

備註：「GGD0.0」標記是指該項政策對應綠色目的地認證準則第0.0條。

交通部觀光署東北角及宜蘭海岸國家風景區管理處

永續發展政策

Sustainable development policy of NEYC

訂定日期(Announced Date) : 107.07.24

修正日期 (Amended Date) :

109.04.13、111.10、112.4、113.9

發展願景：

交通部觀光署東北角及宜蘭海岸國家風景區管理處目標於轄內維護自然和文化資源、建立永續社區並扶持永續商業活動。

Sustainable Tourism Vision

NEYC(Northeast and Yilan Coast National Scenic Area Administration) aims to preserving nature and cultural resources, building a sustainable society and supporting sustainable trades in our area.

發展目標：

1. 「創新永續管理」，激發管理處轄內競爭性和發展永續性
2. 「責任旅遊」，促進永續的、責任的和優質的觀光
3. 「發展智慧觀光」，強化管理處永續的、優質的旅遊目的地之整體形象
4. 「打造在地幸福產業」，培力、鼓勵在地永續商業活動

Sustainable Tourism Development Targets

1. "Innovation and Sustainability". To stimulate competitiveness and develop sustainability in NEYC.
2. "Responsible tourism". To promote the development of sustainable, responsible, and high-quality tourism.
3. "Development of smart tourism". To consolidate NEYC's image as a collection of sustainable, high-quality destinations.
4. "Creation of a Happy Local Industry". To maximize the potential of NEYC for supporting and encouraging sustainable trades/businesses.

政策 Policy

Sustainable Aspect 永續構面		Specific Policy Points 具體政策要點
0.管理 Management	0.1 組織 Organization GGD1.1、1.2	<p>0.1.1 管理處負責協調與推廣永續旅遊發展與管理，並由5個單位(企劃科、工務科、管理科、遊憩科、秘書室)和4個管理站(福隆、龍洞、大里、宜蘭)執行永續旅遊業務。</p> <p>0.1.2 永續發展協調專員每年辦理觀光旅遊之永續實踐的執行與報告。</p> <p>0.1.1 NEYC is responsible for coordinating and promoting sustainable tourism development and management, and five departments and four administration stations execute sustainable plan.</p> <p>0.1.2 Sustainability coordinator is assigned the responsibility and authority for the adequate implementation and reporting of sustainable management every year.</p>

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	0.2 訓練 Training GGD1.3	<p>0.2.1 負責目的地發展與管理的永續協調專員，取得全球永續準則相關訓練結業證明。GGD1.4</p> <p>0.2.2 管理處員工每年接受永續協調專員辦理2小時永續準則小組討論會議。GGD1.4</p> <p>0.2.3 管理處每年針對轄內導覽人員及旅遊業者舉辦指導與訓練導覽解說技能訓練，其中包含生態永續操作、動物倫理。GGD1.12,1.23,2.7,6.8,6.22,6.23</p> <p>0.2.1 Sustainability coordinator responsible for destination development and management is adequately trained on sustainability.</p> <p>0.2.2 NEYC staff is adequately trained on 2 hours sustainability course given by the sustainability coordinator every year.</p> <p>0.2.3 NEYC gives guides and tour operators periodic guidance and training of guiding and interpretation which includes sustainable implementation and animal ethics every year.</p>
	0.3 公平勞動標準 Fair Labor Standards	<p>0.3.1 管理處倡導觀光產業的職業安全、公平薪資、公平貿易、平等雇用與訓練機會，並徹底執行相關規範。GGD5.5</p> <p>0.3.2 管理處符合勞動基準法。GGD5.7,5.20,5.21,6.7</p> <p>0.3.1 NEYC promotes occupational safety, fair wages, fair trade, equal employment and training opportunities in the tourism sector, and enforces the relevant regulations in this field.</p> <p>0.3.2 NEYC abides "Labor Standards Act".</p>
	0.4 遊客行為管理 Visitor behavior management GGD1.13、1.14	<p>0.4.1 管理處依據「風景特定區管理規則」管理遊客行為。</p> <p>0.4.2 管理處建立敏感地區、水上活動、露營、登山、濕地、賞鯨豚、賞鳥等遊客行為須知於網頁、摺頁、告示牌宣傳，並每年由管理科、遊憩科檢討，目標為降低對環境的負面衝擊並倡導正向的遊客行為。</p> <p>0.4.3 每年針對現場導覽人員、旅遊業者進行遊客行為管理訓練，如針對友善鯨豚船家解說形式、登龜山島等。</p> <p>0.4.4 遊客滿意度調查以系統化量測旅客滿意度並納入服務改善考量。</p> <p>0.4.1 NEYC abides "Regulations Governing the Management of Designated Scenic Areas" to manage visitor behavior.</p> <p>0.4.2 NEYC develops and makes available guidelines of sensitive area, water activities, camping, mountain-climbing, wetland, dolphin-watching, bird-watching for visitor behavior which disclose on the website, brochures and billboard. The visitors notices examine by management</p>

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		<p>department and recreation department every year. The aim is to minimize adverse impacts on environment and to strengthen positive visitor behavior.</p> <p>0.4.3 Volunteers and tour operators are trained in visitor behavior management every year, such as friendly whale-watching interpretive, Guishan Island entry.</p> <p>0.4.4 Visitor satisfaction survey is systematically measured and the results are taken into account for service improvements.</p>
	<p>0.5 解說傳達的管理 interpretive management GGD6.10、6.12</p>	<p>0.5.1 遊憩科定期訓練解說員符合志工解說導覽手冊以提供最佳解說服務。</p> <p>0.5.2 管理處若遇遊客對解說資料有疑義，將再徵詢社區、專家及學者意見以提供正確的自然及文化解說資訊。</p> <p>0.5.1 Recreation department trains tour guides to apply “Voluntary Codes of Practice” regularly and adhere to the code in order to offer the best interpretation.</p> <p>0.5.2 NEYC will inquire community, scholars, and specialists to provide accurate interpretive information at natural and cultural sites, if visitors question interpretation.</p>
	<p>0.6 道德規範 Ethical code GGD1.19</p>	<p>0.6.1 管理處員工依公務員核心價值:正直、誠實、客觀、公正，致力於執行職務和實踐承諾。</p> <p>0.6.2 管理處遵循「公務人員服務法」和「公務員廉政倫理規範」。</p> <p>0.6.1 NEYC staff is expected to carry out the role with dedication and a commitment to the civil service and its core values: integrity, honesty, objectivity and impartiality.</p> <p>0.6.2 NEYC abides “Civil Servant Work Act” and “Integrity and Ethics Directions for Civil Servants”.</p>
	<p>0.7 貪污 Corruption GGD1.19</p>	<p>0.7.1 管理處員工應遵循法規並依公益公正執行職務。禁止意圖利用職務權力、手段和機會從他人或第三方獲取利益。</p> <p>0.7.2 管理處遵循「貪污治罪條例」和「公務員廉政倫理規範」。</p> <p>0.7.1 NEYC staff shall follow laws to execute duties impartially and base on the public interests. The attempt to gain improper benefit for oneself or third party via occupational power, method and opportunity is prohibited.</p> <p>0.7.2 NEYC abides “Anti-Corruption Act” and “Integrity and Ethics Directions for Civil Servants”.</p>

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	0.8 公平競爭 Fair competition GGD1.20	<p>0.8.1 管理處有公平公開之採購程序、推廣效率有用之採購操作和確保採購品質。管理處員工應以維護公共利益及公平合理為原則，對廠商不得為無正當理由之差別待遇。</p> <p>0.8.2 管理處遵循「政府採購法」和「公平交易法」。</p> <p>0.8.1 NEYC has fair and open procurement procedures, promotes the efficiency and effectiveness of procurement operation, and ensures the quality of procurement. NEYC staff shall observe the principle of protecting public interests, fairness and reasonableness, and shall not accord differential treatment to suppliers without due cause.</p> <p>0.8.2 NEYC abides "Government Procurement Act" and "Fair Trade Act".</p>
	0.9 公開報告 Public Reporting GGD1.17	<p>0.9.1 管理處每 2 年對外公開永續發展報告，並可在官方網站查閱。</p> <p>0.9.1 NEYC publicizes sustainability report biennially which is available on NEYC's official website.</p>
1. 自然與景觀 Nature & Scenery	1.1 自然與動物保護 Nature & Wildlife protection GGD2.1,2.3,2.6, 2.7	<p>1.1.1 為保護自然與動物，若有開發、破壞，管理處遵循以下法規： A. 「野生動物保育法」 B. 「發展觀光條例」 C. 「風景特定區管理規則」 D. 「龜山島生態旅遊作業管理要點」</p> <p>1.1.2 管理處每年辦理台灣百合原生種植物復育及保護。</p> <p>1.1.3 龜山島遊客行為受「龜山島生態旅遊作業管理要點」規範，以維護龜山島生物物種棲地環境與族群，如台灣狐蝠棲地與活動時間不受遊客干擾等。</p> <p>1.1.4 為維護福隆鹽寮沙丘濱海植物族群與棲地環境，制定與實施遊客行為禁止事項。</p> <p>1.1.1 To implement nature and wildlife protection, if nature and wildlife are developed or damaged , NEYC abides the following laws and regulations: A. "Wildlife Conservation Act" B. "Act for the Development of Tourism" C. "Regulations Governing the Management of Designated Scenic Areas" D. "Regulations for Guishan Island ecological tour"</p> <p>1.1.2 NEYC restore and preserve Taiwan lily every year.</p> <p>1.1.3 Species on Guishan Island are regulated by "Regulations for Guishan Island ecological tour", such as the habitat and activity time of Formosan Flying Fox are not disturbed by visitors.</p>

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<p>1.2 自然保育與景觀</p> <p>Nature protection & Landscape</p> <p>GGD2.1,2.3,2.5</p>	<p>1.2.1 為保護地景與景觀(如具大自然之優美景觀、生態、文化與人文觀光價值之地區,或為維持觀光地區及風景特定區之美觀),若有開發、破壞,管理處遵循以下法規:</p> <p>A. 「發展觀光條例」</p> <p>B. 「風景特定區管理規則」</p> <p>C. 「觀光地區及風景特定區建築物及廣告物攤位設置規劃限制辦法」</p> <p>D. 「森林法」</p> <p>E. 「文化資產保存法」</p> <p>1.2.2 依照「發展觀光條例」、「都市計畫法」、「濕地保育法」等法規,景觀保護區、地質保護區及重要濕地有條件開發。(如附件經營管理範圍、蘭陽溪口重要濕地保育利用計畫與本處轄區範圍圖,另請參考變更東北角海岸(含大溪海岸及頭城濱海)風景特定區計畫、變更蘇澳(新馬地區)都市計畫、變更蘇澳擴大都市計畫)</p> <p>1.2.3 特定區域之大型開發案須經管理處依「發展觀光條例」審查。</p> <p>1.2.4 規劃推動區內地質公園成立。(以鼻頭與龍洞優先)</p> <p>1.2.5 為維護保護區及濕地,若有開發、破壞,管理處遵循以下法規:</p> <p>A. 「野生動物保育法」</p> <p>B. 「濕地保育法」</p> <p>C. 「地質法」</p> <p>D. 「龜山島生態旅遊作業管理要點」</p> <p>1.2.6 保護區與濕地以維護自然景觀為主,並應保存自然景觀之完整。</p> <p>1.2.1 To implement landscapes and scenery protection, such as locations with picturesque natural landscape, ecosystem, culture and humanism tourism values, or in order to maintain the aesthetic merits of tourism locations and designated scenic spots, if landscapes and scenery are developed or damaged , NEYC abides the following laws and regulations:</p> <p>A. "Act for the Development of Tourism"</p> <p>B. "Regulations Governing the Management of Designated Scenic Areas"</p> <p>C. "Regulations Governing Planning Restrictions on the Erection of Buildings, Advertisements, and Vending Stalls in Tourist and Designated Scenic Areas"</p> <p>D. "The Forestry Act"</p> <p>E. "Cultural Heritage Preservation Act"</p> <p>1.2.2 According to "Act for the Development of Tourism", "Urban Planning Law" and "Wetland Conservation Act" are conditional development permit.(zoning map)</p> <p>1.2.3 A large-scale development in designated area should be scrutinized according to "Act for the Development of Tourism"</p>

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		<p>1.2.4 Planning to establish geoparks in NEYC area. (The establishment of Bitou-Longdong Geopark is under evaluation.)</p> <p>1.2.5 To preserve nature reserve and wetland, if nature reserve and wetland are developed or damaged, NEYC abides the following laws and regulations:</p> <p>A. "Wildlife Conservation Act"</p> <p>B. "Wetland Conservation Act"</p> <p>C. "Geology Act"</p> <p>D. "Regulations for Guishan Island ecological tour"</p> <p>1.2.6 The protection is mainly for maintenance of natural landscape and wetland which shall be completely preserved.</p>
	1.3 噪音	1.3.1 針對大型活動實施音量與辦理時段限制規範，相關時段區分、音量量測方式與條件，依據「噪音管制區劃定作業準則」規定辦理。
2.環境與氣候 Environment & Climate	2.1 Solid waste reduction 降低固態廢棄物 GGD3.8	<p>2.1.1 轄區內遊客中心規定設置飲水機以鼓勵遊客飲用，減少塑膠產品如瓶裝水之使用。</p> <p>2.1.2 工作人員於現場宣導塑膠減量政策。各管理站每年統計實施成效，如瓶裝水採購量、垃圾後續處理分類數據等。</p> <p>2.1.3 管理處辦理活動不提供免洗餐具，並且實施自備餐具政策。</p> <p>2.1.4 管理處每年鼓勵轄內旅宿業者和餐飲業者提供環保優惠措施（住宿不提供一次性產品，不換床單或毛巾優惠或用餐自備餐具有折扣）。</p> <p>2.1.1 Visitor centers in scenic area should provide drinking fountain to encourage visitors to use and reduce plastic products consumption like bottled water.</p> <p>2.1.2 Staff promotes the policy on site. The effectiveness of the policy will be estimated by three administration stations every year, such as plastic bottle reduction.</p> <p>2.1.3 No disposable tableware is in NEYC activities, and "Bring Your Own Tableware" policy is performed.</p> <p>2.1.4 NEYC encourages hospitality industry in scenic area to offer eco-friendly discounts every year, such as no disposable tableware offer, no sheets or towels changed incentive or bring your own tableware.</p>

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<p>2.2 廢棄物處理</p> <p>Waste disposal GGD3.9、3.10</p>	<p>2.2.1 To monitor, reduce, separate and recycle solid waste,</p> <p>NEYC abides the following laws and regulations:</p> <p>A. "Waste Disposal Act"</p> <p>B. "Regulations Governing General Waste Recycling, Clearance and Disposal".</p> <p>2.2.2 NEYC has "Household Cleaning Project" and measures for garbage recycling such as deploying recycling buckets and Pay-As-You-Throw Municipal Waste Fee System.</p> <p>2.2.3 NEYC (three administration stations) calculates the amount of or the volume of recycling and waste and monitors waste disposal quarterly.</p> <p>2.2.1 為了減少、分類並回收固態廢棄物，管理處遵循以下法規：</p> <p>A. 「廢棄物清理法」</p> <p>B. 「一般廢棄物回收清除處理辦法」</p> <p>2.2.2 管理處廢棄物減量分為清淨家園計畫及廢棄物資源回收，如回收桶及垃圾費用隨袋徵收。</p> <p>2.2.3 管理處（各管理站）每季統計廢棄物重量或體積（垃圾袋計算）與資源回收量，以監測廢棄物處理情形。</p>

	<p>2.3 Water Management 用水管理</p> <p>GGD3.4,3.5,3.6,3.7</p>	<p>2.3.1 為了監控和管理水資源，若有違反或汙染，管理處遵循以下法規：</p> <p>A. 「水污染防治法」 B. 「自來水法」 C. 「用水計畫審核管理辦法」 D. 「水利法」</p> <p>2.3.2 管理處轄內據點與委外業者排放廢水經過簡易汙水處理設施，以減少對環境與人員的影響，由各管理站監控統計。</p> <p>2.3.3 一般據點和大型遊憩據點(龍洞南口、鹽寮、福隆遊憩系統)皆設有汙水處理設施，並委由民間專業廠商代為操作，據點放流水皆符合環保署放流水排放標準及環境監測，由各管理站監控統計。</p> <p>2.3.4 針對轄內據點及委外業者游泳池等娛樂用水水質建立監測系統。</p> <p>2.3.4依照「發展觀光條例」送轄內大型開發計畫須提交用水計畫予管理處(企劃科)審核</p> <p>2.3.1 To monitor and manage water resources, if it is violated or polluted, NEYC abides the following laws and regulations:</p> <p>A. "Water Pollution Control Act" B. "Water Supply Act" C. "Regulations Governing the Formulation, Deliberation and Administration of Water Plans" D. "Water Act"</p> <p>2.3.2 Operation offices and outsourcing companies in scenic area are equipped with wastewater treatment facilities and aimed to minimize impacts to people and the environment monitored by three administration stations.</p> <p>2.3.3 Regular stations and large recreational stations, and their related wastewater treatment facilities are equipped with wastewater treatment facilities, operated by professional companies that have been entrusted. Effluent discharged from these stations meets the effluent standard set by the EPA and environmental monitoring monitored by three administration stations.</p> <p>2.3.4 According to "Act for the Development of Tourism", Large development projects in scenic area have to apply water plan for NEYC (Planning Department) to audit.</p> <p>E. NEYC coordinates the reduction in water which includes adopting water-saving taps and water-efficient toilets by secretariat and calculates the amount of saving water quarterly.</p>
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	2.4 Paper reduction 降低用紙量 GGD3.8	2.4.1 管理處每年辦公室用紙量減量，文件應雙面列印及開會無紙化為優先。 2.4.1 NEYC reduces paper consumption every year. Documents should print on both sides, and paperless meetings are preferred.
	2.5 Reducing carbon emission 降低碳排放 GGD3.12,3.15,3.16	2.5.1 管理處鼓勵旅客搭乘台灣好行公車並推出優惠套票，搭乘人數提升，降低碳排放量。 https://greenevent.epa.gov.tw/act/calculate2 環保署碳足跡計算) 2.5.2 管理處優先考量興建綠建築以降低碳排放量。 2.5.3 針對轄內既有辦公廳舍提出降低碳排放措施，如辦公室及遊客中心全面使用省電燈泡、環保標章冷氣及電器用品。 2.5.4 針對管理處員工通勤提出降低碳排放措施。 2.5.1 NEYC encourages tourists to use Taiwan Tourist Shuttle Service which has Day PASS for tourists. In this way, passengers climb up and reduces carbon emission. 2.5.2 NEYC favors green buildings to reduce carbon emission. 2.5.3 NEYC offices and visitor centers should use energy-efficient lightbulbs, air conditioners and electrical appliances with green mark.
	2.6 Environmentally preferable purchasing 環境友善採購 GGD3.12	2.6.1 管理處依據政府採購法採購生產資料、食品、飲料、建材以及消耗品時優先考慮符合永續標準的供應商與產品，特別具有節能標章、環保標章和省水標章的產品。 2.6.2 秘書室採購環保衛生紙及清潔用品。 2.6.1 NEYC abides "Government Procurement Act" and purchases environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables, especially products with energy label, green mark or water conservation mark. 2.6.2 Secretariat purchases tissue paper and cleaning supplies with green mark.
3.文化與傳統 Culture & Tradition	3.1 Cultural heritage conservation 文化資產保存 GGD4.1,4.2,4.3 4.4, 4.6	3.1.1 保存有形/無形文化資產，管理處遵循以下法規： 「文化資產保存法」 3.1.2 管理處評估當地社區具歷史、考古、文化與精神重要性並具未來再活化潛力之文化性資產，後續進行保存和推廣。尊重生活文化和傳統及保護和頌揚，並每年推廣真實的文化和傳統活動。 3.1.3 管理處行銷推廣文化遺產同時尊重社區的智慧財產權。 3.1.1 To preserve in tangible/intangible cultural heritage, NEYC abides the following laws and regulations: "Cultural Heritage Preservation Act"

Sustainable Aspect 永續構面		Specific Policy Points 具體政策要點
		<p>3.1.2 NEYC evaluates the potential of revitalization of cultural heritage which has historical, archaeological, cultural and spiritual significance to local community. NEYC preserves and promotes these assets after evaluation. NEYC respects the living culture and traditions, and supports its protection and celebration, and promotes authentic culture and traditions every year. (NEYC promotes “Taiwanese Beach Seine”, “Grappling with the Ghosts” and local festivals.)</p> <p>3.1.3 NEYC presents and promotes cultural heritage, while respecting the intellectual property rights of local communities.</p>
	<p>3.2 respecting authenticity 尊重真實性</p> <p>GGD4.5</p>	<p>3.2.1 遊憩科建立管理處文化資料庫，以提供解說員或文化相關活動所需，具在地真實性之文化與民俗等相關資料庫。</p> <p>3.2.2 針對公開資訊定期執行內容檢視與校正。</p> <p>3.2.1 Recreation department establishes authentic cultural database of culture and folklore which is provided for guides and cultural activity.</p>
4.社區與安全 Community & Safety	<p>4.1 在地產品與服務 Promoting local products and services GGD5.12, 5.13</p>	<p>4.1.1 管理處各單位採購以支持具自然、文化、社區認同和經濟永續之在地產品，並每年結合活動優先推廣如福隆便當、石花菜、九孔等在地產品。</p> <p>4.1.2 大型活動(如福隆國際沙雕藝術季和迎曙光活動)採購在地產品比例(計算採購金額、品項等)</p> <p>4.1.1 Local and sustainable products that are supportive to the area’s nature, culture, local identity, and local economy, are promoted and purchased in NEYC’s activities in priority every year.</p> <p>4.1.2 Major events, such as “Fulong International Sand Sculpture Festival” and “Welcome the First Sunrise in Fulong” purchase local products.</p>

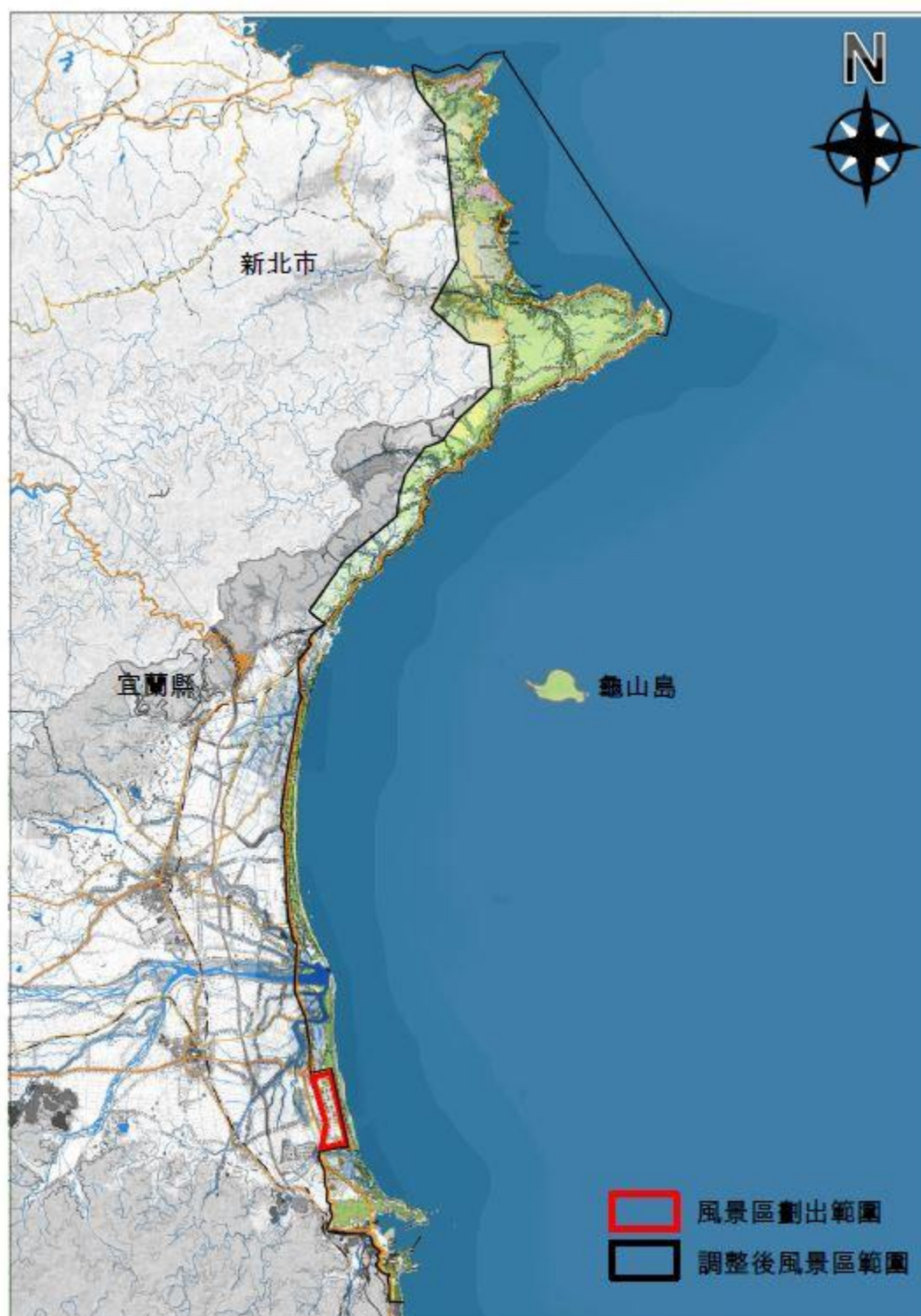
Sustainable Aspect 永續構面		Specific Policy Points 具體政策要點
	<p>4.2 旅遊安全</p> <p>Health & safety prevention & response</p> <p>GGD5.17,5.18</p>	<p>4.2.1 犯罪、安全及健康問題之防治，管理處遵循以下法規：</p> <p>A. 「發展觀光條例裁罰標準」</p> <p>B. 「風景特定區管理規則」</p> <p>4.2.2 管理處制定66項SOP，每日辦理設施巡查，以降低安全風險。</p> <p>4.2.3 每年管理處針對過去12個月之犯罪、安全及健康議題防治辦理情形，於督導考核會議中報告，並將相關資訊揭露於電子公布欄提供員工參考。</p> <p>4.2.4 依據企劃科每年辦理內部控制作業及內部控制聲明書簽署，管理處於官方網站公告犯罪、安全及健康議題有效地被監控、避免和降低風險。</p> <p>4.2.1 Crime, safety, and health hazards are adequately prevented and addressed, NEYC abide the following laws and regulations:</p> <p>A. "Schedule of Penalties Applicable under the Tourism Development Act"</p> <p>B. "Regulations Governing the Management of Designated Scenic Areas"</p> <p>4.2.2 NEYC has set in motion 66 sets of complete SOP systems. Daily patrol and inspection is conducted for the prevention of risks and potential hazards.</p> <p>4.2.3 An overview of the intensity of crime, safety and health risks in the past 12 months, and publicly report on the latest situation in supervision meetings every year. Related information is disclosed on internal bulletin board for the staff.</p> <p>4.2.4 Planning Department publicly reports that crime, safety and health risks are effectively monitored, prevented and addressed on the destination website every year, according to internal controls and management's reports on internal control implemented by planning department.</p>

Sustainable Aspect 永續構面		Specific Policy Points 具體政策要點
	<p>4.3 公共參與 Community Participation GGD1.4,1.7,1.9,5.7,5.8,5.10</p>	<p>4.3.1 遇特定重大計畫，管理處向利害關係人和居民傳達計畫內容以獲得支持。</p> <p>4.3.2 設置社區單一窗口專線，提供社區居民諮詢或意見陳述之管道。</p> <p>4.3.3 管理處發展規劃案，經完整的公開審查過程，諮詢各利益關係人意見，規劃條文與決策均經公開討論後執行。(如：工程建設召開地方說明會、整體觀光發展計畫座談會、水域遊憩活動座談會等皆於執行前公開與民眾對談以符合地方需求。)</p> <p>4.3.4 管理處支持並協助社區組織主動提出之永續行動。</p> <p>4.3.5 居民滿意度調查以系統化量測居民滿意度並納入服務改善考量。</p> <p>4.3.1 NEYC communicates major policies with public stakeholders and residents to engage their support.</p> <p>4.3.2 NEYC has One-Stop Service for residents to consult and express opinions.</p> <p>4.3.3 The development of NEYC planning is conducted in close inclusive consultation with stakeholders and is subject to a thorough public review process. Planning regulations and decisions are publicly communicated and are enforced.</p> <p>4.3.4 NEYC supports and assists sustainable actions presented by the community.</p> <p>4.3.5 Resident satisfaction survey is systematically measured and the results are taken into account for service improvements.</p>
	<p>4.4 利益相關人貢獻 Stakeholder contributions</p>	<p>4.4.1 管理處主動支持社區和永續行動措施，並鼓勵利益相關人參與及響應，例如社區淨灘、野生動物保護捐助和企業捐贈等。</p> <p>4.4.2 管理處每年至少推動5場淨灘、淨海活動，以維護生態環境並向民眾推廣愛護環境之理念。</p> <p>4.4.1 NEYC actively support community and sustainability initiatives and encourage relevant stakeholders to do the same; for example community beach clean-ups; donations to wildlife sanctuaries and sponsoring of initiatives by enterprises.</p> <p>4.4.2 NEYC holds “Coastal Cleanup” and “Ocean Cleanup” activities to take rubbish out of seas and beaches and spreads the idea of environmental protection at least 5 activities every year.</p>
5.監控 Monitoring	5.1 管理檢討 Management	<p>5.1.1 政策和行動計畫之目標和指標、監控系統每年1月由永續發展協調專員召開永續管理檢討會議檢討和更新。</p>

Sustainable Aspect 永續構面		Specific Policy Points 具體政策要點
	reviewing GGD1.6,1.8,1.10,1.11,1.12,1.15,1.16,3.1,3.2	<p>5.1.2 永續發展協調專員每年至少一次向管理處處長報告政策與活動實施的效果與進度,並提供改善建議與後續步驟。</p> <p>5.1.3 5個單位(企劃科、工務科、管理科、遊憩科、秘書室)和4個管理站(福隆、龍洞、大里、宜蘭)執行永續旅遊業務(如附表組織架構),永續管理檢討會議每年至少審查執行成果一次。</p> <p>5.1.4 5個單位(企劃科、工務科、管理科、遊憩科、秘書室)和4個管理站(福隆、龍洞、大里、宜蘭),每年針對前一年度之量測監控結果,提出至少一項修正或強化永續發展的行動計畫。</p> <p>5.1.1 The objectives and targets of the policy and action plan are monitored and updated and the monitoring system is reviewed by Sustainability coordinator who chairs Sustainable management review meeting in January every year.</p> <p>5.1.2 Sustainability coordinator reports to NEYC director on the effect of the implemented policies and actions, and on the status towards the defined objectives, and formulates recommendations for improvements and next steps at least once a year.</p> <p>5.1.3 Five departments and three administration stations execute sustainable plan according to their sustainable missions, and sustainability results are scrutinized by sustainable management review meeting at least once a year. Please refer to the attached [sustainable missions] for more details.</p> <p>5.1.4 Five departments and three administration stations propose a sustainable action plan which should be amended or strengthened based on monitoring report every year</p>
6. 商業與溝通	Business and Communication GGD6.1, 6.2, 6.3, 6.4, 6.5, 6.9, 6.10, 6.11, 6.12	<p>6.1.1定期向觀光產業業者宣導永續經營議題,鼓勵與協助業者採用國際永續認證進行永續管理。</p> <p>6.1.2針對與管理處合作之活動供應商,提出應遵守之永續責任作業規範,以降低區域內遊憩活動的負面影響。</p> <p>6.1.3於風景區的推廣、行銷、遊客服務資訊和其他傳播方式,於產品、服務、永續主張、真實性和尊重在地社區和自然、文化資產等面向提供正確的描述。</p> <p>6.1.4 風景區自然和文化場所提供解說服務內容協同在地社區合作,其內容應正確、尊重不同文化價值,並以適切的語言(包括當地語言)進行明確的溝通。</p>

交通部觀光署東北角及宜蘭海岸國家風景特定區經營管理範圍

東北角及宜蘭海岸國家風景區現今行政區域涵蓋新北市及宜蘭縣共六個鄉鎮市，海岸線 102.5 公里，範圍北起新北市瑞芳區南雅里，南至蘇澳鎮內埤海灘南方岬角，西界於烏石港以北以山稜線為界；烏石港以南則以臺 2 線省道往南接臺 2 戊及臺 9 省道為界，海域為鼻頭角至三貂角連接線及烏石港以南之高潮線向海延伸 200 公尺範圍及龜山島，總面積約 17,130 公頃（陸域 12,325 公頃、水域 4,805 公頃）。



蘭陽溪口重要濕地保育利用計畫與本處轄區範圍圖

