



# Travelife Checklist

Gold Award of Excellence – July 2014

## Type I Accommodations

### **Medium to Large accommodations**

- Either the business can accommodate more than 160 guests per night.
- Or the business operates as part of a chain or group of accommodations, under head office direction, and the chain can accommodate (collectively) more than 200 guests per night.

Note.

Accommodations are part of a chain or group when they are answerable to a “managing” company that has more than one accommodation business under its control and or ownership. i.e. two or more separate accommodation businesses are answerable to the same head office or owner(s).

	SUSTAINABILITY MANAGEMENT SYSTEMS	Complies Yes / No	Comments, Evidence and applicability
<b>Qu</b>	<b>Business Policies</b>		
	<b>Written policies are in place, which describe.</b>		
1	How the business reduces, minimises and manages its impact on the environment.	<input type="checkbox"/> <input type="checkbox"/>	
2	How the business supports and respects labour and human rights.	<input type="checkbox"/> <input type="checkbox"/>	
3	How the business engages with the local community and businesses in supporting the local economy, supporting residents and preserving the local cultural and traditions.	<input type="checkbox"/> <input type="checkbox"/>	
4	Quality Assurance procedures.	<input type="checkbox"/> <input type="checkbox"/>	
5	Health and Safety policies	<input type="checkbox"/> <input type="checkbox"/>	
6	Policies are compatible with the organisation's size and scope. i.e. they contain sufficient detail and depth to cover all aspects of the business.	<input type="checkbox"/> <input type="checkbox"/>	
7	All policy documents or appropriate extracts are available in staff areas.	<input type="checkbox"/> <input type="checkbox"/>	
8	All policy documents or appropriate extracts are available in guest areas.	<input type="checkbox"/> <input type="checkbox"/>	
9	The policy documents are made available to <b>all</b> stakeholders (staff, guests, suppliers, local communities etc.) via company websites, brochures, staff handbooks and/or other means.	<input type="checkbox"/> <input type="checkbox"/>	
10	A written sustainable purchasing policy is in place which shows how the business incorporates sustainability criteria in the purchasing processes for all goods and services	<input type="checkbox"/> <input type="checkbox"/>	
11	Evidence clearly shows that policy documents are reviewed and updated regularly. (Older versions are available for comparison with newer versions or there is other documentation which outlines the review process).	<input type="checkbox"/> <input type="checkbox"/>	
12	Policy documents carry a publication date and version number.	<input type="checkbox"/> <input type="checkbox"/>	
13	The sustainability policies can be found on the company website.	<input type="checkbox"/> <input type="checkbox"/>	
	<b>Legislation</b>		

14	<p>The business maintains registers that record all applicable:</p> <p>Environmental legislation (including regional, national and international legislation).</p>	<input type="checkbox"/> <input type="checkbox"/>	
15	<p>Labour and human rights legislation (including regional, national and international legislation).</p>	<input type="checkbox"/> <input type="checkbox"/>	
16	<p>Health &amp; safety legislation (including regional, national and international legislation).</p>	<input type="checkbox"/> <input type="checkbox"/>	
17	<p>legislations in respect of their fiscal liabilities</p> <p><b>OR</b></p> <p>If this is the first assessment, the business demonstrates that it has plans in place for compiling and maintaining registers of all the above categories of legislation. (Qu 14-17)</p>	<input type="checkbox"/> <input type="checkbox"/>	
18	<p>Copies of all licences and permits relating to the business and the business premises are available for inspection.</p>	<input type="checkbox"/> <input type="checkbox"/>	
19	<p>A copy of the “Travelife Declaration of Compliance” has been signed by senior management and provided to Travelife Ltd.</p>	<input type="checkbox"/> <input type="checkbox"/>	
20	<p>Competent persons have verified and confirmed (by dated signature) that all applicable legislation is being followed.</p>	<input type="checkbox"/> <input type="checkbox"/>	
21	<p>The business can demonstrate that the registers relating to questions 14-17 are regularly reviewed and updated to take account of any revisions to existing legislation and new legislation or code, ensuring that legal compliance is maintained.</p>	<input type="checkbox"/> <input type="checkbox"/>	
<b>Communicating progress</b>			
22	<p>A public sustainability report was produced within the last twelve months.</p>	<input type="checkbox"/> <input type="checkbox"/>	
23	<p>The latest sustainability report communicates progress that has been made since the previous reporting period.</p>	<input type="checkbox"/> <input type="checkbox"/>	
24	<p>The business can show how the sustainability report has been communicated to stakeholders.</p>	<input type="checkbox"/> <input type="checkbox"/>	
25	<p>Detailed internal sustainability reports have been communicated to senior management within the last twelve months and copies of these are available.</p>	<input type="checkbox"/> <input type="checkbox"/>	
26	<p>There is a process in place which demonstrates how internal sustainability reports are reviewed and approved by senior management.</p>	<input type="checkbox"/> <input type="checkbox"/>	

	<b>Records of progress clearly indicate:</b>		
27	How much of an achievement against sustainability targets (environmental, social, cultural etc) the business has made over a specified timeframe.	<input type="checkbox"/> <input type="checkbox"/>	
28	How the business has supported international labour and human rights standards and codes of practice.	<input type="checkbox"/> <input type="checkbox"/>	
29	How the business has engaged with the local community and how it is actively supporting local community issues.	<input type="checkbox"/> <input type="checkbox"/>	
30	Progress reports are based upon “evidence” of improvements or changes that compare both historic and current performance using relevant baselines and measurements, referring to the achievement or non-achievement of objectives and targets.	<input type="checkbox"/> <input type="checkbox"/>	
31	The business collects and analyses data from customer satisfaction feedback on their accommodation experience.	<input type="checkbox"/> <input type="checkbox"/>	
32	There are records of the corrective actions that have been taken as a result of issues arising from customer feedback.	<input type="checkbox"/> <input type="checkbox"/>	
33	The business demonstrates how it actively communicates progress in its sustainability management to relevant stakeholders.	<input type="checkbox"/> <input type="checkbox"/>	
34	The business provides evidence that their policies have made an impact. For example the business demonstrates the outcomes that have been achieved by implementing its policies and how they are measured, monitored and evaluated.	<input type="checkbox"/> <input type="checkbox"/>	
35	Records of progress show improvements in customer satisfaction ratings of quality.	<input type="checkbox"/> <input type="checkbox"/>	
<b>Human and financial resources</b>			
36	The business can demonstrate that at least one named individual takes an active role in managing the environmental impacts and initiatives of the business.	<input type="checkbox"/> <input type="checkbox"/>	
37	The business can demonstrate that at least one named individual takes an active role in managing staff welfare, labour standards and human rights.	<input type="checkbox"/> <input type="checkbox"/>	
38	The business can demonstrate that at least one named individual takes an active role in managing how it engages with and supports the local community and businesses, supporting the local economy and its residents and preserving the local culture and traditions.	<input type="checkbox"/> <input type="checkbox"/>	

39	Individuals responsible for managing environmental issues, labour standards, human rights, community integration and development, regularly report on progress to senior management and /or nominated stakeholders.	<input type="checkbox"/> <input type="checkbox"/>	
40	All employees receive regular training <b>and</b> support information that explains their role in helping the business to manage its: Environmental issues.	<input type="checkbox"/> <input type="checkbox"/>	
41	Labour standards and human rights issues.	<input type="checkbox"/> <input type="checkbox"/>	
42	Community integration and development issues.	<input type="checkbox"/> <input type="checkbox"/>	
43	Individuals responsible for managing environmental issues, labour standards, human rights, community integration and development receive regular training that is specific to that role.	<input type="checkbox"/> <input type="checkbox"/>	
44	The business allocates specific funding (additional to normal operating overheads) for managing and achieving objectives related to environmental issues, labour standards, human rights, community integration and development, and identifies how this funding will be spent in its annual expenditure plan.	<input type="checkbox"/> <input type="checkbox"/>	
<b>ENVIRONMENTAL MANAGEMENT</b>			
<b>ENERGY</b>			
<b>Maintaining records</b>			
45	Energy consumption data is recorded on a daily, weekly or monthly basis.	<input type="checkbox"/> <input type="checkbox"/>	
46	ALL sources of energy (e.g. electricity, natural gas, LPG, heating oil etc.) are monitored and consumption is recorded.	<input type="checkbox"/> <input type="checkbox"/>	
47	Supplier details are provided for all sources of energy used by the business	<input type="checkbox"/> <input type="checkbox"/>	
48	Total energy consumption is recorded in KWh.	<input type="checkbox"/> <input type="checkbox"/>	
49	Energy consumption per guest night is recorded and expressed in KWh per guest night (or similar).	<input type="checkbox"/> <input type="checkbox"/>	
50	Energy consumption data gathered in previous years is available. <b>OR</b> If this is the first year of working with Travelife, a process is in place to store and compare data collected in successive years	<input type="checkbox"/> <input type="checkbox"/>	

51	Carbon-equivalent emissions are calculated and recorded at least annually.	<input type="checkbox"/> <input type="checkbox"/>	
52	There is a documented energy management plan in place for achieving a sustained reduction in energy consumption and associated carbon equivalent emissions. It includes measurable targets and actions which are assigned to named individuals.	<input type="checkbox"/> <input type="checkbox"/>	
53	The energy management plan highlights areas for improvement and these are prioritised.	<input type="checkbox"/> <input type="checkbox"/>	
54	All employees are provided with training in how to follow the procedures outlined in the energy management plan.	<input type="checkbox"/> <input type="checkbox"/>	
55	Customers are provided with information about saving energy and encouraged to minimise their energy use.	<input type="checkbox"/> <input type="checkbox"/>	
56	Employees are provided with information about saving energy and encouragement to minimise their energy use.	<input type="checkbox"/> <input type="checkbox"/>	
57	Annual energy use assessments are conducted (lighting, equipment etc.)	<input type="checkbox"/> <input type="checkbox"/>	
58	When purchasing or replacing electrical equipment, the business demonstrates that it researches and considers low energy equivalent technologies.	<input type="checkbox"/> <input type="checkbox"/>	
59	There is evidence that boilers, air conditioning systems and other high energy consuming installations are maintained and serviced regularly.	<input type="checkbox"/> <input type="checkbox"/>	
60	As a part of purchasing requirements, suppliers are informed of the accommodation's energy management policy and requested to regularly inform the business about the steps they are taking to reduce their consumption.	<input type="checkbox"/> <input type="checkbox"/>	
61	There is a documented emissions management plan which includes measurable targets and actions which are assigned to named individuals.	<input type="checkbox"/> <input type="checkbox"/>	
62	The emissions management plan highlights areas for improvement and these are prioritised.	<input type="checkbox"/> <input type="checkbox"/>	
63	All employees are provided with training in how to follow the procedures outlined in the emissions management plan.	<input type="checkbox"/> <input type="checkbox"/>	

64	There is an effective routine in place to check that energy reducing devices such as magnetic switches and sensors are always fully functional.	<input type="checkbox"/>	<input type="checkbox"/>	
65	The business has a process for regular reviews of its energy and emissions management plan.	<input type="checkbox"/>	<input type="checkbox"/>	
66	There is a clear process for identifying and implementing the best available solutions for minimising energy consumption and carbon equivalent emissions.	<input type="checkbox"/>	<input type="checkbox"/>	
67	At least 50 % of all electricity used comes from renewable energy sources.	<input type="checkbox"/>	<input type="checkbox"/>	
68	Low energy technologies are used for creating the lighting effects in at least 50% of all guest areas	<input type="checkbox"/>	<input type="checkbox"/>	
69	Systems (sensors, timing devices, switch-off policies etc.) are in place to ensure that lighting effects do not waste energy.	<input type="checkbox"/>	<input type="checkbox"/>	
70	Energy efficient electrical equipment is used where possible.	<input type="checkbox"/>	<input type="checkbox"/>	
71	Sensors, timing devices or similar controls are used in conjunction with equipment operating guidelines, to ensure that appliances are operated correctly and not unnecessarily.	<input type="checkbox"/>	<input type="checkbox"/>	
72	In guest rooms which have heating and/or air conditioning that is not automatically switched off when windows and external doors are open, information is provided (and easily located) in each room reminding them to close windows and doors when the heating or air conditioning is switched on.	<input type="checkbox"/>	<input type="checkbox"/>	
73	There is evidence to demonstrate that sub-contractors are reminded to save energy.	<input type="checkbox"/>	<input type="checkbox"/>	
74	The business benchmarks its energy consumption in line with industry best practice.	<input type="checkbox"/>	<input type="checkbox"/>	
75	Air conditioning and heating systems are automatically controlled in areas where windows or external doors are open, and in areas which are unoccupied for substantial hours of the day (such as vacant conference rooms, discos, lounges etc.).	<input type="checkbox"/>	<input type="checkbox"/>	
76	On-site methods of generating renewable energy are installed OR have been considered and evaluated in terms of their viability.	<input type="checkbox"/>	<input type="checkbox"/>	
77	Walls, floors, roofs, cavities and infrastructure (all pipes, installations etc.) are fitted with thermal insulation.	<input type="checkbox"/>	<input type="checkbox"/>	

78	No heavy oil with sulphur content higher than 0.1 % or coal is used as an energy source.	<input type="checkbox"/> <input type="checkbox"/>	
79	Hot-water boilers fired with liquid or gaseous fuels comply with efficiency standards at least equivalent to three stars as stated in Directive 92/42/EEC.	<input type="checkbox"/> <input type="checkbox"/>	
80	The guest accommodation complies with national legislation and local building codes relating to energy efficiency and the energy performance of buildings. (Minimum Class B energy certificate or equivalent)	<input type="checkbox"/> <input type="checkbox"/>	
81	All windows in heated / air conditioned rooms or common areas have a recommended degree of thermal and acoustic insulation, according to the local regulations and climatic conditions.	<input type="checkbox"/> <input type="checkbox"/>	
82	If heating is provided to heat outside areas, such as smoking corners or external dining areas, only appliances powered with renewable energy sources are used.	<input type="checkbox"/> <input type="checkbox"/>	
<b>ENVIRONMENTAL MANAGEMENT WATER</b>			
83	Water consumption data is recorded daily, weekly or monthly.	<input type="checkbox"/> <input type="checkbox"/>	
84	All the different sources of water used by the business are identified.	<input type="checkbox"/> <input type="checkbox"/>	
85	The business has identified all waste water sources (including grey water) and maintains records to show that each is treated, re-used or disposed of safely, with no adverse effects on the local population or the environment.	<input type="checkbox"/> <input type="checkbox"/>	
86	All disposal of waste-water meets with local and national regulations.	<input type="checkbox"/> <input type="checkbox"/>	
87	Total water consumption is recorded in litres or cubic metres.	<input type="checkbox"/> <input type="checkbox"/>	
88	Water consumption per guest night is recorded and expressed in litres or cubic metres per guest night (or similar).	<input type="checkbox"/> <input type="checkbox"/>	
89	Water consumption data gathered in previous years is available.  OR  If this is the first year of working with Travelife. a process is in place to store and compare data collected in successive years.	<input type="checkbox"/> <input type="checkbox"/>	
90	All the different sources of water used by the business are identified and the separate consumptions of each is recorded.	<input type="checkbox"/> <input type="checkbox"/>	

91	Supplier details are provided for all sources of water used by the business. If water is derived from more than one source, the business describes in its water management plan how each is used.	<input type="checkbox"/>	<input type="checkbox"/>	
92	All installations and machinery associated with the storage, transmission (pipes/pumps), heating, cooling and use of water are operated correctly and are without leaks.	<input type="checkbox"/>	<input type="checkbox"/>	
93	All installations and machinery associated with the storage, transmission (pipes/pumps), heating, cooling and use of water are maintained (serviced) regularly.	<input type="checkbox"/>	<input type="checkbox"/>	
94	All employees are regularly reminded to save water.	<input type="checkbox"/>	<input type="checkbox"/>	
95	Customers are provided with information about saving water and encouraged to minimise their water use.	<input type="checkbox"/>	<input type="checkbox"/>	
96	Annual water assessments are conducted which show how it is used.	<input type="checkbox"/>	<input type="checkbox"/>	
97	Water sourcing does not adversely affect environmental flows.	<input type="checkbox"/>	<input type="checkbox"/>	
98	Water quality is measured and quality maintained as appropriate for each type of usage.	<input type="checkbox"/>	<input type="checkbox"/>	
99	There are systems in place to minimise pollution of the surrounding area from waste water (such as flooding or contamination by chemicals or effluent).	<input type="checkbox"/>	<input type="checkbox"/>	
100	There is a documented water management plan, identifying realistic objectives and targets for water consumption.	<input type="checkbox"/>	<input type="checkbox"/>	
101	All employees are provided with regular training in how to use the equipment and procedures outlined in the water management plan.	<input type="checkbox"/>	<input type="checkbox"/>	
102	Water management plans are regularly reviewed. New actions or modifications are dated or completely new updated plans are produced and given a new date and version number.	<input type="checkbox"/>	<input type="checkbox"/>	
103	Guests and employees are informed on the limitations and correct use of the toilets and other forms of waste water discharge to prevent certain solids, substances or pollutants from entering the system etc.	<input type="checkbox"/>	<input type="checkbox"/>	
104	Annual water assessments are conducted which show the quantities consumed during each type of usage.	<input type="checkbox"/>	<input type="checkbox"/>	

105	<p>In Guest rooms and public areas the rate of water flow is no more than:                  Showers - 10 l/min                  Basins - 5 l/min                  Toilets - 6.5 l per flush                  Urinals -2 l per flush</p> <p><b>OR</b></p> <p>If this is the first year of working with Travelife, the business demonstrates that it has plans in place for achieving the maximums above within the next two years.</p>	<input type="checkbox"/>	<input type="checkbox"/>	
106	When irrigating gardens, water wastage is minimised through the use of technologies and/or management systems.	<input type="checkbox"/>	<input type="checkbox"/>	
107	Water from outlets reaches the required temperature with no more than 2 litres of water being wasted.	<input type="checkbox"/>	<input type="checkbox"/>	
108	Laundry equipment and procedures are managed in ways which minimise water consumption.	<input type="checkbox"/>	<input type="checkbox"/>	
109	There is a <u>procedure</u> in place to help minimise the amount of bed linen and towels sent to the laundry unnecessarily.	<input type="checkbox"/>	<input type="checkbox"/>	
110	All pool cleaning operations are optimised to ensure minimal water wastage (includes manual and mechanical processes, filtration maintenance etc.).	<input type="checkbox"/>	<input type="checkbox"/>	
111	The business benchmarks its water consumption and disposal in line with industry best practice.	<input type="checkbox"/>	<input type="checkbox"/>	
112	The business demonstrates how it intends to achieve a sustained reduction in water consumption and associated waste water disposal.	<input type="checkbox"/>	<input type="checkbox"/>	
113	Native plant species are used in gardens in preference to other varieties.	<input type="checkbox"/>	<input type="checkbox"/>	
114	<p>In guest rooms and public areas the rate of water flow is no more than:                  Showers - 9l/min                  Basins - 5l/min                  Toilets - 6l/flush</p> <p>Urinals - 1l/flush</p>	<input type="checkbox"/>	<input type="checkbox"/>	
115	Quantities of bed linen and towels sent to the laundry are monitored and recorded.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ENVIRONMENTAL MANAGEMENT</b>				
<b>SOLID WASTE</b>				

116	Waste is separated into the categories that can be handled separately by the local authorities.	<input type="checkbox"/> <input type="checkbox"/>	
117	Waste is separated into the categories that can be handled separately by licensed local or national waste management contractors (public or private).	<input type="checkbox"/> <input type="checkbox"/>	
118	The business maintains a register of all waste streams, for example glass, paper, cardboard, plastics, metals, food / bio matter, oil etc., giving details of the facilities used to reuse or recycle them and the businesses policy for each of these waste streams.	<input type="checkbox"/> <input type="checkbox"/>	
119	If the business serves food, there is a process to monitor the amount of waste <u>unused</u> perishable food.	<input type="checkbox"/> <input type="checkbox"/>	
120	The amount of each category of waste produced is measured and the quantity (for example, by weight or volume) is recorded. Results are calculated per guest night.	<input type="checkbox"/> <input type="checkbox"/>	
121	A waste management plan is in place that identifies the waste hierarchy (based on reduction, recycling and reuse), disposal methods fulfilled by licensed waste management companies, objectives, and targets for the minimisation of waste generated by the business.	<input type="checkbox"/> <input type="checkbox"/>	
122	The waste management plan demonstrates how the business intends to achieve a sustained reduction in the solid waste it produces (by weight or volume).	<input type="checkbox"/> <input type="checkbox"/>	
123	If the business serves food, they have a policy in place that provides a guide to purchasing <u>appropriate size portions</u> of perishable foods, to ensure that less waste food is generated.	<input type="checkbox"/> <input type="checkbox"/>	
124	If the business serves food, the business has a food management plan for the storage reuse and disposal of food waste.	<input type="checkbox"/> <input type="checkbox"/>	
125	The business promotes the use of technology rather than paper to communicate to guests and employees. Electronic systems are utilised whenever possible for performing business functions such as recording data, maintaining registers etc.	<input type="checkbox"/> <input type="checkbox"/>	
126	The business demonstrates that the solid waste it generates is disposed of in an environmentally sustainable way and in compliance with national and international waste legislation (where possible).	<input type="checkbox"/> <input type="checkbox"/>	
127	If the business promotes waste separation, it regularly trains its employees to separate recyclable or reusable waste from non-recyclable or non-reusable waste.	<input type="checkbox"/> <input type="checkbox"/>	

128	The business provides information to customers to encourage them to separate recyclable or reusable waste from non-recyclable or non-reusable waste (where there are facilities in the destination to do so).	<input type="checkbox"/>	<input type="checkbox"/>	
129	Supplier invoices/receipts (for example waste transfer notes) are obtained from their licensed waste management companies for each category of waste collected and retained for a minimum of 3 years.	<input type="checkbox"/>	<input type="checkbox"/>	
130	If the collection of waste and recycling is not provided by the local authorities and there are facilities in the destination to recycle and reuse these materials, the business organises their collection for reprocessing and/or reuse by a licensed waste carrier, ensuring the materials can then be handled separately by licensed local or national waste management contractors (public or private).	<input type="checkbox"/>	<input type="checkbox"/>	
131	If the local administration does not offer separate waste collection, reprocessing and/or disposal, the guest accommodation shall write to them expressing their willingness to separate waste, and expressing their concern about the lack of business recycling and reuse facilities.	<input type="checkbox"/>	<input type="checkbox"/>	
132	If the business serves food they are able to demonstrate that they have an approach to managing the shelf-life of products, such as rotation management of perishable stock.	<input type="checkbox"/>	<input type="checkbox"/>	
133	Recycling bins or recycling points are readily available and their purpose is clearly identified and communicated to employees, guests and other visitors. (In destinations where one or more materials can be collected for recycling)	<input type="checkbox"/>	<input type="checkbox"/>	
134	The business minimises the amount of waste packaging entering the premises wherever practicable, for example by buying products in large single packages as opposed to items packed in small quantities.	<input type="checkbox"/>	<input type="checkbox"/>	
135	The business measures its performance using industry benchmarks, based on best practice, for solid waste production.	<input type="checkbox"/>	<input type="checkbox"/>	
136	The business has established a baseline from the previous waste it has produced, against which its future waste minimisation performance can be compared and future savings measured.	<input type="checkbox"/>	<input type="checkbox"/>	
137	Water is provided in refillable containers instead of disposable plastic bottles.	<input type="checkbox"/>	<input type="checkbox"/>	
138	Disposable drinking vessels (cups and glasses), plates and cutlery are only used if they are made out of renewable raw materials and are compostable.	<input type="checkbox"/>	<input type="checkbox"/>	

139	Except where required by law, no single portion packages are used for breakfast or other food service, with the exception of dairy fat spreads (such as butter, margarine and soft cheese), chocolate and peanut butter spreads, and diet or diabetic jams and preserves.	<input type="checkbox"/>	<input type="checkbox"/>	
140	Unless required by law, disposable toiletries (not refillable) such as shampoo and soap, and other products (not reusable), such as shower caps, brushes, nail files, etc. are not used.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ENVIRONMENTAL MANAGEMENT POLLUTION/EROSION</b>				
141	The business provides evidence that it has considered how the light and noise generated by its operations and activities might have negative consequences on the environment and/or local people and implements appropriate steps to eliminate or reduce them.	<input type="checkbox"/>	<input type="checkbox"/>	
142	The business has considered how its operations and activities might cause land erosion of the surrounding areas and takes steps to prevent this.	<input type="checkbox"/>	<input type="checkbox"/>	
143	Appropriate training and/or communications are provided to staff where their activities might contribute to the impacts of the business on the surrounding areas and communities with regard to noise, light and erosion.	<input type="checkbox"/>	<input type="checkbox"/>	
144	Appropriate information is provided to sub-contractors and suppliers where their activities might contribute to the impacts of the business on the surrounding areas and communities with regard to noise, light and erosion.	<input type="checkbox"/>	<input type="checkbox"/>	
145	Appropriate information is provided to customers where their activities might impact on the surrounding areas and communities with regard to noise, light and erosion.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ENVIRONMENTAL MANAGEMENT HAZARDOUS SUBSTANCES</b>				
146	The business maintains a register of all hazardous substances that it handles within its operation. For example, chemicals, hazardous materials, light bulbs, batteries, ink/toner cartridges etc. The register indicates the quantities stored and used onsite together with the legal requirements for disposal.	<input type="checkbox"/>	<input type="checkbox"/>	
147	Use of all hazardous substances is recorded. In the case of chemicals the records of use should show if the product is concentrated or not	<input type="checkbox"/>	<input type="checkbox"/>	
148	Where hazardous waste is collected, the business records the quantity of waste generated (litres and/or kg of sorted/unsorted waste) including details of its storage, collection and removal from the premises by a licensed waste contractor.	<input type="checkbox"/>	<input type="checkbox"/>	

149	The business has a written hazardous waste management plan that is reviewed and refreshed at regular intervals.	<input type="checkbox"/> <input type="checkbox"/>	
150	The business demonstrates that all chemicals utilised have minimal impacts on the environment and health.	<input type="checkbox"/> <input type="checkbox"/>	
151	The business demonstrates that all chemicals utilised are stored safely and in compliance with national and international safety standards.	<input type="checkbox"/> <input type="checkbox"/>	
152	The business demonstrates that all chemicals utilised are disposed of correctly and in compliance with national and international safety standards.	<input type="checkbox"/> <input type="checkbox"/>	
153	The business demonstrates that all chemicals utilised are subject to safe, controlled use, particularly in terms of quantity and application.	<input type="checkbox"/> <input type="checkbox"/>	
154	All items of equipment containing hazardous chemicals (refrigerants, coolants etc.) are identified in a register and assigned an "end-of-life plan" that commits to replacing the equipment with less harmful, more resource efficient alternatives.	<input type="checkbox"/> <input type="checkbox"/>	
155	The business outlines plans for the safe disposal of the old equipment and chemicals by licensed waste contractors.	<input type="checkbox"/> <input type="checkbox"/>	
156	All items of equipment containing hazardous chemicals (refrigerants, coolants etc.) are identified in a register.	<input type="checkbox"/> <input type="checkbox"/>	
157	All items of equipment containing hazardous chemicals, (refrigerants, coolants etc.) are serviced according to the manufacturer's specifications.	<input type="checkbox"/> <input type="checkbox"/>	
158	Employees who handle hazardous chemicals are provided with adequate training and protective clothing/equipment to ensure safe use and effective incident or spill management, in compliance with national and international health and safety standards.	<input type="checkbox"/> <input type="checkbox"/>	
159	The business maintains written emergency instructions/data sheets/plans to mitigate the effects of an incident/spill	<input type="checkbox"/> <input type="checkbox"/>	
160	The business keeps an "Incident Record" of any incidents or spills, which details the action taken to mitigate environmental impacts and protect human health.	<input type="checkbox"/> <input type="checkbox"/>	
161	Purchasing policies promote the sustained reduction and replacement of hazardous substances for less hazardous alternatives.	<input type="checkbox"/> <input type="checkbox"/>	

162	The hazardous waste management plan shows how the business is aiming to achieve a sustained reduction in the use of non-essential chemicals.	<input type="checkbox"/>	<input type="checkbox"/>	
163	The business has a policy of reducing chemicals in general.	<input type="checkbox"/>	<input type="checkbox"/>	
164	The business only uses environmentally approved insecticides (i.e. approved for organic farming) in gardens.	<input type="checkbox"/>	<input type="checkbox"/>	
165	Landscaping is designed to minimize the need for sprinklers and environmentally harmful insecticides.	<input type="checkbox"/>	<input type="checkbox"/>	
166	If the local authority does not provide disposal of hazardous waste, the business requests, and is provided with an annual declaration from the local authority that there is no hazardous waste disposal system in place.	<input type="checkbox"/>	<input type="checkbox"/>	
167	If the local authority does not provide disposal of hazardous waste, the business makes an annual request to local authorities to establish and provide separate waste collection and/or disposal.	<input type="checkbox"/>	<input type="checkbox"/>	
168	The business has established a baseline for each hazardous chemical it uses (litres or kg per year).	<input type="checkbox"/>	<input type="checkbox"/>	
169	The business controls the use of chemicals which are harmful to the environment in laundry services and other operations which use large quantities of chemicals.	<input type="checkbox"/>	<input type="checkbox"/>	
170	Disinfectants are only used where they are necessary in order to comply with legal hygiene requirements.	<input type="checkbox"/>	<input type="checkbox"/>	
171	The business has a plan to reduce each hazardous chemical it uses and replace with less harmful chemicals over time.	<input type="checkbox"/>	<input type="checkbox"/>	
172	At least 80% of cleaning materials by weight / volume are awarded with a community eco-label or other national / regional ISO-type I eco-label.	<input type="checkbox"/>	<input type="checkbox"/>	
173	Evidence is provided to show that hazardous waste is managed in accordance with the hazardous waste management plan.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ENVIRONMENTAL MANAGEMENT WILDLIFE</b>				
174	The business does not engage in any of the activities listed. If it does then the business can provide evidence that it satisfies international regulations and codes of practice. <ul style="list-style-type: none"> <li>• Harvesting species from the wild</li> <li>• Using protected wildlife species for consumption</li> <li>• Exhibiting wildlife species</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

	<ul style="list-style-type: none"> <li>Trading of wildlife species</li> <li>Selling articles made from materials of wildlife in origin.</li> </ul>		
175	The business provides copies of all licences as proof that they operate within the restrictions provided by the appropriate regulatory bodies concerning wildlife	<input type="checkbox"/>	<input type="checkbox"/>
176	If wildlife is held on the premises, the minimum requirements in <i>appendix I</i> of the Travelife Sustainability Standard for Hotels and Accommodations have been met	<input type="checkbox"/>	<input type="checkbox"/>
177	The practices in <i>appendix II</i> of the Travelife Sustainability Standard for Hotels and Accommodations do not take place on the premises nor are they promoted by the business.	<input type="checkbox"/>	<input type="checkbox"/>
178	The business provides evidence that all of its activities involving wildlife are conducted in line with established codes of practice for animal interactions	<input type="checkbox"/>	<input type="checkbox"/>
179	The business actively discourages customers from participating in activities which harm or negatively impact upon animals or their surrounding habitats.	<input type="checkbox"/>	<input type="checkbox"/>
180	The business has undertaken an impact assessment for all activities it offers or promotes which involve visits or interactions with natural ecosystems, including a biodiversity audit of native flora and fauna, and clearly showing how the impacts are minimised, compensated or eliminated.	<input type="checkbox"/>	<input type="checkbox"/>
181	The business makes donations to conservation bodies in compensation for its activities which include excursions or interactions with natural ecosystems.	<input type="checkbox"/>	<input type="checkbox"/>
<b>LABOUR &amp; HUMAN RIGHTS</b>			
182	The employer provides written terms and conditions of employment (including their remuneration) before employment starts and all employees confirm in writing that they have received and understand them.	<input type="checkbox"/>	<input type="checkbox"/>
183	All employees are provided with their own copy of their signed terms & conditions (or contract) of employment.	<input type="checkbox"/>	<input type="checkbox"/>
184	The business can demonstrate how they ensure that all employees understand the terms and conditions of their employment including remuneration.	<input type="checkbox"/>	<input type="checkbox"/>
185	Written “Employment Contracts”, including remuneration details, working hours, annual leave and other entitlements are provided to all employees and these are signed by the employee to indicate they accept and understand them.	<input type="checkbox"/>	<input type="checkbox"/>

186	At the start of their employment, all employees receive an employee handbook which provides comprehensive details regarding their rights as employees of the business and conditions of work.	<input type="checkbox"/>	<input type="checkbox"/>	
187	Employment is not pre-paid.	<input type="checkbox"/>	<input type="checkbox"/>	
188	The business does not retain employees' personal documents (ID cards/Passports) or other effects.	<input type="checkbox"/>	<input type="checkbox"/>	
189	Employment deposits are not collected.	<input type="checkbox"/>	<input type="checkbox"/>	
190	Employees leaving the business are paid all monies due for work they have completed and are able to retrieve their personal effects from the premises.	<input type="checkbox"/>	<input type="checkbox"/>	
191	The business adheres to the legal minimum wage and provides evidence that they pay no less than the legal minimum wage to all employees.	<input type="checkbox"/>	<input type="checkbox"/>	
192	The business maintains a historic record of salaries paid to employees including copies of wage slips.	<input type="checkbox"/>	<input type="checkbox"/>	
193	The business documents the recognised living wage and pays at least a living wage or the legal minimum, whichever is the higher	<input type="checkbox"/>	<input type="checkbox"/>	
194	The business establishes and records regular industry benchmarks of salaries for the different categories of workers in their business.	<input type="checkbox"/>	<input type="checkbox"/>	
195	Seasonal employees are paid the same basic salary as permanent staff for doing the same job.	<input type="checkbox"/>	<input type="checkbox"/>	
196	The business has a transparent and easily accessible system to record, monitor and analyse working hours on a regular basis to ensure that they comply with the appropriate law(s).	<input type="checkbox"/>	<input type="checkbox"/>	
197	The employee has prior knowledge of, and freely accepts their working hours.	<input type="checkbox"/>	<input type="checkbox"/>	
198	Wage requisition sheets and wage slips show the hours worked and the basic rate of pay.	<input type="checkbox"/>	<input type="checkbox"/>	
199	If overtime is permitted, it is recorded.	<input type="checkbox"/>	<input type="checkbox"/>	
200	Wage requisition sheets, payment records and wage slips show overtime payments.  <b>OR</b>	<input type="checkbox"/>	<input type="checkbox"/>	

	There is a system in place to <b>ensure</b> that extra hours worked are given back to the employee and the business can demonstrate that it works in practice.		
201	The business provides at least three benefits of employment which are additional to those which they are legally obliged to provide.	<input type="checkbox"/> <input type="checkbox"/>	
202	There is a written disciplinary procedure which defines levels of misconduct and provides examples of what constitutes a breach in each level.	<input type="checkbox"/> <input type="checkbox"/>	
203	Employees are made aware of disciplinary procedures during their induction and through on-going training and other staff/management communication channels.	<input type="checkbox"/> <input type="checkbox"/>	
204	Written disciplinary procedures are communicated to all employees (verbally if the employee cannot read) and these are accessible at all times.	<input type="checkbox"/> <input type="checkbox"/>	
205	When they start their employment, employees are informed of the different ways they can make representation to senior management about key employment issues.	<input type="checkbox"/> <input type="checkbox"/>	
206	Employees are free to join a trade union, should one exist.	<input type="checkbox"/> <input type="checkbox"/>	
207	Employees are allowed to form an association, elect a representative spokesperson and are provided with opportunities to meet during working hours to discuss issues without management involvement.	<input type="checkbox"/> <input type="checkbox"/>	
208	The business demonstrates how it follows up and reports back to staff regarding all representations made to senior management about key employment issues.	<input type="checkbox"/> <input type="checkbox"/>	
209	There are written statements in the business policies which show how the business implements a non-discriminatory position in all aspects of the business (including but not restricted to recruitment, general employment, training and promotion).	<input type="checkbox"/> <input type="checkbox"/>	
210	The business demonstrates how their anti-discriminatory policies work in practice.	<input type="checkbox"/> <input type="checkbox"/>	
211	The business demonstrates how they promote equal opportunities for women, local residents, local minorities and other such groups.	<input type="checkbox"/> <input type="checkbox"/>	
212	The business proactively encourages an environment free of unwanted discriminatory behaviours.	<input type="checkbox"/> <input type="checkbox"/>	

213	The business conducts regular equal pay audits.	<input type="checkbox"/> <input type="checkbox"/>	
214	Grievance procedures are in place and included in the induction training process, including follow up processes so that staff know what to do should they wish to raise a grievance.	<input type="checkbox"/> <input type="checkbox"/>	
215	Written grievance procedures are communicated to all employees (verbally if necessary) and these are accessible at all times.	<input type="checkbox"/> <input type="checkbox"/>	
216	The business keeps personal files of all employees, including proof of age ( <i>such as copy of ID/Passport</i> ).	<input type="checkbox"/> <input type="checkbox"/>	
217	The business keeps a log of all employees under the age of 18, which details their working times and any special working conditions in place relating to the job that they are undertaking.	<input type="checkbox"/> <input type="checkbox"/>	
218	If there are employees below the age of 18 the business demonstrates they respect national regulations, the UN Convention on the Rights of the Child and ILO Conventions 138/182.	<input type="checkbox"/> <input type="checkbox"/>	
	<b>The business maintains a training and development record for all employees, ensuring they are trained to understand</b>		
219	Their role in supporting the delivery of the business’s environmental policies and practices.	<input type="checkbox"/> <input type="checkbox"/>	
220	Their rights to fair working conditions and benefits.	<input type="checkbox"/> <input type="checkbox"/>	
221	Their role in supporting the delivery of the business’s policies and practices relating to protecting human rights.	<input type="checkbox"/> <input type="checkbox"/>	
222	Their role in supporting the delivery of the business’s policies and practices relating supporting local culture and communities.	<input type="checkbox"/> <input type="checkbox"/>	
223	Their role in supporting the delivery of the business’s quality assurance policies and practices.	<input type="checkbox"/> <input type="checkbox"/>	
224	Their role in supporting the delivery of the business’s health and safety policies and practices.	<input type="checkbox"/> <input type="checkbox"/>	
225	Their role in supporting the delivery of the business’s equal opportunities and diversity policy.	<input type="checkbox"/> <input type="checkbox"/>	
226	Employees are reminded about employment policies and practices through regular staff briefings, e-mails or other less formal communications such as posters or other documentation which are always readily available for example on staff noticeboards.	<input type="checkbox"/> <input type="checkbox"/>	

227	<p>The business has a written training schedule which determines the regularity and method of refresher training for each of the following topics, as appropriate and according to the role and level of each staff member.</p> <ul style="list-style-type: none"> <li>• Environmental policies and practices</li> <li>• Fair working conditions and benefits</li> <li>• Supporting and protecting human rights</li> <li>• Supporting local culture and communities</li> <li>• Supporting quality assurance policies</li> <li>• Supporting health &amp; safety policies and practices</li> <li>• Supporting equal opportunities and diversity policies</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>	
228	<p>Adherence to policies/practices is incorporated into employee job descriptions and terms and conditions of employment / contracts.</p>	<input type="checkbox"/> <input type="checkbox"/>	
229	<p>Employees have performance measures and objectives in their performance reviews relating to some or all of the following</p> <ul style="list-style-type: none"> <li>• Environmental policies and practices</li> <li>• Fair working conditions and benefits</li> <li>• Supporting and protecting human rights</li> <li>• Supporting local culture and communities</li> <li>• Supporting quality assurance policies</li> <li>• Supporting health &amp; safety policies and practices</li> <li>• Supporting equal opportunities and diversity policies</li> </ul>	<input type="checkbox"/> <input type="checkbox"/>	
<b>COMMUNITY INTEGRATION</b>			
230	<p>If the business provides an “essential” service such as medical centre or dentist, etc. that does not exist in the neighbouring communities, the business ensures that similar essential services are made available to local people. <b>OR</b> no such services are required</p>	<input type="checkbox"/> <input type="checkbox"/>	
231	<p>The business does not apply restrictions or require special conditions to be met by local people, to use their facilities, e.g gym which are not imposed on their guests (other than a charge for use, if applied).</p>	<input type="checkbox"/> <input type="checkbox"/>	
232	<p>The business has conducted impact assessments for land (or access to resources), which was acquired in the last two years. The assessments show all impacts that the acquisition had, or may have, on the local community. Where negative impacts occur, the business must develop a plan to minimise these negative impacts, ensuring that the local community’s access to resources is not adversely affected.</p> <p><b>OR</b></p> <p>No land (or access to resources) was acquired in the last two years.</p>	<input type="checkbox"/> <input type="checkbox"/>	
233	<p>There are no barriers, signs, or other controls preventing public rights of access, where those rights of access currently exist</p>	<input type="checkbox"/> <input type="checkbox"/>	

234	Where there is documented evidence that local communities have been seriously harmed by an acquisition of land and or resources, the business provides or cooperates in a remedial process. For example, a compensatory arrangement or concession fee agreement between the business and local communities	<input type="checkbox"/> <input type="checkbox"/>	
235	The business is committed to respecting children’s rights and has included the protection of children from both general and sexual exploitation in its policy.	<input type="checkbox"/> <input type="checkbox"/>	
236	The business trains its staff on the protection of children and minors from tourism related sexual exploitation, including how to identify and report incidents to local the local enforcement authorities such as organisations concerned with safeguarding children.	<input type="checkbox"/> <input type="checkbox"/>	
237	The business has a policy of reporting to the local enforcement authorities, such as organisations concerned with safeguarding children, any illegal activities it suspects or is made aware of involving children and guests or staff, which take place within or near the premises.	<input type="checkbox"/> <input type="checkbox"/>	
238	The business has included the protection of children from both general and sexual exploitation as a sustainability clause within its supplier contracts.	<input type="checkbox"/> <input type="checkbox"/>	
239	The business demonstrates that child protection clauses in supplier contracts are monitored through regular spot-checks of suppliers	<input type="checkbox"/> <input type="checkbox"/>	
240	The business has adopted the “The Code” ( <a href="http://www.thecode.org">www.thecode.org</a> ), ECPAT code or similar international code of conduct for safeguarding children in the hotel	<input type="checkbox"/> <input type="checkbox"/>	
241	The business provides information to customers and business partners on the safeguarding of children and the protection of children against sexual exploitation.	<input type="checkbox"/> <input type="checkbox"/>	
242	The business collaborates with key stakeholders in the destination on the safeguarding and protection of children against sexual exploitation.	<input type="checkbox"/> <input type="checkbox"/>	
	<b>The business demonstrates clear levels of participation and empowerment for local and indigenous peoples. When engaging with such communities it ensures that:</b>		
243	Intellectual property rights, including culture and traditions are respected and maintained.	<input type="checkbox"/> <input type="checkbox"/>	
244	They are not discriminated against as individuals, communities		

	or as employees.	<input type="checkbox"/> <input type="checkbox"/>	
245	The business provides information and codes of conduct for guests about the local and indigenous culture. Guests are briefed on customs and the related appropriate behaviours and the dress code that they should adopt when visiting indigenous people's communities	<input type="checkbox"/> <input type="checkbox"/>	
246	Information that the business provides has been created through direct involvement with the indigenous community and is communicated to employees and guests in a respectful way that fosters understanding and appreciation of indigenous culture, history, environment and current way of life.	<input type="checkbox"/> <input type="checkbox"/>	
247	Public access to water sources and other essential resources or services is not impeded by the business.	<input type="checkbox"/> <input type="checkbox"/>	
248	The business consults and cooperates in good faith with indigenous people through their own representative institutions to obtain their free and informed consent before the approval of any project affecting their lands or territories and other resources, particularly in connection with the development, utilization or exploitation of mineral, water or other resources.	<input type="checkbox"/> <input type="checkbox"/>	
249	The business makes information available to the local community about its relevant activities and policies, encouraging a two-way dialogue on local issues of particular importance to the community.	<input type="checkbox"/> <input type="checkbox"/>	
250	The business demonstrates that it consults with, considers and responds to the views of employees, local residents, local businesses, local authorities, indigenous people and local communities when new developments or extensions of its activities are proposed.	<input type="checkbox"/> <input type="checkbox"/>	
251	The business demonstrates an active and sustained contribution to the upkeep of the community.	<input type="checkbox"/> <input type="checkbox"/>	
252	The business has a mechanism for providing adequate remediation for community-related grievances where these are raised.	<input type="checkbox"/> <input type="checkbox"/>	
253	Where practicable, the business actively supports initiatives for local infrastructure and social community development such as education, training, health and sanitation.	<input type="checkbox"/> <input type="checkbox"/>	
254	Guests are provided with information about the local area which includes information leaflets or advertisements and/or articles relating to local products and services.	<input type="checkbox"/> <input type="checkbox"/>	

255	The activities of the business do not have a negative effect on local sanitation provisions or compromise the health of neighbouring communities.	<input type="checkbox"/> <input type="checkbox"/>	
256	If the business provides meals, at least two locally sourced food products shall be offered at each main meal, including breakfast.	<input type="checkbox"/> <input type="checkbox"/>	
257	The business demonstrates that its activities do not reduce the availability of food, water and energy for local communities.	<input type="checkbox"/> <input type="checkbox"/>	
258	Rights of way and access to livelihoods and essential services such as health care and education services is not impeded by the business.	<input type="checkbox"/> <input type="checkbox"/>	
259	The business has carried out a full and documented evaluation of its impacts on the local communities and has taken whatever measures necessary to minimise or eliminate negative impacts.	<input type="checkbox"/> <input type="checkbox"/>	
260	The business ensures that no historical or archaeological artefacts are sold on the premises or during any activity organised by the business unless permitted by law.	<input type="checkbox"/> <input type="checkbox"/>	
261	The business is able to prove legal ownership or custody of all historical and archaeological artefacts displayed on the premises.	<input type="checkbox"/> <input type="checkbox"/>	
262	During their stay, customers are made aware of elements of local art, architecture or cultural heritage, typical of the destination in which the business is based.	<input type="checkbox"/> <input type="checkbox"/>	
263	The business provides evidence of the authenticity of the local art, architecture and cultural heritage displayed and incorporated in its business premises.	<input type="checkbox"/> <input type="checkbox"/>	
264	During the development or refurbishment of the premises, the business has a policy to incorporate elements of local art, architecture or cultural heritage in the architecture or interior design, wherever possible.	<input type="checkbox"/> <input type="checkbox"/>	
265	New structures, developments and refurbishments comply with local or national planning and/or zoning requirements and with laws related to protected areas and heritage consideration.	<input type="checkbox"/> <input type="checkbox"/>	
266	The business respects the natural and cultural heritage surroundings in the planning, siting and design of new buildings and has conducted appropriate impact assessments.	<input type="checkbox"/> <input type="checkbox"/>	
267	Since joining Travelife, new structures, developments and refurbishments use locally sourced sustainable products and materials that are installed using sustainable practices.	<input type="checkbox"/> <input type="checkbox"/>	

268	Since joining Travelife, new structures, developments and refurbishments incorporate access for people with disabilities or other mobility needs, where reasonable and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	
269	Protected or sensitive areas (e.g. reef, wetlands, estuaries, mangroves, dunes) in proximity to the business are clearly identified and a management plan is in place to reduce impacts (i.e. buffer zones).	<input type="checkbox"/>	<input type="checkbox"/>	
270	Any disturbance of natural ecosystems is minimised, rehabilitated and there is a compensatory contribution made to conservation management.	<input type="checkbox"/>	<input type="checkbox"/>	
271	The business participates in local environmental initiatives where possible.	<input type="checkbox"/>	<input type="checkbox"/>	
272	The business demonstrates how it contributes to the protection of local historical, archaeological, and culturally or spiritually important properties and sites.	<input type="checkbox"/>	<input type="checkbox"/>	
273	The business demonstrates how it prevents the introduction of invasive non-indigenous species, in and around the property.	<input type="checkbox"/>	<input type="checkbox"/>	
274	The business demonstrates how it supports biodiversity conservation.	<input type="checkbox"/>	<input type="checkbox"/>	
275	The business communicates local conservation and biodiversity issues to its customers.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>SUPPLIERS</b>				
276	Locally produced goods are purchased in preference to imported products wherever practicable.	<input type="checkbox"/>	<input type="checkbox"/>	
277	Local service providers are used in preference to national/multinational companies wherever practicable.	<input type="checkbox"/>	<input type="checkbox"/>	
278	Preference is given to purchasing products which fulfil at least one of the following: <ul style="list-style-type: none"> <li>• Made from recycled products or are recyclable.</li> <li>• Sustainably produced/sourced.</li> <li>• Fair Trade/Organic/FSC/MSC etc.</li> <li>• Delivered in less packaging</li> <li>• Energy efficient and water saving</li> <li>• Environmentally sustainable</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
279	All employees with purchasing responsibility receive training and regular updates on how to apply the sustainable purchasing policy within the context of the goods and services they buy.	<input type="checkbox"/>	<input type="checkbox"/>	
280	The “sustainable purchasing” policy is communicated to key staff and suppliers, and addresses the following issues:	<input type="checkbox"/>	<input type="checkbox"/>	

	<ul style="list-style-type: none"> <li>• Environmentally sustainable products</li> <li>• Anti-bribery and anti-corruption</li> <li>• Fair competition</li> <li>• Respect for physical and intellectual property rights</li> </ul>		
281	At least 80% of toilet tissue and/or office paper and /or printed paper used has been awarded the EU eco-label or other national or regional eco-labels (ISO-style).	<input type="checkbox"/> <input type="checkbox"/>	
282	At least 30% of any category of durable goods has been awarded the EU eco-label or other national or regional eco-labels (ISO style).	<input type="checkbox"/> <input type="checkbox"/>	
283	If the business provides meals, the main ingredients of at least two dishes served at main mealtimes, including breakfast, have been produced by organic farming methods.	<input type="checkbox"/> <input type="checkbox"/>	
284	The business actively distributes its sustainability policies (see Qu 1-5) to its sub-contractors and suppliers.	<input type="checkbox"/> <input type="checkbox"/>	
285	The business communicates to its contractors and suppliers how it integrates health and safety, child protection, gender equality and ethical, social and environmental criteria into its purchasing, distribution and contracting processes.	<input type="checkbox"/> <input type="checkbox"/>	
286	<p>The business includes and monitors specified sustainability criteria in its contracting processes. These criteria will require its contractors and suppliers to operate as responsible businesses who achieve positive environmental and social outcomes that support the objectives outlined in the sustainable purchasing policy. The following issues are included:</p> <ul style="list-style-type: none"> <li>• <i>Environmentally sustainable products</i></li> <li>• <i>Anti-bribery and anti-corruption</i></li> <li>• <i>Fair competition</i></li> <li>• <i>Respect for physical and intellectual property rights</i></li> </ul>	<input type="checkbox"/> <input type="checkbox"/>	
<b>CUSTOMERS</b>			
287	The business promotes its sustainability programme and achievements in guest areas.	<input type="checkbox"/> <input type="checkbox"/>	
288	The business encourages guests to contribute towards its sustainability efforts through the provision of information and by offering opportunities for guests to contribute through donations or getting actively involved.	<input type="checkbox"/> <input type="checkbox"/>	
289	If the business already holds a Travelife award, the business clearly displays its Travelife award plaque in a public area of its property. If it is yet to achieve an award, it understands this requirement.	<input type="checkbox"/> <input type="checkbox"/>	
290	The business demonstrates destination stewardship by clearly showing how it is taking responsibility directly for improving the sustainability of the destination.	<input type="checkbox"/> <input type="checkbox"/>	

291	The business provides guests with information and opportunities to help them make more sustainable choices during their stay in the destination.	<input type="checkbox"/>	<input type="checkbox"/>	
292	The business actively promotes its Travelife award status to customers, explaining how its sustainability actions helped them to achieve their award.	<input type="checkbox"/>	<input type="checkbox"/>	
293	The appropriate Travelife award logo is used on guest communications: website (i.e. sustainability page), brochure, other materials (for example, that appear in guest bedrooms) relating to sustainability.	<input type="checkbox"/>	<input type="checkbox"/>	
294	The business explains Travelife to guests through posters, leaflets or other materials, displayed in public areas.	<input type="checkbox"/>	<input type="checkbox"/>	
295	“No Smoking” areas are provided in all indoor common areas.	<input type="checkbox"/>	<input type="checkbox"/>	
296	The business provides information about the local traditions, culture, customs and local cultural and natural heritage.	<input type="checkbox"/>	<input type="checkbox"/>	
297	The business provides information on how guests and staff can contribute to the protection of local historical, archaeological, culturally and spiritually important properties and sites	<input type="checkbox"/>	<input type="checkbox"/>	
298	The business provides customers’ with guidance on appropriate behaviour and protocols outside the hotel and whilst visiting natural areas, living cultures and culturally or historically sensitive sites.	<input type="checkbox"/>	<input type="checkbox"/>	
299	Information is easily available to all guests and staff on how to use public transportation	<input type="checkbox"/>	<input type="checkbox"/>	
300	The business promotes opportunities to experience the destination and its culture.	<input type="checkbox"/>	<input type="checkbox"/>	
301	Customers are encouraged to support programmes and initiatives that promote biodiversity conservation, natural resource management and community involvement.	<input type="checkbox"/>	<input type="checkbox"/>	
302	The business can demonstrate that information provided to guests has been developed in collaboration with the local community and does not compromise on local values, dignity, culture, traditions and the private space of local residents.	<input type="checkbox"/>	<input type="checkbox"/>	