



CHSE. Certification program for the Indonesian Ministry of Tourism and Creative Economy.

MORE THAN 1000 AUDITS IN JUST 45 DAYS

The Ministry of Tourism and Creative Economy of the Republic of Indonesia main task is to carry out government affairs in the tourism sector. The COVID-19 pandemic has brought a huge impact on the business of tourism and food industry all over Indonesia. To respond to this situation Indonesia government introduced the CHSE (Clean, Health, Safety, and Environment) certification program in which TÜV Rheinland Indonesia took a huge part in.

INITIAL SITUATION AND REQUIREMENTS

After representing 5.5% of the Indonesian Gross Domestic Product in 2019, the tourism sector recorded a drop of 90% in 2020 after the COVID-19 pandemic outbreak. The significant declining of tourist visits both local and domestic have cost a multi-dimensional effect in almost every sector of tourism. As there is no such guarantee from neither government nor private institution that every single tourism object has implemented certain standards or guidelines, which may prevent the COVID-19 virus deployment any further, the Indonesian government introduced the CHSE certification program.

BASIC FACTS

Client	Ministry of Tourism and Creative Economy of the Republic of Indonesia
Date of issue	November 5, 2020 until December 30, 2020
Project location	All around Indonesia: 34 provinces and 300 cities
Main services	CHSE (Clean, Health, Safety, and Environment) audit for Hotels and Tourism Destination (e.g. Restaurant, Café, Diving, Rafting, MICE) according to the checklist and standard from the Ministry of Tourism and Creative Economy of the Republic of Indonesia
Involved regulations/ standards	Handbook and Checklist CHSE (Clean, Health, Safety, and Environment) audit for Hotels and Tourism Destination – Ministry of Tourism and Creative Economy of the Republic of Indonesia

„The success of the project depended significantly on the unity of the teamwork and moving as one organization with a clear communication flow.“

Quote: Edmundus Wiharyono; Director of TÜV Rheinland Indonesia

SOLUTION AND RESULTS

The CHSE certification serves as a guarantee to tourists and the public that the products and services provided have met protocols for cleanliness, health, safety and environmental sustainability. Since CHSE certification was started at the beginning of November 2020, there are now around 6.626 companies registered from 34 provinces and 300 cities. Our TÜV Rheinland team worked very hard to comprehensively perform 20% of the audits for the overall objects in just 45 days, resulting in 1.374 audits in total. Once the audit is done the business owner is granted two kind of certificates:

- Indonesia Care certificate issued and signed by Ministry of Tourism and Creative Economy of the Republic of Indonesia
- CHSE certificate issued and signed by consortium Sucofindo, Mutu Agung and TÜV Rheinland

BENEFITS FOR THE CLIENT

- Short-term auditing of 1374 facilities (544 hotels and 830 for non-hotel) to document compliance with hygiene measures to their guests.

ABOUT TÜV RHEINLAND

TÜV Rheinland stands for safety and quality in virtually all areas of business and life. Founded almost 150 years ago, the company is one of the world's leading testing service providers with more than 20,000 employees and annual revenues of 2 billion euros. TÜV Rheinland's highly qualified experts test technical systems and products around the world, support innovations in technology and business, train people in numerous

professions and certify management systems according to international standards. In doing so, the independent experts generate trust in products as well as processes across global value-adding chains and the flow of commodities. Since 2006, TÜV Rheinland has been a member of the United Nations Global Compact to promote sustainability and combat corruption.

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