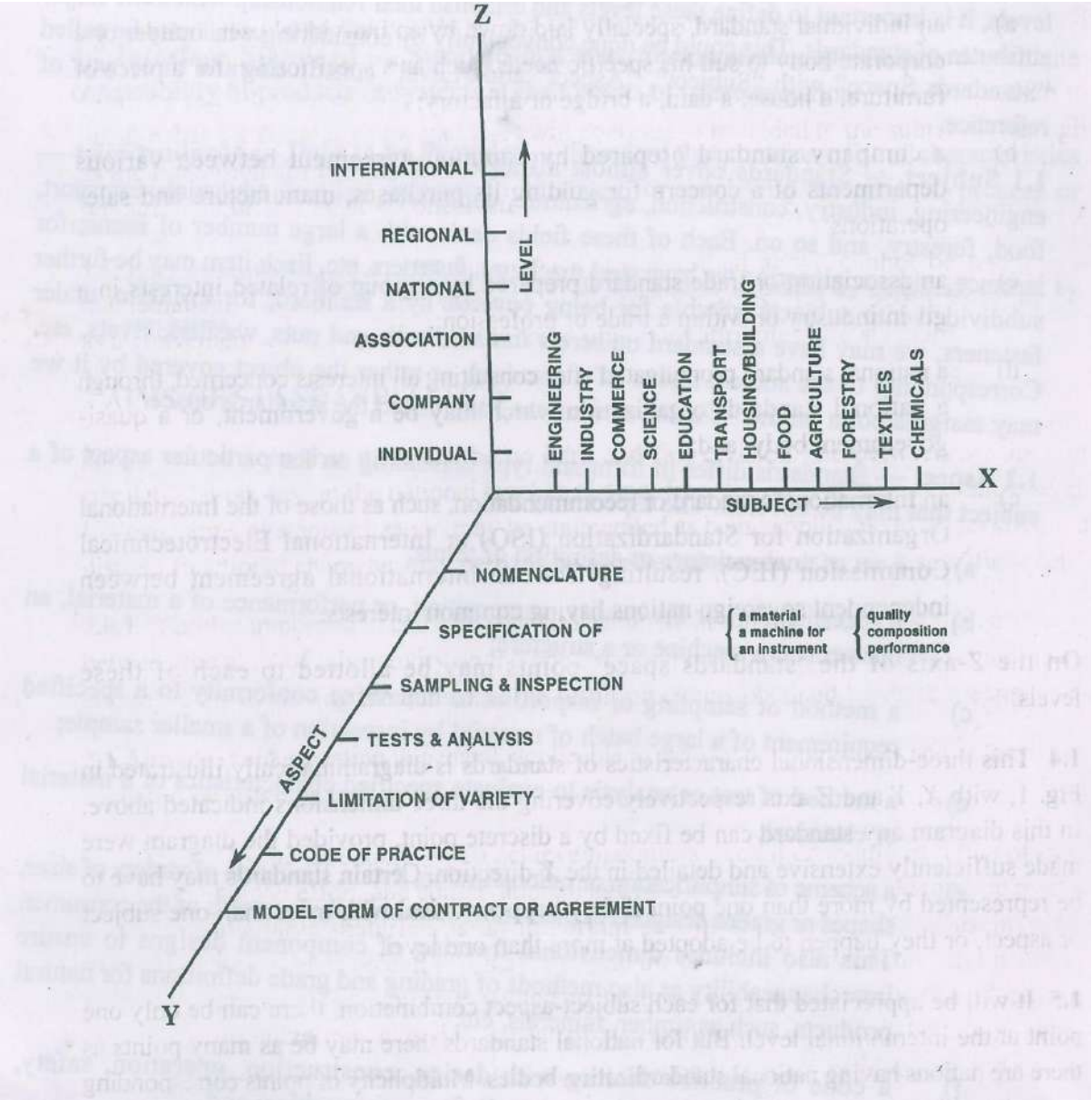
c) a method of sampling or inspection to determine conformity to a specified requirement of a large batch of material by inspection of a smaller sample;

d) a method of test or analysis to evaluate specified characteristics of a material or chemical;

e) a scheme of simplification or rationalization, that is, limitation of variety of sizes, shapes or grades designed to meet most economically the needs of the consumer. This also includes dimensional freezing of component designs to ensure interchangeability as also methods of grading and grade definitions for natural products, such as timber, minerals etc;

f) a code of practice dealing with design, construction, operation, safety, maintenance of a building, an installation, or a machine; and

g) a model form of contract or agreement.



There may be other aspects besides those enumerated above. Any or all aspects may be applicable to any or all of the "Subjects" which have been arranged along the X-axis of the standards space. (see Fig. 1). This let us assign a point in the Y-axis to each of these aspects that may be of interest.

We now have an X-Y plane in which all discrete points corresponding to each subject- 'aspect' Combination assume significance. For each such point there may be a standards.

Level – Lastly, the third or the Z-dimension defines the operational level of a standard, or the domain in which it may be applicable. The level determined by the group of interests creating and using the standards and its day-to-day operations. Thus, the standard may be:

a) an individual standard, specially laid down by an individual user, builder or a corporate body to suit his specific needs, such as a specification for a piece of furniture, a house, a dam, a bridge or a factory;

b) a company standard prepared by common agreement between various departments of a concern for guiding its purchases, manufacture and sales operations;

c) an association or trade standard prepared by a group of related interests in a given industry or within a trade or profession;

d) a national standard promulgated after consulting all interests concerned, through a national standards organization which may be a government, or a quasi-government body, and;

e) an International Standard or recommendation, such as those of the International Organization for Standardization (ISO) or International Electrotechnical Commission (IEC), resulting from an international agreement between independent sovereign nations having common interests.

On the Z-axis of the 'standards space' points may be allotted to each of these levels.

This three-dimensional characteristics of standards is diagrammatically illustrated in Fig.1, with X,Y and Z –axis respectively covering the three-dimensions indicated above. In this diagram any standard can be fixed by a discrete point, provided the diagram were made sufficiently extensive and detailed in the X-direction. Certain standards may have to be represented by more than one point if they happen to deal with more than one subject or aspect, or they happen to be adopted at more than one level.

It will be appreciated that for each subject-aspect combination, there can be only one point at the international level. But for national standards there may be as many points as there are nations having national standardization bodies. Multiplicity of points corresponding to each subject-aspect combination will progressively increase as one passes on to association, company and individual level of the standards space. In order to provide for such pyramidal multiplicity of points in the standards space, it may be convenient to assign it a fourth dimension, but for our present purpose it should suffice merely to take note of this fact and not to complicate our picture.

From the above description of the standards space, it will be clear that the field of standardization today has become much more extensive than it was, let us say, about half-a-century ago, when it first began to develop as an engineering activity aimed chiefly at simplification and limitation of variety. Multiplicity of variables along the aspect-axis of standards space shows the growth of this complexity during the past several decades, and there is no indication that this growth has reached a saturation point. On the contrary, judging from the rate of progress of present-day science and technology, there is every reason to believe that a great many new variables will continue to be added to the subject- as well as the aspect-axis of the standards space, although we may take it that the level-axis may remain more or less as now conceived.

It is obvious that the 'standards space' as described above cannot be taken as a mathematical space of either continuous or discrete variables; it is to be regarded merely as a convenient device to illustrate the three important attributes of a standard.

BENEFITS OF STANDARDIZATION

The benefits of standardization are manifold, for the private sector, for the public sector and for the consumer. The use of standards in international and local trade and everyday life is pervasive. Socio-economic systems without standards are not conceivable. Many advantages accrue from standardization to different sectors of economy such as producers, consumers, trade and technologists, although its value cannot be precisely estimated in terms of economic benefits derives. In general terms the benefits may briefly be enumerated as follows:

To the producer

The benefits standards and their implementation hold for the private sector are manifold, amongst others they bring about:

- Reduction in production and transaction costs. This is achieved mainly through variety reduction and rationalization of processes leading to economics of scale,. An additional benefit is that a broader choice of sub-suppliers of components and sub-assemblies is possible, all complying with the set standards.
- Increased market opportunities. Many goods in as many markets have become standardized. Hence, compliance with such standardized goods provides the manufacturer with the opportunity to access more markets, instead of being limited to one where a different standard is expected.
- Competitive positioning. Being involved in standards development allows manufacturers and suppliers to anticipate market developments. Progressive companies leading technological developments in the market place, may have their company standards become the basis for national or even international standards, further enhancing their position in the market.
- Improved risk management. The risks associated with the introduction of technical regulations or the introduction of new technologies can be mitigated by the appropriate use of standards. Technical regulations based on known standards with which prior compliance has been achieved, lowers the risk of non-compliance when a new technical regulation is promulgated. The introduction of new technologies in the market place brings about inevitable costs, costs that can be shared with other manufacturers if the new technology is codified in standards that everybody can use.
- Rationalization of processes of manufacture
- Improved control over processes, material and labour
- Elimination of waste of materials and effort
- Higher rate of production
- Reduction of cost of manufacture
- Reduction of inventories of stocks, both of law materials and products
- Ultimate increase in sales and hence profits

To the regulator

Over and above using standards in government purchases ensuring the state is provided with quality products and services, in the regulatory domain the state can benefit substantively from the use of standards, namely:

- Basis for regulation. Standards are recognized solutions as regards the safety and health requirements for products to be regulated. The legislator gains the acceptance of stakeholders for regulations because they were involved in the development of the standards used as the basis for regulation. Standards are kept up-to-date through five-year review programs, hence regulations using them as a basis will remain up-to-date as well.
- Efficient regulation through participatory process. When regulations are based on standards, these can be used to provide guidance on essential requirements. This has the advantage that market forces can be utilized in keeping compliance costs to a minimum. Conformity assessment service providers complying with standards such as ISO/IEC 17021 and ISO/IEC 17025 can be designated by the state to provide such services. If more than one is designated, market forces will keep costs at reasonable levels, and the state need not provide such services.
- Contribution to socio-economic development. Regulations based on standards gives the state access to the latest state of the art requirements for products agreed to by a broad stakeholder group. In addition, local companies can gain easier access to foreign markets where the regulations are also based on the same standards, they do not need to develop products that have to comply with a different set of standards.

To the consumer

The consumer benefits from standardization in manifold ways, such as:

- The consumer is invited to be a participant in the standards development process, hence the consumer has a voice in the process. Once products and processes are marketed, whether they need to comply with technical regulations or not, standards are useful in a legal sense when dangerous or non-compliant consumer goods have to be identified.
- Products from many suppliers complying with the same underlying safety or compatibility standards provide the consumer with choices regarding other elements such as price, design and the like, secure in the knowledge that the product will be safe and will integrate with common systems such as electricity supply, internet, motor vehicle parts, etc.
- Standards are widely used in occupational health and safety systems, environmental protection and increasingly in determining the social aspects of sustainable development, ultimately benefitting the society.
- Assurance of quality goods and services purchased
- Better value for money spent
- Convenient method for setting disputes with supplier

To the trade

- Minimization of delays, correspondence and discussions resulting from inaccurate or incomplete specification of the stores ordered

- Workable basis for acceptance or rejection of goods, and for dealing with consequential disputes

To the technologists

- Accepted method and materials for expediting designs
- Facility for introducing improvement in products and processes
- Increased knowledge of properties, possibilities and application of materials
- Guidance for formulation of research and development programmes

PRINCIPLES OF STANDARDIZATION

The WTO TBT Agreement does not specifically state the organizations considered international standards bodies, in contrast with the WTO SPS Agreement which does (i.e. CAC, OIE and IPPC). During the Second Triennial Review in 2000 the WTO TBT Committee developed a document containing six principles a standards body had to comply with in order for its standards to be considered as international standards.

This document was considered by the TBT Committee and formally adopted. It was henceforth known as the "Decision of the Committee on Principles for the development of International Standards, Guides and Recommendations with relation to Articles 2, 3 and Annex 3 of the Agreement". Whenever the question arises whether a specific Standard is an International Standard, this document is utilised by the experts to decide on the issue.

The six principles listed by the TBT Committee regarding international standards are:

- Transparency;
- Openness;
- Impartiality and consensus;
- Effectiveness and relevance;
- Coherence; and
- Development dimension.

ISO took note of these six principles and added another three that it considered to be important as well. These are:

- Stakeholder engagement;
- Due process; and
- National implementation.

BRIEF OVERVIEW OF BUREAU OF INDIAN STANDARDS

BIS is the National Standard Body of India established under the BIS Act 2016 for the harmonious development of the activities of standardization, marking and quality certification of goods and for matters connected therewith or incidental thereto. BIS has been providing traceability and tangibility benefits to the national economy in a number of ways – providing safe reliable quality goods; minimizing health hazards to consumers; promoting exports and imports substitute; control over proliferation of varieties etc. through standardization, certification and testing

Keeping in view, the interest of consumers as well as the industry, BIS is involved in various activities as given below:

- Standards Formulation
- Product Certification Scheme
- Compulsory Registration Scheme
- Foreign Manufacturers Certification Scheme
- Hall Marking Scheme
- Laboratory Services
- Laboratory Recognition Scheme
- Sale of Indian Standards
- Consumer Affairs Activities
- Promotional Activities
- Training Services, National & International level
- Information Services

BIS has its Headquarters at New Delhi and its 05 Regional Offices (ROs) are at Kolkata (Eastern), Chennai (Southern), Mumbai (Western), Chandigarh (Northern) and Delhi (Central). Under the Regional Offices are the Branch Offices (BOs) located at Ahmedabad, Bangalore, Bhubaneswar, BhopaSl, Coimbatore, Dehradun, Faridabad, Ghaziabad, Guwahati, Hyderabad, Jaipur, Kochi, Lucknow, Nagpur, Parwanoo, Patna, Pune, Rajkot, Raipur, Durgapur, Jamshedpur and Vishakhapatnam, which offer certification services to the industry and serve as effective link between State Governments, industries, technical institutions, consumer organization etc. of the respective region.

BRIEF OVERVIEW OF NATIONAL AND INTERNATIONAL STANDARDIZATION WORK IN THE SECTOR

NATIONAL STANDARDIZATION

TRAVEL, TOURISM, HOSPITALITY AND RELATED SERVICES SECTIONAL COMMITTEE, SSD 02

SCOPE:

1) Standardization in the area of Travel, Tourism, Hospitality and related services viz. diving services, health tourism, tourist information and reception services at tourist information offices, golf services, beaches, natural protected areas, adventure tourism, yacht harbours, coastal tourism, environmentally friendly accommodation stablishment and rural tourism.

2) Coordination of work with ISO/TC 228 – ISO technical committee on Tourism and Related Services

Liaison: ISO TC-228 (P): *Tourism and related services*

LIST OF PUBLISHED INDIAN STANDARDS UNDER SSD 02 SECTIONAL COMMITTEE

Sl. No.	IS No.	IS Title
1)	IS/ ISO 11107 : 2009	Recreational Diving Services - Requirements for Training Programmes on Enriched Air Nitrox (EAN) Diving
2)	IS/ ISO 11121 : 2017	Recreational Diving Services - Requirements for Introductory Programmes to Scuba Diving
3)	IS/ ISO 13009 : 2015	Tourism and Related Services - Requirements and Recommendations for Beach Operation
4)	IS/ ISO 13289 : 2011	Recreational Diving Services - Requirements for the Conduct of Snorkelling Excursions
5)	IS/ ISO 13293 : 2012	Recreational diving services- Requirements for Gas Blender Training Programmes

6)	IS/ISO/TS 13811 :2015	Tourism and Related Services - Guidelines on Developing Evironmental Specifications for Accommodation Establishments
7)	IS 16312 : 2015/ ISO 21103 : 2014	Adventure Tourism - Information for Participants
8)	IS 16316 : 2016 ISO/TR 21102 : 2013	Adventure Tourism - Leaders - Personnel Competence
9)	IS 16317 : 2015/ ISO 14785 : 2014	Tourist Information Offices - Tourist Information and Reception Services - Requirements
10)	IS 16441 : Part 1 : 2017/ ISO 24802-1:2014	Recreational Diving Services - Requirements for the Training of Scuba Instructors Part 1 Level 1
11)	IS 16441 : Part 2 : 2016/ ISO 24802-2 : 2014	Recreational Diving Services - Requirements for the Training of Scuba Instructors Part 2 Level 2
12)	IS 16442 : Part 1 : 2016/ ISO 24801-1 : 2014	Recreational Diving Services - Requirements for the Training of Recreational Scuba Divers Part 1 Level 1 - Supervised Diver
13)	IS 16442 : Part 2 : 2016/ ISO 24801-2 : 2014	Recreational Diving Services - Requirements for the Training of Recreational Scuba Divers Part 2 Level 2 - Autonomous Diver
14)	IS 16442 : Part 3 : 2016/ ISO 24801-3 : 2014	Recreational Diving Services - Requirements for the Training of Recreational Scuba Divers Part 3 Level 3 - Dive Leader
15)	IS/ISO 17679 : 2016 ISO 17679 : 2016	Tourism and Related Services - Wellness Spa - Service Requirements
16)	IS/ISO 18065 : 2015	Tourism and Related Services - Tourist Services for Public Use Provided by Natural Protected Areas Authorities – Requirements
17)	IS/ISO 20611 : 2018	Adventure Tourism - Good Practices for sustainability - Requirements and recommendations
18)	IS/ISO 21101 : 2014	Adventure Tourism - Safety Management Systems – Requirements
19)	IS/ISO 21417 : 2019	Recreational diving services-Requirements for training on environmental awareness for recreational divers

20)	IS/ISO 22483 : 2020	Tourism and related services - Hotels - Service requirements

LIST OF STANDARDS UNDER DEVELOPMENT UNDER SSD 02 SECTIONAL COMMITTEE

Sl. No.	IS No.	IS Title
1)	SSD-I 2 (16580) (ISO 22525)	Tourism and related services - Medical tourism - Service requirements
2)	SSD-I 2 (17743) (FDIS 18513)	Tourism services Hotels and other types of tourism accommodation Vocabulary
3)	SSD-I 2 (17009) (21416)	Recreational diving services - Requirements and guidance on environmentally sustainable practices in recreational diving
4)	SSD-I 2 (17014) (ISO 24803)	Recreational diving services - Requirements for recreational diving providers
5)	SSD-I 2 (17141) (ISO 21102)	Adventure tourism Leaders Personnel competence

INTERNATIONAL STANDARDIZATION

ISO TECHNICAL COMMITTEE ON TOURISM AND RELATED SERVICES - ISO/TC 228

SCOPE:

- Standardization of the terminology and specifications of the services offered by tourism service providers, including related activities, touristic destinations and the requirements of facilities and equipment used by them, to provide tourism buyers, providers and consumers with criteria for making informed decisions.

LIST OF PUBLISHED STANDARDS UNDER ISO/TC 228

Sl. No.	ISO Number	Title of the ISO Publication
1.	ISO/PAS 5643:2021	Tourism and related services — Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry
2.	ISO 11107:2009	Recreational diving services — Requirements for training programmes on enriched air nitrox (EAN) diving
3.	ISO 11121:2017	Recreational diving services — Requirements for introductory programmes to scuba diving

4.	ISO 13009:2015	Tourism and related services — Requirements and recommendations for beach operation
5.	ISO 13289:2011	Recreational diving services — Requirements for the conduct of snorkelling excursions
6.	ISO 13293:2012	Recreational diving services — Requirements for gas blender training programmes
7.	ISO 13687-1:2017	Tourism and related services — Yacht harbours — Part 1: Minimum requirements for basic service level harbours
8.	ISO 13687-2:2017	Tourism and related services — Yacht harbours — Part 2: Minimum requirements for intermediate service level harbours
9.	ISO 13687-3:2017	Tourism and related services — Yacht harbours — Part 3: Minimum requirements for high service level harbours
10.	ISO 13810:2015	Tourism services — Industrial tourism — Service provision
11.	ISO/TS 13811:2015	Tourism and related services — Guidelines on developing environmental specifications for accommodation establishments
12.	ISO 13970:2011	Recreational diving services — Requirements for the training of recreational snorkelling guides
13.	ISO 14785:2014	Tourist information offices — Tourist information and reception services — Requirements
14.	ISO 17679:2016	Tourism and related services — Wellness spa — Service requirements
15.	ISO 17680:2015	Tourism and related services — Thalassotherapy — Service requirements
16.	ISO 18065:2015	Tourism and related services — Tourist services for public use provided by Natural Protected Areas Authorities — Requirements
17.	ISO 18513:2021	Tourism services — Hotels and other types of tourism accommodation — Vocabulary

18.	ISO 20410:2017	Tourism and related services — Bareboat charter — Minimum service and equipment requirements
19.	ISO 20611:2018	Adventure tourism — Good practices for sustainability — Requirements and recommendations
20.	ISO 21101:2014	Adventure tourism — Safety management systems — Requirements
21.	ISO 21102:2020	Adventure tourism — Leaders — Personnel competence
22.	ISO 21103:2014	Adventure tourism — Information for participants
23.	ISO 21401:2018	Tourism and related services — Sustainability management system for accommodation establishments — Requirements
24.	ISO 21406:2020	Tourism and related services — Yacht harbours — Essential requirements for luxury harbours
25.	ISO 21416:2019	Recreational diving services — Requirements and guidance on environmentally sustainable practices in recreational diving
26.	ISO 21417:2019	Recreational diving services — Requirements for training on environmental awareness for recreational divers
27.	ISO 21426:2018	Tourism and related services — Medical spas — Service requirements
28.	ISO 21620:2021	Tourism and related services — Heritage hotels — Equipment and service requirements
29.	ISO 21621:2021	Tourism and related services — Traditional restaurants — Visual aspects, decoration and services
30.	ISO 21902:2021	Tourism and related services — Accessible tourism for all — Requirements and recommendations
31.	ISO 22483:2020	Tourism and related services — Hotels — Service requirements

32.	ISO 22525:2020	Tourism and related services — Medical tourism — Service requirements
33.	ISO 22876:2021	Tourism and related services — Bareboat charter — Supplementary charter services and experiences
34.	ISO 24801-1:2014	Recreational diving services — Requirements for the training of recreational scuba divers — Part 1: Level 1 — Supervised diver
35.	ISO 24801-2:2014	Recreational diving services — Requirements for the training of recreational scuba divers — Part 2: Level 2 — Autonomous diver
36.	ISO 24801-3:2014	Recreational diving services — Requirements for the training of recreational scuba divers — Part 3: Level 3 — Dive leader
37.	ISO 24802-1:2014	Recreational diving services — Requirements for the training of scuba instructors — Part 1: Level 1
38.	ISO 24802-2:2014	Recreational diving services — Requirements for the training of scuba instructors — Part 2: Level 2
39.	ISO 24803:2017	Recreational diving services — Requirements for recreational diving providers
40.	ISO 25639-1:2008	Exhibitions, shows, fairs and conventions — Part 1: Vocabulary
41.	ISO 25639-2:2008	Exhibitions, shows, fairs and conventions — Part 2: Measurement procedures for statistical purposes

LIST OF ISO/ TC 228 PROJECTS UNDER DEVELOPMENT

Sl. No.	ISO Number	Title of the ISO Publication
1.	ISO/DIS 3021	Adventure tourism — Hiking and trekking activities — Requirements and recommendations
2.	ISO/DIS 3163	Adventure tourism — Terminology
3.	ISO/CD 5103	Tourism and related services — Dry stack boat storage — Minimum requirements for operations and service provision
4.	ISO/AWI 8801	Recreational diving services — Requirements for rebreather diver training — Decompression diving to 60 m
5.	ISO/AWI 8803	Recreational diving services — Requirements for rebreather diver training — Decompression diving to 100 m
6.	ISO/AWI 8804-1	Requirements for the training of Scientific Divers — Part 1: Scientific Diver
7.	ISO/AWI 8804-2	Requirements for the training of Scientific Divers — Part 2: Advanced Scientific Diver
8.	ISO/AWI 8804-3	Requirements for the training of Scientific Divers — Part 3: Scientific Diving Project Leader
9.	ISO/AWI 9468	Tourism and related services — Online travel agency (OTA) — Guidelines for online accommodation booking platform services
10.	ISO/AWI 11956	Adventure tourism — Cyclotourism — Requirements and recommendations
11.	ISO/DIS 13810	Tourism and related services — Visits to industrial tourism organizations and to natural, cultural and historical sites — Requirements and recommendations
12.	ISO/AWI 14785	Tourism and related services — Tourist information and reception online and onsite services
13.	ISO/FDIS 23405	Tourism and related services — Sustainable tourism — Principles, terminology and model

14.	ISO/DIS 24063	Recreational diving services — Requirements for rebreather diver training — No-decompression diving
15.	ISO/DIS 24642	Recreational diving services — Requirements for rebreather diver training — Decompression diving to 45 m
16.	ISO/AWI 11956	Adventure tourism — Cyclotourism — Requirements and recommendations
17.	ISO/DIS 13810	Tourism and related services — Visits to industrial tourism organizations and to natural, cultural and historical sites — Requirements and recommendations

IS/ISO 22483:2020 Tourism and Related Services — Hotels — Service requirements

SCOPE

This document establishes quality requirements and recommendations for hotels regarding staff, service, events, entertainment activities, safety and security, maintenance, cleanliness, supply management and guest satisfaction. The requirements are applicable regardless of their classification and category, and whether the services are provided directly by internal staff or by a subcontractor:

4 STAFF REQUIREMENT

4.1 General Requirements

4.2 Organizational structure and definition of responsibilities

4.3 Training program

4.4 Guest service

4.5 Services and facilities for staff

4.6 Subcontracted services

4.7 Concessionaires

5 SERVICE REQUIREMENTS

5.1 Information and communication

5.2 Front desk services

5.2.1 General requirements

5.2.2 Reservation service

5.2.3 Check-in service

5.2.4 Check-out, settlement and departure

5.2.5 Luggage handling

5.2.6 VIP services

5.3 Accommodation services

5.3.1 General requirements

5.3.2 Rooms

5.3.2.1 General requirements

5.3.2.2 Minimum furniture, equipment, facilities and supplies

5.4 Food and Beverage Services

5.4.1 General requirements

5.4.2 General requirements for buffet systems

5.4.3 Culinary offer

5.4.4 Service provision

5.4.4.1 Breakfast service

5.4.4.2 Room service

5.4.5 Hotel kitchen facilities

5.4.5.1 Areas of the kitchen

5.4.5.2 Kitchen requirements

5.5 Ancillary services

5.5.1 General

5.5.2 Pools

5.5.3 Sauna/spa

5.5.4 Other ancillary services

6 Events Organization Requirements

7 Entertainment Activities

8 Safety and Security Requirements

8.1 General requirements

8.2 Risk and accident prevention

8.3 Food safety

8.3.1 General

8.3.2 Personal hygiene

8.3.3 Reception of food products

8.3.4 Storage of food products

8.3.5 Preparation

8.3.5.1 General requirements

8.3.5.2 Hot production

8.3.5.3 Cold production

8.3.5.4 Preservation of pre-cooked and prepared food

8.3.5.5 Labelling

8.3.6 Waste treatment

8.4 Health Safety

8.5 Security of people and assets

8.6 Safety of buildings and facilities

8.7 Fire Protection

8.8 Emergency management

9 Maintenance Requirements

9.1 General requirements

9.2 Buildings and outdoor areas

9.3 Equipment

10 Cleanliness Requirements

10.1 General requirements

10.2 Cleaning plan

10.3 General

10.4 Cleaning of common areas

10.5 Cleaning of rooms

10.5.1 General requirements

10.5.2 Cleaning of occupied rooms

10.5.3 Cleaning of rooms after check-out

10.5.4 Deep cleaning program

10.6 Linen and laundry cleaning

11 Supply Management

The hotel shall have a procedure for purchases including

a) identification of products to be purchased;

b) internal requirements for purchasing products;

c) a system for making orders and authorizations including records of the orders and of the products received. All orders shall be registered in such a way that a follow-up can be made on what is ordered and what is received;

d) selection and evaluation of supplier's criteria (e.g. capacity to address exceptional orders, environmental policy, quality of products, complaints, delays);

e) stock required for different items to guarantee a service at all times.

12 Guest Satisfaction and Feedback Compilation

The hotel shall offer guests the option of expressing their comments, complaints and suggestions (e.g. by paper questionnaires or in electronic form, online reviews, boxes for guests' comments, asking guests when checking out) in order to improve the services provided.