

Travelife Sustainability System for Accommodations

Standard –Type I

		CRITERIA	INDICATORS(Evidence)
01.00		SUSTAINABILITY MANAGEMENT SYSTEMS	
01.01		<p>The business has policies which are accessible and which specify:</p> <p>i How it reduces, minimise and manage its impact on the environment.</p> <p>ii How it supports and respects labour and human rights.</p> <p>iii How it engages with and supports the local community and businesses in addressing economic, social and cultural issues.</p> <p>iv</p> <p>v Quality Assurance procedures.</p> <p>Health and Safety policies</p>	<p>Policy documents are readily available to all stakeholders which show how the business addresses each of the items listed (i-v)</p>
01.02		<p>The business has processes in place to ensure compliance with all relevant legislation and regulations in relation to:</p> <p>i The environment.</p> <p>ii Labour and human rights.</p> <p>iii Health & safety.</p> <p>iv Fiscal liabilities.</p>	<p>The business maintains a legal register of all applicable international, national and local requirements in relation to the four areas listed (i-iv), and this is regularly updated.</p> <p>The business maintains a log of all applicable permits, licences and consents associated with these legal and regulatory requirements.</p> <p><i>It is the responsibility of all businesses to ensure that they operate and meet all legislative and regulatory requirements as specified in the international, national and local laws and regulations.</i></p> <p><i>Whilst compliance is best demonstrated by the existence of permits licences and consents, most laws are “assumed” to be applied and therefore Travelife recognises that documented evidence may not always be readily available.</i></p> <p><i>Note. Human rights are not restricted to labour and employee welfare issues but cover the general rights of the individual as defined in the Universal Declaration of Human Rights (www.un.org)</i></p>
01.03		<p>The business provides evidence to demonstrate progress on each of the following, and the progress is communicated to relevant stakeholders:</p> <p>i How it is reducing, minimising and managing its impact on the environment.</p> <p>ii How it is supporting and respecting labour</p>	<p>The business produces regular progress reports covering each of the four management areas listed (i-iv) and these are communicated to relevant stakeholders.</p>

	<p>and human rights.</p> <p>iii How it is engaging with and supporting the local community and businesses in addressing economic, social and cultural issues.</p> <p>iv Its quality assurance performance.</p>	
01.04	<p>The business provides human and financial resources that are fit for purpose for managing the following:</p> <p>i To reduce, minimise and manage its impact on the environment.</p> <p>ii To support and respect labour and human rights.</p> <p>iii To engage with and support the local community and businesses in addressing economic, social and cultural issues.</p>	<p>The business identifies an individual or individuals who have responsibility for managing each of the three areas listed (i-iii).</p> <p>The business has allocated funding and human resources to support an action plan and/or activities associated with achieving specific goals in each of the three management areas (I - iii)</p>
02.00	ENVIRONMENTAL MANAGEMENT	
	ENERGY	
02.01	<p>The business maintains records of its energy consumption and associated carbon equivalent emissions.</p>	<p>Energy consumption data, from all sources, is collected and recorded regularly. <i>Including any transport which forms part of the services provided by the business. (see guidelines)</i></p> <p>Carbon-equivalent emissions, from all sources controlled by the enterprise, are calculated and recorded regularly.</p> <p><i>The business should collect its own data internally and not simply rely upon energy providers to provide the data via energy bills. (see guidelines for details)</i></p>
02.02	<p>The business implements systems, plans and procedures to manage its energy consumption and associated carbon equivalent emissions.</p>	<p>The business has an energy and emissions management plan with quantitative goals and is able to demonstrate it in action i.e. how it monitors and manages its energy consumption and associated carbon equivalent emissions. <i>Businesses are encouraged to consider offsetting their “unavoidable” carbon-equivalent emissions and should consider including this in their management plan.</i></p>
02.03	<p>The business minimises its energy consumption and associated carbon equivalent emissions against a baseline.</p>	<p>The business has established a baseline for its energy consumption and associated carbon equivalent emissions and demonstrates how it is actively working to minimise these impacts.</p>
	WATER	
02.04	<p>The business maintains records of its water consumption by source, waste water production and disposal.</p>	<p>Water consumption data, from all sources, is collected and recorded regularly.</p> <p>The business demonstrates how it treats and disposes of its waste water safely and with no adverse effects to the local population or environment.</p>

			<i>The business should collect its own data internally and not simply rely upon water companies to provide the data via water bills.</i>
02.05		The business implements systems, plans and procedures to manage the source, quality, consumption, re-use and disposal of water.	The business has a water management plan with quantitative goals and is able to demonstrate it in action i.e. how it monitors and manages its water consumption, water quality, waste water and associated disposal.
02.06		The business minimises its water consumption and waste water production against a baseline.	The business has established a baseline for its water consumption and waste water disposal and demonstrates how it is actively working to minimise water consumption and waste water production.
		SOLID WASTE	
02.07		The business maintains records of the amount of solid waste generated, indicating the amount of waste separated for re-use or recycling.	Solid waste is separated into categories for re-use or recycling and the amount of each waste category is measured. (including non-recyclable/non-re-useable waste) <i>Note. Solid waste includes all waste generated by the business, staff and customers except for hazardous waste and toilet waste.</i>
02.08		The business implements systems, plans and procedures to manage the production, storage and disposal of solid waste, including waste prepared for recycling or re-use.	The business has a solid waste management plan with quantitative goals and is able to demonstrate it in action. i.e. how it monitors and manages the production, storage and disposal of solid waste, including waste prepared for recycling or re-use
02.09		The business minimises the amount of solid waste generated against a baseline.	The business has established a baseline for the amount of solid waste it generates and demonstrates how it is actively working to minimise waste production at source
02.10		The business implements practices to reduce pollution from noise, light, and erosion.	The business has assessed and adjusted its operations and activities in respect of light, noise and land erosion (where there is likelihood that people or destination environments might be severely affected).
		HAZARDOUS SUBSTANCES	
02.11		The business maintains records of potentially hazardous substances and quantities utilised.	The business maintains records of all hazardous substances e.g. Chemicals (including cleaning chemicals, solvents, paints, additives, gases, refrigerants, fertilizers, insecticides etc.), hazardous materials, light bulbs, batteries, ink/toner cartridges etc.
02.12		The business implements systems, plans and procedures to manage the procurement, use, safe storage and disposal of potentially hazardous substances.	The business has a hazardous waste management plan with quantitative goals and is able to demonstrate it in action. I.e. how it monitors and manages the procurement, production, storage and disposal of hazardous waste.
02.13		The business minimises the use of potentially hazardous substances against a baseline.	The business has established a baseline for the amount of hazardous chemicals it uses and demonstrates how it is actively working to minimise their usage

		WILDLIFE	
02.14		The business ensures that wildlife species are not harvested from the wild, consumed, displayed, sold, or internationally traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local and international law.	The business demonstrates legal compliance in respect of all activities involving the use of wildlife species. The business can also demonstrate that all activities involving wildlife are sustainable.
02.15		The business ensures that no captive wildlife is held on its premises, except for properly regulated activities, and living specimens of protected wildlife species are only kept by those authorised and suitably equipped to house and care for them humanely.	The business demonstrates that all captive wildlife held on the premises and any activities associated with them have been permitted by the appropriate regulatory authorities. The business can also demonstrate that it is suitably equipped to house and care for their needs and well-being.
02.16		The business ensures that Interactions with wildlife, which fall under their direct responsibility, do not produce adverse effects on the viability of populations in the wild.	The business demonstrates that all interactions with wildlife, occurring as a direct result of its activities, are conducted in line with international codes of practice. <i>This includes both on-site and off-site activities including the consumption of food caught from the wild.</i>
03.00		LABOUR & HUMAN RIGHTS	
03.01		The business ensures that all employees understand the terms and conditions of their employment including remuneration.	The business demonstrates that all employees understand the terms and conditions of their employment including remuneration. <i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i>
03.02		Employees are free to enter their employment through their own choice and leave their employment without penalty in accordance with the terms and conditions of their contract.	The business can demonstrate that all employees have entered into employment freely and can leave their employment without penalty in accordance with the terms and conditions of their contract <i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i>
03.03		The business pays employees at least a living wage that is equal to or above the legal minimum.	The business demonstrates that it pays employees a wage that is equal to or above the legal minimum. <i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i>
03.04		The business ensures that working hours comply with national or international law or industry standards as defined by the destination, whichever affords employees most protection.	The business can demonstrate that actual working hours comply with national or international law or industry standards as defined by the destination, whichever affords employees most protection. <i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i>

03.05	Overtime is paid, or time is given back in lieu, unless specific conditions relating to overtime have been agreed freely by the employee as part of their terms and conditions of employment.	<p>The business demonstrates that overtime is paid or time is given back in lieu.</p> <p><i>Does not apply if all employees have freely agreed to reasonable overtime conditions as part of their terms and conditions.</i></p> <p><i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i></p>
03.06	The business provides employees with additional benefits beyond their legal entitlement.	<p>The business can provide evidence that employees receive additional benefits beyond their legal entitlement.</p> <p><i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i></p>
03.07	The business has documented disciplinary procedures in place and employees are aware of them.	<p>There is a clear process which defines the consequences of employees breaking the terms and conditions of their employment and failing to abide by the companies policies on presentation and behaviour. The terms, conditions and employee policies are clearly stated in written form.</p> <p><i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i></p>
03.08	The business has a means through which all employees may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	<p>Employees are aware of the different ways they can make representation to senior management about key employment issues and the business can demonstrate how such representations are followed up.</p> <p><i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i></p>
03.09	The business ensures that all people are treated equally and not discriminated against with regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.	<p>The business demonstrates how they promote equal opportunities for women, local residents, local minorities and others; positively encouraging diversity with regard to recruitment, conditions of employment, access to training, senior positions and promotion.</p> <p><i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i></p>
03.10	The business has an effective procedure through which employees may raise grievances and appropriate and timely follow up procedures are in place.	<p>The business can demonstrate that it has an effective procedure through which employees may raise grievances and appropriate and timely follow up procedures are in place.</p> <p><i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i></p>
03.11	The business does not employ children to complete work normally undertaken	<p>Employees under the age of 18 are only employed in accordance with national regulations and the UN Convention</p>

		by adults and there are special working times and conditions for children working within the business.	on the Rights of the Child, whichever provides most protection. ILO conventions 138 and 182 must be respected. (see www.ilo.org) <i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i>
03.12		The business provides employees with appropriate training when they start work and regular refresher training regarding:	The business can demonstrate that all employees receive appropriate training covering the fields specified. <i>This criterion does not apply to businesses who only use the services of individuals who are not employed directly by the business i.e. contractors / agency staff.</i>
	i	Their role in supporting environmental policies & practices.	
	ii	Their right to fair working conditions and benefits.	
	iii	Their role in supporting and protecting human rights.	
	iv	Their role in supporting local culture and communities.	
	v	Their role in supporting Quality Assurance policies & practices.	
	vi	Their role in supporting Health & Safety policies & practices.	
04.00		COMMUNITY INTEGRATION	
04.01		If the business provides services or facilities, which are not available ordinarily within the local community, the business makes provision or supports initiatives to offer these to local people and local businesses.	Where possible, the business makes provision or supports initiatives to offer facilities which support the basic needs of local people and local businesses. <i>This criterion only applies to businesses offering facilities such as food markets or medical/health related services, in destinations where these are not readily available to local people i.e. within a 50km radius</i>
04.02	i	When the business is acquiring land and access to resources, it has appropriate processes in place to ensure that it does not negatively impact on the community.	The business demonstrates that it has put in place measures to ensure that the local communities are not adversely impacted by its land acquisition and access to resources. However, if negative impacts occur then the business is able to demonstrate that it has taken remedial action to minimise these impacts
	ii	Where the business has historically purchased land and access to resources that have a negative impact on the community, the business provides or cooperates in remedial processes.	
04.03		The business implements preventative measures and procedures to ensure that children living in or near the premises are protected from tourism related sexual exploitation and all potential forms of abuse.	The business demonstrates through its policies, training and communications how children in or near the premises are protected from tourism related sexual exploitation and all potential forms of abuse, including general exploitation and harassment.

04.04	<p>In areas where the business has the potential to impact (directly or indirectly) on indigenous people, there are processes in place to ensure that:</p> <ul style="list-style-type: none"> i Intellectual property rights are maintained. ii Traditional access rights across land and resources are maintained. iii They are not discriminated against as individuals, communities or as employees. iv They are invited to be involved in the composition and delivery of any communications about their culture. v Their culture is interpreted for and communicated to employees and guests in a respectful way that foster understanding and appreciation of indigenous culture, history, environment and current way of life. 	<p>The business demonstrates processes that it has in place to ensure that the rights of indigenous people and local residents are respected ensuring their dignity, culture, customs and traditions are observed</p>
04.05	<p>The business demonstrates how it engages with the local community on a regular basis to discuss and respond to local community issues.</p>	<p>The business provides evidence to show how it is interacting and integrating with the local community.</p>
04.06	<p>The business supports local products and services by offering and/or recommending such products and services to guests.</p>	<p>The business demonstrates how it is offering or recommending local products and services to guests.</p>
04.07	<p>The activities of the business do not jeopardize the provision of basic needs and services such as food, water, energy, health care or sanitation to neighbouring communities.</p>	<p>The business demonstrates that its operations and activities do not have an adverse effect on the basic needs of neighbouring communities such as food, water, energy, health care or sanitation , access to livelihoods, land and aquatic resource use, rights of way, transport and housing.</p>
04.08	<p>The business ensures that historical and archaeological artefacts are not sold, traded, or displayed on the premises, except as permitted by law.</p>	<p>The business demonstrates that historical and archaeological artefacts are not sold, traded, or displayed on the premises, except as permitted by law.</p>
04.09	<p>The business uses elements of local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops.</p>	<p>The business demonstrates use of local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops.</p> <p><i>Where there is a significant difference between local and national art, architecture or cultural heritage, the business should attempt to reflect that which is found in its locality, area or region.</i></p>
04.10	<p>In the case of refurbishments and new</p>	<p>The business can demonstrate that new structures and</p>

		construction, the design, construction and infrastructure of the business buildings have included all relevant sustainability principles.	refurbishments have incorporated all relevant sustainability principles in the design and construction, including compliance with national and local planning legislation.
04.11		The business demonstrates an active and sustained contribution to	The business demonstrates how it is helping to maintain the natural environment, support biodiversity conservation and protect local historical, archaeological, and culturally or spiritually important properties and sites.
	(i)	the upkeep of the natural environment	
	(ii)	support of biodiversity conservation.	
	(iii)	The protection of local historical, archaeological, culturally and spiritually important properties and sites.	
05.00		SUPPLIERS	
05.01		The business has implemented a purchasing process which favours sustainable goods and services.	The business has put in place a sustainable purchasing policy which is considered within all aspects of its purchasing activity. <i>Even though a formal written purchasing policy document may not exist.</i>
05.02		The business actively promotes environmental and social responsibility to its sub-contractors and suppliers.	The business demonstrates that it actively promotes environmental and social responsibility to its sub-contractors and suppliers through the regular communication of the requirements of its sustainable purchasing policy.
06.00		CUSTOMERS	
06.01		The business provides customers with:	Customers are provided with information about the sustainability of the business and encouraged to make more sustainable choices during their stay, travel and activities.
	i	Information about its own sustainability policies and practices.	
	ii	Tools to make informed choices about the sustainability impacts of their stay, travel and activities.	
06.02		The business actively encourages customers to explore the destination beyond the boundaries of the property and provides information and guidance for interacting with the local community and the local environment.	The business demonstrates how it encourages customers to explore the destination whilst respecting local people, their culture and the environment. <i>Businesses must not limit information to excursions that they, or vendors, sell directly to customers from within the accommodation premises. Where it is safe to do so, customers should be encouraged to explore the destination by themselves.</i>