

HEALTH & BEAUTY SECTOR

SUB-SECTOR | SPA TREATMENTS

**GOVERNANCE, COMPLIANCE AND REGULATION**

All Licences, Registrations and Certificates required by law are available on request	Yes	No
Your business complies with current accounting standards, is up to date with tax filing and record keeping	Yes	No
Sewerage system is compliant with the building code and all relevant legislation	Yes	No
Building constructed is compliant with the building code and all relevant legislation	Yes	No
Establishment promotes the smoke free regulations	Yes	No
Business's Ministry of Health Certificate is displayed in a prominent place	Yes	No
Therapy qualifications are in the name of the therapist performing the procedure and available on request	Yes	No
Your business has a current Public Liability Insurance Policy	Yes	No

**CULTURE AND HERITAGE**

Management and staff understand the Kia Orana values and guiding principles to foster authentic Cook Islands experiences	Yes	No
Showcase and promote Cook Islands culture and traditions by using one or more of the key components in your product or structures; artefacts, images, videos and visual art	Guideline	
Encourage visitors and guests to purchase locally made products in the Cook Islands	Guideline	
Management and staff use of 'Reo Maori' words to create awareness on the importance of the Cook Islands Maori language on the visitor experience	Guideline	
Implement a cultural or community initiative that engage local partners to be a part of your business	Guideline	
Promote the 'Pa Enua' experience and its distinctive features in upholding Cook Islands culture and heritage.	Guideline	
Promote local gastronomy and culinary experiences	Guideline	
Promote historical and cultural events for guests and customers to appreciate Cook Islands social practices, rituals, traditions, music, dance and performing arts	Guideline	
Ensure cultural information provided to guests are well researched, appropriate and accurate	Guideline	
Emulate Cook Islands culture through attire or presentation where applicable e.g. Kia Orana wear	Guideline	

**HUMAN RESOURCES**

All human resource matters must comply with all related labour, gender, human rights and tax laws	Yes	No
Recruitment of new staff must have an employment agreement and a reasonable job description	Yes	No
Staff engagement and satisfaction should be measured regularly as part of the performance management system	Guideline	
Prioritise on the job training and development of staff to ensure the workforce is competently skilled	Guideline	
A performance management framework or an appraisal system is available for staff to identify areas of strength and areas for development	Guideline	

**ENVIRONMENT**

Energy conservation programme is in place and communicated to staff/guests as required (e.g. turn off lights etc)	Yes	No
Water conservation programme is in place and communicated to staff/guests as required	Yes	No
All rubbish is collected, separated and correctly recycled	Yes	No
All organic waste is composted (not burned)	Guideline	

**MARKETING AND PROMOTIONS**

All marketing material is a true representation of the establishment and facilities offered	Yes	No
Establish a marketing plan or strategy to ensure products and services are communicated through various channels to your business partners and consumers	Guideline	
Foster business-to-business partnerships to build a strong supply chain	Guideline	
Develop business-to-consumer platforms such as website and social media to reach to your consumers effectively	Guideline	
Leverage media partners to create greater awareness for your business and should extend to non-traditional partners e.g. social influencers, bloggers, etc	Guideline	
Promotions should incorporate elements of Cook Islands culture and heritage	Guideline	

**HEALTH, SAFETY AND SECURITY**

<b>- GENERAL</b>		
High standards of safety, cleanliness and hygiene are observed in all areas	Yes	No
<b>- FIRE, SAFETY &amp; EMERGENCY PROCEDURES</b>		
Fire Evacuation procedures on display	Yes	No
Employees have knowledge of fire equipment use, emergency and evacuation procedures and are able to communicate to customers	Yes	No
Extinguisher installed in obvious place	Yes	No
Indoor venues must have functioning smoke detector(s)	Yes	No
First Aid Kit available	Yes	No
Tsunami and Cyclone evacuation procedures on display	Yes	No
<b>- HEALTH, HYGIENE &amp; SAFETY REQUIREMENTS</b>		
The premises, fittings, fixtures and appliances are in a good state of repair and in a clean and tidy condition	Yes	No
Any wet areas around spray booths, showers, pools, steam rooms, etc., are smooth, impervious to moisture, and able to be easily cleaned and disinfected	Yes	No
Any instrument that comes in contact with skin, mucous membranes, and blood or bodily secretions is properly sterilized/disinfected after each client	Yes	No
There is a suitable sterilization station for the cleaning of instruments	Yes	No
Contaminated instruments are kept separate from sterile/disinfected instruments to prevent cross-contamination	Yes	No
Any sponges/facial towels that come in contact with blood are disposed of and not reused	Yes	No
Therapists at all times keep their clothing, hands and fingernails clean and any infected/damaged skin is kept covered by gloves	Yes	No
Therapists do not wear jewelry/bangles or nail polish when providing treatment	Yes	No
All employees are trained in the protocols on how to clean, sterilize, disinfect, and process all instruments/linens that come in contact with clients and staff	Yes	No
Therapists will not treat any person who is under the care of a medical practitioner for a condition likely to be affected by the beauty treatment	Yes	No
There is a designated cleaning/laundry area/room with hot and cold running water	Yes	No
All soiled linen is stored separately from all clean linen, and all soiled linen is laundered daily	Yes	No
All floor surfaces are cleaned daily with hospital grade disinfectant or comparable	Yes	No
Every toilet and basin is easily accessible, hygienic, tidy, and has hot and/or cold running water	Yes	No
All therapists have a current First Aid certificate	Yes	No



# COOK ISLANDS QUALITY ASSURED STANDARDS & GUIDELINES



## HEALTH & BEAUTY SECTOR

### SUB-SECTOR | SPA TREATMENTS

#### CUSTOMER SERVICE

Manager is able to be contacted during normal working hours	Yes	No
Staff in all areas are clean and tidy in appearance	Yes	No
Enquiries are responded to in a timely manner	Yes	No
Cancellation and refund policy is clearly stated	Yes	No
Receipt must be available on request	Yes	No
High standards of service to customers, fulfilling contracts and agreements	Yes	No
Prompt responses to genuine complaints, making every effort to resolve disputes	Yes	No
Respect communication preferences and privacy concerns of customers	Yes	No
Approach business dealings, marketplace transactions and commitments with integrity	Yes	No
Enquiries, sales and bookings are responded to in a timely and professional manner	Yes	No
Ensure there is a platform that allows customers to provide feedback and reviews in order to continuously improve products and services	Yes	No
Ensure the information provided to customers is factual, accurate and informative	Yes	No
Establish and maintain a positive and ethical track record in the marketplace	Guideline	
Ensure all staff complete the Kia Orana Customer Service course	Guideline	

#### LEGEND:

**Standard** refers to the **Yes | No** questions - These are compulsory standards and must be met to suffice accreditation.

**Guideline** - These are a guideline for best practices only (*you do not need to meet these but we would love for you to indicate whether you do or not*)

#### DISCLAIMER:

These Standards and Guidelines are effective from 01 January 2023. This document was updated on May 2023. For any updates or changes, please contact Cook Islands Tourism Corporation.