

Quality Environmental protection Safety System

Guidelines for Camping Enterprises

supported by



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QESS – Quality, Environmental Protection, Safety System Guidelines for Camping enterprises

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1. Introduction

Dear reader,

Perhaps - as an owner, tenant, or employee - you have already been concerned with improving the quality, environmental protection, and safety of your camping enterprise. What use is this Guide for you? Whereas in most enterprises these issues are covered in a rather spontaneous and non-systematic way, this guide follows an integrated management process, named in brief a '**System of Quality, Environmental protection, and Safety – QESS**'.

Through QESS it is possible to develop three further themes, in a continuous and systematic manner on camping sites. To see the advantages of introducing **QESS** for your own benefit, look at Chapter 2.

With help of Chapter 3, you will be able to implement step by step your own **QESS**. Through years of experience, a lot of know how has been brought together, into the ECOCAMPING e.V. project, that has proved successful on many camp sites. What may work for you depends on the scale and structure of the site, on the number of working and business partners, on the type of guests and much more. Therefore, you choose to decide what's best for your own situation, which steps you take, and the strength of the process.

We wish you a lot of success with the implementation of **QESS**. This guide will be continuously improved at all times, and we will be grateful for encouragement and feedback. Concerning this matter or further questions, please go directly to ECOCAMPING e.V (info@ecocamping.net, www.ecocamping.net).



Photo E.Fritzsche

2 Why QESS on Camp Sites?

“Up to now everything has worked fine, why should I change?” – “We always protected the environment, what can an environmental management system bring us?” – These and similar questions always arise when the theme of implementing an environmental system on camping sites comes up. Therefore, it should be clarified what advantages are brought to the camp site when introducing a Quality, Environmental Protection, and Safety System (=QESS). Initially, it brings more work, costs money and perhaps questions good old habits.

2.1 A Beautiful Nature and Clean Environment – The Basis of Success

An essential basis of success to a camping enterprise is the condition of the nature and the environment on the site and its surroundings. Questionnaires always prove that the camping guests appreciate beautiful nature and prefer camp sites which are engaged in nature- and environmental protection. Since campers have quite different ideas of what beautiful nature is, these guest expectations offer clear tasks for the camping site: preservation of nature and environmental protection. At the same time, this contributes to supra-regional or even global themes such as protection of drinking water reservoirs, waste reduction or climate protection; issues which have to be taken into consideration in the thoughts and actions of the enterprise. Only an environmental management system ensures that all important themes are considered and all areas and activities on the camping site are improved step by step.

2.2 Guests benefit as well

But watch out! Even though guests find environmental protection important, they arrive at the camping site for a completely different reason: they primarily want to experience a nice holiday. And what use do environmental measures have if there are no guests? In order to find a balance in caring for the guest and the environment, environmental management needs to be harmonized with the aspect of **quality**. Through environmental *and* quality management you will gain a better knowledge of the experiences and requirements of your guests. You will know how to please and stimulate your guests. You and your working partners will be able to deal better with dissatisfaction and complaints. This is extremely important, because a dissatisfied guest will tell ten others, as on the other hand satisfaction is only passed on to three people. Maybe you can even create new, attractive target groups, e.g. people with mobility problems, through a possible improved accessibility offer.

Note: Through the combination of environmental and quality management neither the guest nor the environment misses out.

2.3 A Better Image and Higher Acceptance

Do you face the same issue as many other camping enterprises? Are you one of the biggest hospitality enterprises in your region, providing income sources to many of the surrounding guest houses and shops? Despite that, you are not being taken seriously or even noticed by the authorities, the public or even by the tourism agencies.

And if you want to invest, there are more obstacles laid in your way than bridges built. Environmental protection has an elevated social value. If you as an enterprise run and publish your environmental protection program actively, there is a great possibility that your image and acceptance increases in your region.

2.4 Controlling and Saving Costs

Through QESS you will be able to control and to get a better grip on your running costs. The aim here is to save running costs for water, energy, cleaning material, waste removal etc, with the same effort and without any lack of comfort of the guest. This requires an efficient handling of resources. The execution of the proposed measures can save costs. This is illustrated by the example of natural swimming pools which are clearly cheaper in construction and maintenance than conventional chlorinated swimming pools; the same applies to the comparison between natural playgrounds and equipped playgrounds.

2.5 Better Organising and Planning for Continuous Improvement

It is an important experience for an enterprise to have their business under “better control”, after the introduction of an Environmental- and/or Quality Management System on their camp site. The whole camp site will be better organized, responsibilities better allocated, written working instructions and checklists aid in the correct execution of activities, documents and data will be better ordered and therefore faster to find. To be “more in control” includes planning to implement the middle and long term measures of your enterprise aims, controlling your income and expenditure, and evaluating your success. QESS will provide you with all the means to do this.

2.6 Dealing better with Dysfunction

Suppose, in the middle of the season you receive a lucrative offer to set up a high standard camping site abroad. You are asked to leave everything behind and start with the project at once. The contract would be for a year and would be paid with 2 million euros. For that you would need to have no outside contact, because of a secrecy clause.

What would you do? Go with it or refuse it? Suppose, you accepted it? How would your enterprise continue to run? Would everything fall apart? Or would it run without any major problems, because other people can take over your tasks quickly?

Even if this example is a bit over-exaggerated, it still is the basic problem for each enterprise: if for a short time a staff member or even the boss himself is absent, the enterprise needs to continue to run somehow. Through the introduction of the QESS system, substantial activities and areas will be better documented and important information and files better accessible, employees will be better informed and responsibilities better resolved. Thereby, dysfunctions can be dealt with more substantially and new employees can adapt quicker, shortening their training times significantly.

2.7 More satisfied Employees

A big advantage of QESS is the higher degree of satisfaction among the staff. The satisfied and motivated employee brings forward the enterprise in the long run. This holds particularly true in the tourism area, where employees are in close contact with the guests. With QESS, the employees are actively involved in the improvement process, they benefit from a clear organisational structure and from higher safety standards. Furthermore, employees become more competent through participation in seminars and training.

2.8 Safety at Work

What do you do when a guest wants to exchange his empty gas bottle and does not bring its safety cap?

- a) I take the cap off a new bottle, put it on the old one and give the guest a new bottle without a cap on.

b) I explain to him that due to safety regulations I can only give him the new bottle with a safety cap on. I offer him a spare cap for purchase, in case he does not possess another one.

c) I tell him that he needs to bring his safety cap, only then I will be able to sell him a new bottle.

Many camp site owners answer to this question with a) – and that way violate basic safety regulations concerning the handling of gas bottles. A gas bottle without safety cap is like a car without seatbelts. The best answer is b), because it guarantees a safety cap on the full one as well as the empty gas bottle. Obviously, this requires to have enough safety caps in stock. Answer c) complies with safety regulations as well, however, from a guest's perspective the reaction might not be ideal, as the customer may not have the safety cap anymore, or he simply might be unwilling to go back and get it.

This example illustrates that safety on a campsite does not happen automatically, but needs to be organized and communicated properly. Many times, it is easier not to comply with the safety regulations and to hope that things will just end up fine – and usually they do. However, safety matters should not be gambled with. Careless handling sneaks in quickly, which might eventually cause severe consequences.

QESS helps the camping enterprises

- to better organise safety
- to identify and remove weaknesses and
- to permanently secure the implementation of safety measures with suitable controls.

All areas should be included, starting with the working methods such as tools, ladders, vehicles, recreation installations (i.e. playgrounds, pool, sport-grounds), and technical installations (electrics, heating systems, tanks). One important safety rule to put an eye on is the direction of traffic, as is the control of walkways and buildings. This could be achieved with the help of night watchmen or cameras.

A very important factor on campsites is **fire protection**, not only regarding the handling of gas. Protective measures should include sufficient and fully functional fire extinguishers, smoke detectors and emergency phones as well as regular controls and fire service drills by the local fire brigade.

In addition to the implementation of the QES-System, it is advisable to maintain a good contact with the professional associations and also to cooperate with external health and safety experts.

QESS increases the legal safety position of the entrepreneur and at the same time minimizes the risk of liabilities.

3 Step by Step to your own QESS

This chapter leads you step by step to your own QESS. When you complete a step, it does not mean that there is nothing else needed to do in this field. It is evident that, you have to come back and evaluate each step at regular time interval. This revision also includes the documents linked with each step. They are like date-valid food products, and need to be regularly checked.

3.1 Elect a QESS Specialist

Before you go on a walk, you should know who comes with you. The same is for the QES-System. Beforehand, think about who is responsible for introducing the QESS at your site and who will work with it.

The main responsibility for the QESS lays with the entrepreneur, owner or business manager of the campsite. If the highest directory body contains more people, a member of this group should take over the main responsibility for the QESS.

To take over the responsibility for something is one thing - to implement it is another. So that the QES-System is really turned into action, you should name a QESS-specialist. In a small business this task would be fulfilled by the business manager, in medium and big businesses a working partner can be named, one who is adequate to fulfil the task. The QESS specialist has the following concrete tasks, which also should be put down in writing:

- Contact person for the introduction and implementation of the QESS
- Director of regular information and business on the state and progress of the QES-Systems
- Organization of the meetings of the QESS teams
- Regular updating of the QESS documents (guiding vision, plan of measures, organization overview, expenditure analysis...)

Under certain conditions it is sensible to get a external neutral adviser who has close contact with other businesses who have a lot of experience in this field.

3.2 To build a QESS team

The themes of Quality, Environment and Safety do not only concern the Business director and the QESS- specialist. All working colleges, business partners and the tenants should participate in their sphere of work, and thus the whole enterprise is put in and remains in a process of continuous improvement.

The development of a quality workgroup, environmental protection, safety or - in short - the QESS-Team, proves itself worthwhile, except for very small businesses. The size of the QESS-team depends upon the size of the enterprise. It is important that each work area possibly has at least one expert (see box for example).

Small Businesses

In the case of small businesses in which the owner, e.g. the business director, is in charge of most tasks and has the main responsibility *and* is *also* the QESS- expert, it is sensible to look for a neutral person from the field or even from another campsite. A mini-team can be created with this person, and in doing so avoid a certain "business blindness".

It is particularly important for the success of measures to include the guests as well. They finally determine if the whole effort was worthwhile or not. It is always good, if possible, to include the guests actively in the improvement process.

This way the participation of regular guests can be advantageous to the QESS-team, especially, when it involves implementing changes, such as the introduction of bio-waste collection.

Members of a QESS-team (Example)

QESS Expert
Business director/manager
Groundkeeper
Reception
Member of Cleaning staff
Shop owner
Bar manager
Regular guest

The QESS-Team should meet at least once a month. With a good preparation and moderation, the meetings should be time-managed, easily supervised, so that daily work does not suffer, particularly in the main season. The meeting outcomes should be preferably laid down in writing immediately and should be transparent for all working colleges. The meetings are working time for the working colleges.

The principal chair is the QESS- Expert. He sends invitations, creates the discussion framework, manages the round table, and elaborates protocol over the outcomes. The team-meeting can easily be integrated into a communal breakfast. You should not forget the enjoyable part of the communal meeting and its development. Therein, the meeting improves the internal business atmosphere.

The use of a flip-chart is sensible (preferably made of recycled paper) so that ideas become visual for everyone on paper. It is helpful if the QESS- Expert undertakes a training course in group dynamics and facilitation.

3.3 Training employees

Informed working colleges who actively participate in the development of the business are a good precondition for the success of the enterprise. It is also important that the working colleges are well-trained to do their tasks and to keep their knowledge and abilities in continuous development. Therefore it is inevitable that the working colleges will participate on schooling and further education courses whilst at work or outside of working hours. This should not be left to chance, but increasingly is becoming more of the task of higher management. The need for further education should be individually chosen with working colleges. It should be registered in the supervision process when working college participate and on which training course (school agenda). It would be best if working colleges performed a short evaluation after each educational training course showing how this improved their daily work.

Important further education programs can be:

- Dealing with cleaning materials and tools
- First aid course
- Technical courses (prevention fire protection, dealing with fire extinguishers, chainsaw courses, pruning courses, swimming pool maintenance...)
- Improvement course for quality services (telephone, management of compliance)
- Course for travel-contract-rights, etc.

3.4 Describe the business

These are very simple questions but they have a broad answer: Who are we? And what are we doing? We are talking about nothing less than the description of the organization called 'campsite' and its activities. An exact answer to this question is important for the following reasons. (The question is also interesting because it partly is answered quite differently by the different participants).

The business director has a different idea of an organization and its activities than for example, the cleaning staff. It is therefore sensible that the question is discussed and resolved in the frame of a team meeting. The results should be put down in writing.

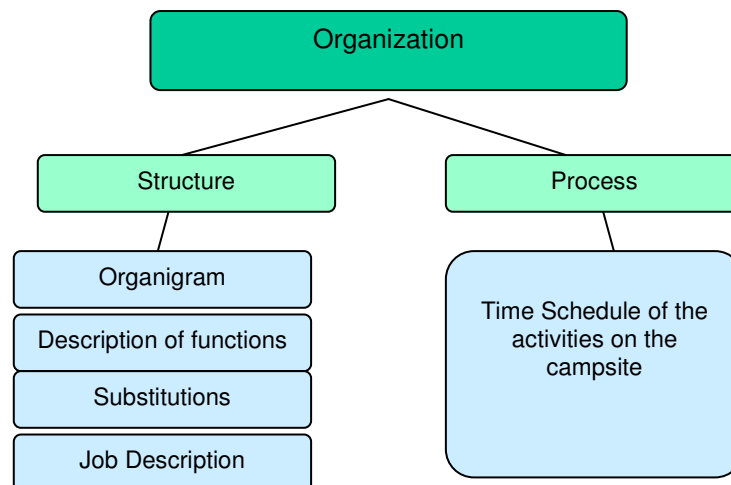
Preferably, follow these three steps:

- 1st step:** As a small preparatory question, ask yourself and your working colleges which characteristic or characteristics make your site something special. It could be only very small or possibly peripheral characteristics (e.g. the donkey Trixi or the fresh chips) or even very big ones (e.g. um unique site with heated natural swimming pool or the most northern campsite of Germany).
- 2nd step:** Divide your campsite in to it functionalities (e.g. reception, sanitation, holiday program, etc...)
- 3rd step:** Create a table showing all the responsibilities each person has in the functions above, including substitutes, and who participates in task execution.

Example Table of an Organizational Structure (Excerpt)

Functionality area	Responsibility	Substitute	Execution
Business director	Rita Müller	Heinz Müller	R. and H. Müller
Reception	Rita Müller	Anja Maier	Rita Müller Anja Maier Gerd Schneider
Outside Maintenance	Heinz Müller	Rita Müller	Heinz Müller Gerd Schneider Karl Rupert
Cleaning	Rita Müller	Heinz Müller	Gerd Schneider Erna Schneider
Waste collection	Heinz Müller	Gerd Schneider	Gerd Schneider Karl Rupert
...

Those who wish to present their organization and its functions should follow the following scheme:



3.5 Develop a Guiding Vision and Aims

An important step for continuous improvement is the development of a guiding vision for the enterprise. A guiding vision provides what for the sailors in the past was what stars did. People oriented themselves by them, sailed with them, knowing that the stars themselves can never be reached. The guiding vision should be possibly simple and understandable for everyone. Because the aim is to create a few orienting stars for all 'participants' on the Campsite. Therefore, it is very important that you do not conjure up your guiding vision alone in a dark room, but involve the more motivated members of your "teams".

The guiding vision starts with an operational vision. Just close your eyes and question yourself: "*How should our business look in 10 years? How big should it become? What shall we offer? Which guests will we have?*". If you collect the answers to these questions firstly in a team and then agree on then communal ground, the vision of what your business will be like is almost ready.

From that vision you can develop your business guide vision.

In addition, question yourself as to what is important for your business and what your real aims are. Here you should consider the themes of quality, environment and safety.

Examples of aims in these considerations are:

- we want to deal with water and energy efficiently (environmental aim)
- we want to constantly evaluate the satisfaction levels of our guests (quality aim)
- we want to constantly check our layouts, installations, machines and vehicles and keep them in safe condition (safety aim)

As soon as the guiding vision is ready, you should agree on it communally and declare it valid with date and signature by a minimum of the business directorate or - even better - with all the participants.

A guiding vision does not need forever to be set in stone. You should, as with all aspects of your site, look at it from time to time and think, if it is still up to date or something has to be changed. This revision should not be made on its own, but preferably discussed with working colleges, family members or other actors.

The complete guiding vision should be used actively as information for your guests, employees, tenants, authorities etc. Place some copies of the guiding vision in highly frequented places, e.g. in sanitation buildings or in receptions. It is also a good idea to place the guiding vision on your internet site.

Business Guiding vision (example)

Satisfied guests, an intact environment, and business success - these are our most important aims. Quality, environmental protection and safety on our site should be continuously improved. Additionally, we contribute to the security of the basic living conditions for present and future generations.

Furthermore, we aim to...

- offer our guests a wonderful holiday in a healthy natural environment
- interact freely, confidentially and fairly with the working colleges and partners
- involve the guests, working colleges and partners in the further development of our business and inform them regularly about our activities
- evaluate the interests of our guests and to see criticism as a chance for improvement
- regularly check our installations, machines and vehicles and keep them in safe condition
- actively participate in the development of our tourist region
- avoid waste and, where it cannot be avoided, to develop environmentally friendly re-use and disposal systems
- use energy and water efficiently
- avoid pressuring soil and hydrological bodies
- care for and plan our site ecologically
- avoid traffic pressure
- use environment friendly cleaning
- avoid the use of environmentally harmful and hazardous substances
- sell and use regional products

This is not meant to be taken word by word. Instead, specific aspects should be emphasized according to what fits best to your situation.

3.6 Analyse current conditions and the recognise opportunities

When you set your guiding vision and business aims, you can do the next big step of the QESS-Checks, by which you answer the following questions:

- Which business area and functions should be integrated?
- Which aspects should be considered?
- What is the time frame?
- Which people are needed for the analysis?

Time	Area	Aspects	Participants
8.00	Reception	General Condition / Order Lighting Computer technique Posters / written information Waste separation	QESS-Expert Reception employee
9.00	Sanitary building	General Condition Installations (showers ...) Lighting Washing clothes Drying Heating apparatus Cleaning	QESS-Expert Waiting areas Cleaning material
10.30	Food and Beverage	General Condition Kitchen and kitchen apparatus Lighting Cleaning/disinfection Menu offer Food decoration Food packaging Waste Separation (food, fat, packages...)	QESS Expert Food retailers Kitchen staff
...

Two approaches

There are two different approaches for the QESS-Check. The first possibility is that for each campsite or functional area you create two lists: one with the existing positive aspects of the area (its strengths) and another one with improvement possibilities (the opportunities). Think of list the strengths and the chances for each of the three areas Quality, environmental protection and safety. In this first approach you simply write everything down that comes into you and your working colleges minds whilst going round the table. The advantage of this method, is that you analyse your site without a pre-elaborated model, and in doing so discover many things which nobody may have ever thought about.

A problem here can be a kind of blindness towards things that for many years have been left unnoticed. It is especially hard to see through the eyes of the guest. Therefore it is advisable, other than working colleges, to take outside people into the overall discussion and to ask them what they notice. This can be interested guests or even external people, e.g. an adviser or another camping entrepreneur. When you have befriended other camping enterprises and have mutual confidence, organise mutual visits and join colleagues in their business analysis.

Checklists

The second analytical possibility is, to use existing checklists or criteria lists. These lists are available from various organizations. There are checklists for the general quality, safety checklists, environmental checklists or checklists for accessibility (for people with special needs). Monitoring criteria of the camp-site manager, environmental labels or the star classification can be the base of a self-check. A

checklist which integrates all such areas and is very detailed is the ECO-CAMPING-Checklist.

The advantage of these checklists is that they systematically comb through the campsite. The disadvantage however, is that they only take into consideration those things the checklist itself mentions.

To unite the advantages of both approaches, you can use both methods simultaneously in each area: 1. Free analyses and 2. Checklist-Analysis.

A determining factor is, that the discovery of strengths and good protocols through ideas for improvement should develop later into a plan of practical measures. Here you should note next to the strengths and opportunities where these were found, and how, and then write them down. Whoever uses the ECO-CAMPING- Checklist as a blueprint for the analyses can directly make the respected presentation. The use of a digital camera is practical, with which you can document problematic areas better.

Processes

Beside the capturing of the condition of buildings and installations, you should analyse and evaluate the most important processes on your campsite.

So, what are the most important processes in your campsite?

- Guest Information before the arrival/reservation
- Arrival / Welcome
- Directions to and setting up their camp place
- Waste separation and removal
- Departure / payment

Beside of these processes, which are related directly to the guest, in the background there are more important processes:

- General management
- Document management (storage and distribution of information)
- Accounts
- Buying / purchasing policy
- External appliance care
- Care, warnings and repair of installations, machines and vehicles e.g. swimming pool maintenance, play-areas, as well as tools, ladders etc.
- Cleaning
- Use of hazardous substances

Each of these processes is constituted by a sequence of working steps, which may have effects on the environment, on the quality or the safety of the site. Additionally each of these processes are inter-linked.

In order to analyse each individual process and its relative effect on the environment, safety and quality, and then to evaluate and work out improvement possibilities, it is recommended to follow the steps below:

1. List the processes which run on your campsite;
2. Because you can not analyse all processes simultaneously, create a sequence of the processes which you want to work on (Put the most important first etc);

3. Extract for you the most important process;
4. Write down which working colleagues and eventual external entities participate in this process;
5. List, preferably with working colleagues, the working steps which are realized in this process;
6. Consider if the working steps and their sequence are sensible, or if there is room for improvement;
7. Consider the meaning for each working step in terms of quality, safety and environment and if there is room for improvement;
8. Return to step 3 and begin with the next process.

Beside eliciting improvement possibilities, this approach has further use: you can easily develop a checklist for each process or working steps. Checklists are excellent for revisions and especially for the training of new employees.

3.7 Plan and Implement Measures

After you have checked through your entire campsite and worked out its strengths and opportunities, you should create a plan for improvement measures, starting with a base results analysis.

At least five aspects listed below make up the plan:

1. **What** should be achieved? (look at setting aims that coincide of the guiding vision, and preferable with a aim size)
2. **Where** should it be achieved? (place and/or process)
3. **How** should it be achieved? (formulation of measures)
4. **Who** is responsible for its implementation?
5. Until or from **when** on should the implementation take place? (firm setting of a timeframe)

Because most of the measures are interlinked with investment costs, you should create a cost proposal. Thereby it will be easier to elaborate a realistic plan.

For the plan of measures, it is advisable to use a table, such as the following example.

What?	Where?	How?	Who?	When?	Costs Plan	Costs is	✓
Guests, Co-workers and visitors, information and direction	Internet Presence	Website design	Web-Designer	4/2006	200 €		
	Reception	Guest-Feedback	G. Maier	5/2006	100 €		
	Sanitary block, Reception	ECOCAMPING sign	H. Müller	3/2005	-		✓
	...						
Reduce of waste (10 percent till 2007)	Waste separation	Better signing of containers	H. Müller	4/2005	500 €	300 €	✓
	Waste separation	Collecting organic waste	B. Schmidt	5/2006	-		
	...						
	...						

This example shows only an excerpt of the real plan of action of the enterprise. It needs to be completed with further measures according to each setting.

If the whole action plan created, it should be made known to every participant, to inform them of what needs to be done and how they are responsible for it. Clearly that the plan needs to be agreed upon by all those responsible who are in comfortable with it.

The implementation of the action plan is coordinated by the responsible person, and may be supported by other people. If a measure has been implemented, it is marked in the plan as resolved (✓) and eventually noted, with its current cost.

Experience shows, that even with communal planning, measures do not get implemented, e.g. owing to too many things to deal with, or because they have been forgotten.

You should therefore ask for the implementation of each action to be allocated regular timeframes e.g. in the frame of a team meeting schedule. Should it become evident that one measure can not be implemented in the allocated timeframe, it should be reviewed and a new date set for implementation.. The action plan should be regularly completed with new measures, so that continuous improvement can be ensured.

3.8 Make success measurable

The aim of QESS is, to highlight your enterprise in terms of your aims. But how do you ensure that you reach your own goals? One cannot rely on feelings, but needs to work in measurable units

For example for such sizes:

- Expenditure / income
- Staff hours
- Number of overnights
- Water consumption and the water supply
- Energy consumption
- Waste production
- The quantity of internet visitors on your site
- The quantity of filled in feedback-folders of your guests
- The quantity of written documented complains

If you choose to undertake one or more success actions yourself, you should take care to be able to measure it regularly, as exactly as possible and without major effort.

Known Numbers

In addition to measurement of the absolute units it is sensible to calculate relative known-numbers. With these known-numbers two sizes are being related.

The easiest form of the creation of these known-numbers is to relate it to a particular time space, e.g. yearly electricity consumption, monthly water consumption, or weekly internet usage. This form of known-numbers is useful, e.g. for the yearly comparison each month, or to quickly notice a water pipe rupture (consumption structure analyses). Thereby you have the possibility to observe the development of data over a particular timescale, and to grasp if things have improved.

Because there are other influences on the development of data which can be important - apart from the timescale - you should think of another step towards the creation of known-numbers. In this way you could divide the yearly water consumption with the number of total yearly overnights and thus calculate the yearly water consumption per overnight stay. It can then be seen that water consumption is closely related to the number of overnight stays, owing to the greater total of the known-number of water consumption per overnight stay, instead of the overall absolute water consumption.

However, the problem with the known-numbers is that most camp-sites do not have an overnight statistical record of their continuous guests, so that it has to be work on an approximate basis.

In such a case it might be interesting for you to compare your water consumption with your yearly expenditure. You should then have a known-number of how much water per euro of expenditure. Because the expenditure interlinks with the usage intensity of the campsite, this known-number can be a good measure of an action's success of e.g. a new water saving technique.

It is possible, through the calculation of known-numbers, to make up comparisons with other enterprises. This so-called *benchmarking approach* can provide you with valuable tips, showing where you have the biggest improvement potential.

TOURBENCH

A good offer for the benchmarking in the environment field is the TOURBENCH project. On the internet site www.tourbench.info you can introduce and receive individual environmental data as a result of estimates, and see where you stand in comparison to other similar enterprises. More information see at the end of this text.

Payment

A common problem is the recording of expenditure data with separation between individual functional components of the campsite or even the private area of the entrepreneur. If the campsite, private living areas, guest houses and shops run with a common water-and electricity counter, the effects of saving measures are much harder to recognise compared to when each installation is equipped with a separate counter. It is therefore recommended, where it is technically possible, to install a sub-counters so that the usage data can be read separately.

Peak values

Aside from readings over a long-term time period, it is recommended to account for the peak values of water, electricity and waste. Through the knowledge of peak values, it is easier to plan installations, it is better to realize delivery contracts and

removal, and to avoid maintenance problems. Therefore it is necessary to carry out short readings on the busiest days , e.g. warm water consumption. Note e.g., how much warm water is consumed on a full weekend between 7 and 9 a.m.? This way you can find out your realistic maintenance requirements. In a new planning process you can save lot of money through this information, and avoid the problems with the wrong-sized installations.

If steps 1-8 are implemented in your business, you are equipped with the basic foundations of a quality-, environmental and safety managements. The system only provides - as in cooking - the cooking utensils (Cooker, Pots and Cutlery), the ingredients come automatically. It is important, that it "tastes good" for you and your working colleges. The steps 1-8 have evidenced by for the introduction especially on Campsites. You should turn to experts or specialist advice organizations for further steps in the analysis.

Also interesting for campsites: www.TourBench.info

TourBench is a practical and easy-to-use web-based, multilingual monitoring instrument that enables campsites and other tourist accommodation to scan their environmental issues for free. It helps them to determine their environmental impact through the years, based on the input of the companies' consumption of (and costs for) energy, water, chemicals and waste production. Furthermore, it enables the campsites to compare this impact with other, similar accommodations in their country or similar accommodations all over Europe. The input of data and the comparison with other accommodations is completely confidential. TourBench is made possible by LIFE-environment, the financial instrument for the environment of the European Commission.

