System for Assessment, Awareness and Training in Hospitality Industry (SAATHI)

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In news

Recently, the Vice President of India called for leveraging tourism potential to enhance India's soft power globally & also referred to SAATHI) for COVID-19 safety and hygiene.

SAATHI programme

Who initiated it?

To assist the hospitality industry in their preparedness to continue operations safely and mitigate risks arising out of the COVID-19 pandemic, the **Ministry of Tourism has partnered with the Quality Council of India (QCI), to assist the Hospitality Industry through an initiative called SAATHI** (System for Assessment, Awareness and Training for Hospitality Industry).

This initiative is aligned with the Hon'ble Prime Minister's clarion call for "Atmanirbhar Bharat". The idea is **not only to sensitize the industry on the COVID regulations by the government but also to instil confidence amongst the staff and guests that the hospitality unit** has exhibited intent towards ensuring safety and hygiene at the workplace.

10 elements of SAATHI

SAATHI has been developed based on the COVID-19 guidelines, as issued by the Ministry of Tourism and Ministry of Health & Family Welfare, Government of India, with a provision to incorporate State specific hygiene and safety requirements encompassing the following 10 elements of SAATHI:

1. Management Commitment
2. Hygiene and Sanitization
3. Safety Advisories in Hotel Operations
4. Communication, Training & Awareness
5. Preventive Measures
6. Transport Management
7. Vendor Management
8. Ventilation
9. Waste Management
10. Control of Discriminatory Practices

Phases of SAATHI

This initiative is in 3 phases:

1. **Self Certification:** Provides detailed understanding of the Guidelines/Key-elements to be followed. Hotel/Unit goes through the SAATHI framework and agrees to follow the requirements wherever applicable to the fullest extent possible. A self-certification is issued.
2. **Webinars:** Builds capacities on the SOPs/guidelines issued. Self-certified Hotels/units attend webinars to clarify doubts through live interactions.
3. **Site-assessment (optional):** Checks on-ground implementation of the SOPs/ Guidelines and identify gaps. If Hotel/Unit desires, they may undertake site-assessment based on SAATHI framework through QCI accredited agencies and an assessment report with opportunities for improvement is shared with the assessed unit.

Who can apply for SAATHI?

Any accommodation unit registered on NIDHI (National Integrated Database of Hospitality Industry)

Benefits in brief:

- Increased confidence amongst all stakeholders (including

staff & Guests)

- Enhanced Image as that of a responsible hotel/unit which is both environmentally and socially conscious
- A SAATHI Certification, which is an assertion that the Hotel/Unit has exhibited intent and commitment towards safety and hygiene at the workplace