



Travelife Gold Checklist

Type II Accommodations

This document is meant for 'Type II' accommodation - Small accommodations:

- Either the business can accommodate up to, but no more than, 160 guests per night.
- Or the business operates as part of a chain or group of accommodations¹, under head office direction, and the chain can accommodate (collectively) up to, but no more, than 200 guests per night.
- AND During normal working hours there are members of staff in attendance at the accommodation in addition to housekeeping/cleaners and general maintenance technicians/gardeners. Typically these additional staff may be management, reception staff or administrative staff but may also include food and beverage personnel, entertainers, pool attendants, shop staff etc. This category covers both catered and self-catered accommodation.

Note.

Questions highlighted in **bold** are **compulsory questions for the property's first audit** against this checklist. These therefore have to be answered 'yes' in order to achieve an award.

All questions are compulsory for following audits. All will therefore have to be answered yes in order to receive an award

¹ 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).

Compulsory question for year 1 (C)		SUSTAINABILITY MANAGEMENT SYSTEMS	Yes
		Business Policies	
C	1	<p>Do you have a written policy which describes:</p> <p>How you reduce, minimise and manage your impact on the environment?</p>	<input type="checkbox"/>
C	2	<p>How you make sure that you have good working conditions for your employees and how you protect human rights?</p>	<input type="checkbox"/>
C	3	<p>How you engage with local people and local businesses to support the economy and community and how you protect local traditions?</p>	<input type="checkbox"/>
C	4	<p>Quality Assurance procedures?</p>	<input type="checkbox"/>
C	5	<p>Health and Safety policies?</p>	<input type="checkbox"/>
C	6	<p>Do these policy documents apply to all parts of your business and business activities?</p>	<input type="checkbox"/>
C	7	<p>Are these policy documents, or relevant parts of them, available in staff areas?</p>	<input type="checkbox"/>
C	8	<p>Are these policy documents, or relevant parts of them, available in guest areas?</p>	<input type="checkbox"/>
	9	<p>Are these policy documents available for all who might want to see them (staff, guests, suppliers, local communities etc.) via your website, brochures, staff handbooks and/or anywhere else?</p>	<input type="checkbox"/>
		Legislation	
	10	<p>Do you keep a list of the following legislation which is relevant for your business:</p> <p>Environmental legislation (including regional, national and international legislation) OR If this is the first time you have been audited, can you show that you have a plan in place to start keeping such list.</p>	<input type="checkbox"/>

	11	Labour and human rights legislation (including regional, national and international legislation) OR If this is the first time you have been audited, can you show that you have a plan in place to start keeping such list.	<input type="checkbox"/>
	12	Health & safety legislation (including regional, national and international legislation) OR If this is the first time you have been audited, can you show that you have a plan in place to start keeping such list.	<input type="checkbox"/>
	13	Legislation on financial responsibilities OR If this is the first time you have been audited, can you show that you have a plan in place to start keeping such list.	<input type="checkbox"/>
C	14	Do you have copies of all the licences and permits which you need for the business premises and operations and are these available for somebody to look at if needed?	<input type="checkbox"/>
C	15	“The individual completing this checklist has the relevant authority and capacity to complete this Qu 15 and by ticking the YES box warrants and represents that: the business complies with all relevant laws and regulations; the business has, and will continue to hold, all relevant licences and permits relevant to the business; and there are no current or pending investigations with respect to the validity or otherwise of such licences or permits.”	<input type="checkbox"/>
		Communicating progress	
	16	Have you created a sustainability report within the last 12 months?	<input type="checkbox"/>
	17	Does this sustainability report show the progress which has been made since the last report? Please state the year of your last report.	<input type="checkbox"/>
	18	Have you communicated this sustainability report to the public and any people who might be interested (e.g. staff, guests, suppliers, local communities etc.)?	<input type="checkbox"/>
C	19	Have internal sustainability reports been shared with the senior management team within the last twelve months? Do you have copies of these updates and reports available to see?	<input type="checkbox"/>
C	20	Do you have a process for senior management to review and approve these internal reports?	<input type="checkbox"/>

C	21	Do you have reports which show the progress that you have made against your sustainability targets (environmental, social, cultural etc.) over a set amount of time?	<input type="checkbox"/>
	22	Do you have reports/other evidence to show the progress you have made in supporting international labour and human rights standards and codes of practice over a set amount of time?	<input type="checkbox"/>
	23	Do you have reports which show the progress you have made in communicating with and working with local people and in supporting issues in the local area over a set amount of time?	<input type="checkbox"/>
C	24	Do you collect feedback from your guests to understand how satisfied they were with your accommodation? Do you use it to improve your service?	<input type="checkbox"/>
C	25	Do you have evidence of how you have used this customer feedback to make changes and improvements?	<input type="checkbox"/>
Human and financial resources (Staff and budget)			
C	26	Do you have a member of staff who has responsibility for environmental management?	<input type="checkbox"/>
C	27	Do you have a member of staff who has responsibility for managing the welfare and labour standards of all employees and do you have a member of staff who has responsibility for managing human rights?	<input type="checkbox"/>
C	28	Do you have a member of staff who has responsibility for managing how the business supports, communicates and works with the local community, local business and protects local culture and traditions?	<input type="checkbox"/>
C	29	Do all these people regularly report to senior management on their areas of responsibility?	<input type="checkbox"/>
C	30	Do all employees receive regular training and support information, such as regular updates or reminders, on how they can help the business to manage its environmental issues?	<input type="checkbox"/>
	31	Do all employees receive regular training and support information, such as regular updates and benefits, on how they can help your business to manage its labour standards and human rights issues?	<input type="checkbox"/> <input type="checkbox"/>

	32	Do all employees receive regular training and support information, such as regular updates and benefits, on how they can help your business to manage its work with your local community?	
		ENVIRONMENTAL MANAGEMENT ENERGY (Managing your energy use)	
		Maintaining records (Keeping records)	
C	33	Do you record energy consumption, either daily, weekly or monthly?	<input type="checkbox"/>
C	34	Do you record how much energy you use from ALL sources? (e.g. electricity, natural gas, LPG, heating oil etc.) Please state all sources of energy used including renewable sources	<input type="checkbox"/>
C	35	Do you record who supplies all your sources of energy?	<input type="checkbox"/>
C	36	Do you record the total of all the energy sources you use in KWh (kilowatt hours)	<input type="checkbox"/>
C	37	Do you record the total of all the energy sources you use in KWh for each guest night?	<input type="checkbox"/>
C	38	Do you have records of the amount of energy used in previous years and are these available for someone to look at if needed? OR If this is the first year you have recorded energy use, do you now have a plan in place to record and compare this every year?	<input type="checkbox"/> <input type="checkbox"/>
	39	Do you give your guests information on how to save energy and encourage them to do so?	<input type="checkbox"/>
	40	Do you give your employees information on how to save energy and encourage them to do so?	<input type="checkbox"/>
C	41	Do you have evidence to show that you research and consider low energy alternatives before buying or replacing electrical equipment?	<input type="checkbox"/>
C	42	Do you have evidence to show that all your energy installations (boilers, air conditioning etc.) are regularly maintained and serviced?	<input type="checkbox"/>

	43	Do you use low energy technology for lighting in at least 50% of guest areas?	<input type="checkbox"/>
C	44	Do you have systems in place to make sure lights are switched off when not needed? (E.g. sensors, timing devices, switch-off policies etc.)	<input type="checkbox"/>
C	45	Do you use energy efficient electrical equipment where possible?	<input type="checkbox"/>
C	46	In addition to sensors, timers or other controls, do you also have written instructions for the use of equipment to make sure that staff or guests use them correctly and switch it off when not in use?	<input type="checkbox"/>
C	47	If guest rooms do not have devices for automatically switching off heating and air conditioning, do you provide clear and easily seen information to tell guests to close windows and doors when heating or air conditioning is switched on?	<input type="checkbox"/>
	48	Can you show that your sub-contractors are reminded to save energy?	<input type="checkbox"/>
ENVIRONMENTAL MANAGEMENT WATER (Managing your water use)			
C	49	Do you record water consumption, either daily, weekly or monthly?	<input type="checkbox"/>
C	50	Do you identify all sources of water used? Please state all sources of water used	<input type="checkbox"/>
C	51	Do you have evidence to show that all sources of waste water (including grey water) is treated, re-used or disposed of safely, without affecting the local population or environment?	<input type="checkbox"/>
C	52	Do you meet all local and national regulations regarding the disposal of waste water?	<input type="checkbox"/>
C	53	Do you record how much water is used, in litres or cubic metres?	<input type="checkbox"/>
C	54	Do you record how much water is used, in litres or cubic metres, for each guest night?	<input type="checkbox"/>

C	55	<p>Do you have records of the amount of water used in previous years and are these available for someone to look at if needed? OR If this is your first year working with Travelife, do you have a plan in place to record and compare previous water use with future years?</p>	<input type="checkbox"/> <input type="checkbox"/>
C	56	<p>Are all water installations and machinery (pipes/pumps/heating/cooling) operated correctly and are they without leaks?</p>	<input type="checkbox"/>
C	57	<p>Are all water installations and machinery (pipes/pumps/heating/cooling) maintained and serviced regularly?</p>	<input type="checkbox"/>
C	58	<p>Do you regularly remind your employees to save water?</p>	<input type="checkbox"/>
C	59	<p>Are guests given information about how to save water and encouraged to do so?</p>	<input type="checkbox"/>
	60	<p>Can you show that the source of your water does not affect the local supply or local environment in any way?</p>	<input type="checkbox"/>
C	61	<p>Do you monitor and maintain water quality for each different place it is used?</p>	<input type="checkbox"/>
C	62	<p>Do you have systems in place to avoid pollution of the surrounding area from waste water (such as flooding or contamination by chemicals or sewage)?</p>	<input type="checkbox"/>
C	63	<p>Do you have evidence to show that the water flow in guest and public areas is no more than: Showers = 10l/min Basins = 5l/min Toilets = 6.5l per flush Urinals = 2l per flush OR If this is your first year working with Travelife, do you have a plan in place to make sure you do achieve them within the next 2 years?</p>	<input type="checkbox"/> <input type="checkbox"/>
C	64	<p>Are you using technology and/or management systems (such as staff training, planned watering times etc.) to avoid wasting water when watering your gardens?</p>	<input type="checkbox"/>

C	65	Do you operate your laundry in the best way possible to avoid wasting water? (Such as washing full loads, pre-treating stains and using friction balls)	<input type="checkbox"/>
C	66	Do you have a procedure in place to reduce the unnecessary washing of towels (including beach towels) and bed linen?	<input type="checkbox"/>
C	67	Are your pools cleaned in a way which reduces water wastage? (Such as manual and mechanical processes, filtration maintenance, backwashing process etc.)	<input type="checkbox"/>
ENVIRONMENTAL MANAGEMENT SOLID WASTE (Managing and reducing waste)			
C	68	Do you separate waste according to local authority guidance?	<input type="checkbox"/>
C	69	If you serve food, do you monitor the amount of unused food you throw away? (i.e. spoiled food, expired food)	<input type="checkbox"/>
C	70	If you serve food, do you have guidelines to make sure that you buy and serve the right amount of food to match your guest numbers, in order to avoid waste? (Such as purchasing appropriate size prepared and pre-portioned food packs)	<input type="checkbox"/>
C	71	Do you dispose of solid waste in a way which meets national and international legislation? Do you dispose of solid waste in an environmentally friendly way?	<input type="checkbox"/>
C	72	Do you regularly train staff on how to separate recyclable waste?	<input type="checkbox"/>
	73	Do you give your guests information on re-using items (e.g. glasses or bottles) and separating recyclable waste and do you encourage them to do so?	<input type="checkbox"/>
	74	Do you keep invoices/receipts for each type of waste from the waste management companies and do you keep these for at least 3 years?	<input type="checkbox"/>
C	75	To avoid wasting food, do you have a system to make sure food is used before it is out of date and to use older products first?	<input type="checkbox"/>

C	76	Do you have clearly labelled recycling bins available throughout the premises? Do you tell your staff, guests and other visitors about them?	<input type="checkbox"/>
C	77	Do you try to reduce packaging from all purchased products, for example, by buying products in large single packages instead of several small packages?	<input type="checkbox"/>
ENVIRONMENTAL MANAGEMENT HAZARDOUS SUBSTANCES (Managing your use of harmful substances)			
	78	Do you keep a list of all hazardous substances used in your business (e.g. chemicals, hazardous materials, light bulbs, batteries, ink/toner cartridges etc.)? Does this register show how much of each is stored on site, how much is used and the legal requirements for their disposal?	<input type="checkbox"/>
	79	Do you record the use of all hazardous substances? Where chemicals are used, does this record show if they are concentrated or not?	<input type="checkbox"/>
C	80	Do you keep records to show how much hazardous waste (in litres or kg) you have produced, where it is stored and how much is removed from your premises? Do you have records to show that this is removed by a fully licensed contractor?	<input type="checkbox"/>
	81	Can you show that all the chemicals you use have a minimal effect on the environment and on health?	<input type="checkbox"/>
C	82	Do you store all chemicals safely, in line with national and international standards?	<input type="checkbox"/>
C	83	Do you dispose of all chemicals safely, in line with national and international standards?	<input type="checkbox"/>
C	84	Do you keep a list of all equipment which contains hazardous chemicals such as refrigerants, coolants etc.?	<input type="checkbox"/>
C	85	Is all equipment which contains hazardous chemicals (refrigerants, coolants etc.) regularly serviced in line with the manufacturer's guidelines?	<input type="checkbox"/>
C	86	Are all employees who handle hazardous chemicals given proper training and protective clothing/equipment, in line with national and international health and safety standards?	<input type="checkbox"/>

C	87	Do you have written emergency instructions/plans/data sheets for staff to follow if there is a spill?	<input type="checkbox"/>
	88	Do you have a baseline for the amount of each hazardous chemical you use, in litres or kg per year?	<input type="checkbox"/>
	89	Do you have evidence to show how you control the use of chemicals which damage the environment in areas which use large quantities of chemicals (e.g. laundry, cleaning etc.) ?	<input type="checkbox"/>
C	90	Do you use disinfectants only when they are necessary to comply with legal hygiene requirements?	<input type="checkbox"/>
ENVIRONMENTAL MANAGEMENT WILDLIFE (Looking after/protecting wildlife)			
C	91	<p>Can you confirm that you do NOT take part in any of the activities listed below OR, if you do, can you provide evidence that you meet international regulations and codes of practice?</p> <ul style="list-style-type: none"> • Taking species from the wild • Using protected species for food/drink • Showing/exhibiting wildlife species • Trading of wildlife species • Selling articles originally made from materials of wildlife. 	<input type="checkbox"/>
C	92	Can you confirm that you do not operate any activities involving wildlife OR, if you do, that you have all the necessary licences to operate, as required by regulatory organisations for wildlife?	<input type="checkbox"/>
C	93	Can you confirm that you do NOT keep wildlife on the premises OR, if you do, that you meet the requirements in <i>appendix I</i> of the Travelife Sustainability Standard for Hotels and Accommodations?	<input type="checkbox"/>
C	94	Can you confirm that none of the practices in <i>appendix II</i> of the Travelife Sustainability Standard for Hotels and Accommodations take place on the premises and that you do not promote any of these practices or places where these practices do happen?	<input type="checkbox"/>
C	95	Can you confirm that NO activities involving wildlife take place OR, if they do, can you provide evidence that they are done in line with established codes of practice for contact with animals?	<input type="checkbox"/>

	96	Do you tell your guests not to take part in activities which harm animals or those animals' surrounding habitats?	<input type="checkbox"/>
LABOUR & HUMAN RIGHTS (Looking after your employees and protecting human rights)			
C	97	Do you give all new employees something in writing which contains all terms and conditions of employment, including pay, before they start work? Are all new employees asked to confirm in writing that they have read and understood these?	<input type="checkbox"/>
C	98	Do you give all employees a signed copy of these terms and conditions?	<input type="checkbox"/>
C	99	Do you have evidence to show how you make sure that all employees understand these terms and conditions and understand how much they will be paid?	<input type="checkbox"/>
C	100	Do you have evidence to show that employees do not receive payment before starting work?	<input type="checkbox"/>
C	101	Do you have evidence to show that you do not keep any personal documents belonging to employees, such as passports/ID cards etc.?	<input type="checkbox"/>
C	102	Do you have evidence to show you do not take money from employees BEFORE they start work (as deposits), in order to secure their job?	<input type="checkbox"/>
C	103	Do you have evidence to show that all money owed to an employee is given to them when they leave? Can all employees leaving the business access the premises to collect any personal possessions?	<input type="checkbox"/>
C	104	Do you have evidence to show that all your employees are paid no less than the legal minimum wage?	<input type="checkbox"/>
C	105	Do you keep copies of all pay slips and a record of all money paid to employees?	<input type="checkbox"/>
C	106	Do you have a system to record all hours worked by each employee? Are these records easily available and checked regularly to ensure that they comply with the law?	<input type="checkbox"/>

C	107	Do all employees know in advance what their working hours are and agree to them?	<input type="checkbox"/>
C	108	Do all wage slips show how many hours have been worked and the amount paid for that?	<input type="checkbox"/>
C	109	If overtime is allowed, do you keep records of it?	<input type="checkbox"/>
C	110	Do all wage slips show overtime hours and payments? OR Can you show that time off is given to employees when they have worked overtime?	<input type="checkbox"/>
C	111	Do you have evidence to show that all employees know about disciplinary procedures? Do you tell them about these at the start of their employment and throughout their period of employment?	<input type="checkbox"/>
C	112	Do you have evidence to show that all employees know, from the start, how they can contact senior management if they have a problem?	<input type="checkbox"/>
C	113	Do you allow your employees to join a trade union, if there is one?	<input type="checkbox"/>
C	114	Do you allow your employees to meet up in working hours, form an association and elect a spokesperson in order to discuss issues without management involvement?	<input type="checkbox"/>
	115	Do you have written statements to show how you make sure you do not discriminate in any way, in any area of your business (e.g. recruitment, general employment, training, promotion)?	<input type="checkbox"/>
C	116	Do you have evidence to show that you do not discriminate against anyone?	<input type="checkbox"/>
	117	Do you encourage non-discrimination - fair treatment of all?	<input type="checkbox"/>
C	118	Do you have written grievance (complaint) procedures in place for employees? Is training given, at the start of employment, to all employees on these procedures so that they know how to use them if needed?	<input type="checkbox"/>

C	119	Do you keep personal files for every employee and do these files include proof of age (such as a copy of ID/Passport)?	<input type="checkbox"/>
C	120	Do you keep records of any employee who is under the age of 18? Do these records show their working hours? Can you show that special conditions are in place for anyone under the age of 18?	<input type="checkbox"/>
C	121	If you have employees under the age of 18, can you show that you are following national regulations and the UN Convention on the Rights of the Child and ILO Conventions 138/182?	<input type="checkbox"/>
C	122	Do you have evidence to show how you make sure that your employees are kept informed about employment policies and practices? (For example, through posters, emails, staff meetings etc.)	<input type="checkbox"/>
		COMMUNITY INTEGRATION (Working with and supporting the local community)	
C	123	If you provide any “essential” services (for example, a medical centre or dentist), which don’t exist in the local communities, are these available for local people to use as well as guests? OR You do not provide any essential services	<input type="checkbox"/>
C	124	Can local people use the facilities within your premises, without special conditions that are not imposed on guests (other than a charge for use)?	<input type="checkbox"/>
	125	If in the last 2 years, you have acquired new land did you formally assess the impact on your local community? If negative impacts were found, is there a plan in place to minimise those impacts? OR In the last 2 years, no land (or access to resources) was acquired.	<input type="checkbox"/>
C	126	Can you show that you do not prevent access to any part of the premises or surrounding areas which have public rights of access?	<input type="checkbox"/>
C	127	Do you have a written policy which shows a commitment to respecting children’s rights and a commitment to the protection of children from all forms of exploitation, including sexual exploitation and is it communicated to staff, guests and visitors?	<input type="checkbox"/>

C	128	Do you provide training for your employees on the protection of children? Does this training include telling employees how to identify and report any incidents to the local authority?	<input type="checkbox"/>
C	129	Do you have a policy to report all suspicious activities involving children with guests, staff or visitors, to the local authorities (such as organisations concerned with safeguarding children), which take place in or near the premises?	<input type="checkbox"/>
C	130	Do you give information to guests about local culture and how to behave? Does this information include how to dress suitably when they visit native communities?	<input type="checkbox"/>
C	131	Do you make sure that you do not block access to water and other services required by the local people?	<input type="checkbox"/>
	132	Do you give your local community information on your activities and policies? Is there an opportunity for them to be involved in discussions and to speak with you about important issues that affect them?	<input type="checkbox"/>
C	133	Do you have evidence to show that you speak to and listen to employees, local communities, local businesses, local authorities and people who live nearby when planning new developments or new activities?	<input type="checkbox"/>
C	134	Do you tell your guests (for example with leaflets, newspapers, guest room television etc.) about the local area, including products and services available?	<input type="checkbox"/>
C	135	Do you have evidence to show that your activities do not affect local sanitation supplies or the health of those living nearby?	<input type="checkbox"/>
C	136	Do you make sure that you do not block rights of way or block access to essential services such as health care and education? Do you make sure that you do not stop local people from working or providing goods and services?	<input type="checkbox"/>
C	137	Do you make sure that, unless allowed by law, you do not sell any historical or archaeological products, either on the premises or during activities organised by you?	<input type="checkbox"/>
	138	Have you identified special areas nearby (e.g. reef, wetlands, estuaries, mangroves, dunes) and do you have plans in place to help protect them?	<input type="checkbox"/>

		SUPPLIERS	
C	139	Do you buy goods made/grown locally whenever possible and realistic to do so, instead of imported goods?	<input type="checkbox"/>
C	140	Do you use local companies to provide services whenever possible, instead of using national/multinational companies?	<input type="checkbox"/>
	141	When buying products, do you look for and choose at least one of those which are: <ul style="list-style-type: none"> - Made from recycled products or are recyclable. - Sustainably produced/sourced. - Fair Trade/Organic/FSC/MSC etc. - Delivered in less packaging - Energy efficient and water saving - Environmentally sustainable 	<input type="checkbox"/>
	142	Do you give your suppliers and sub-contractors a copy of your sustainability policies (Qu 01-05)?	<input type="checkbox"/>
		GUESTS	
	143	Do you promote your sustainability programme and achievements in guest areas?	<input type="checkbox"/>
C	144	Do you ask your guests to support your environmental, social and community work by, for example, donating money or joining in with an activity?	<input type="checkbox"/>
C	145	Do you already have Travelife Certification? If yes, you must display this certification (plaque or certificate) publicly. If you are working towards certification, do you understand the need to display the certification once achieved?	<input type="checkbox"/>
C	146	Do you give information to your guests about the local culture, customs and traditions as well as cultural and natural heritage?	<input type="checkbox"/>
C	147	Do you give information to your guests and employees about how they can help to protect local historical, archaeological, culturally and spiritually important buildings and places?	<input type="checkbox"/>

	148	Do you give information to guests about how to behave outside the hotel and when visiting natural areas, local communities and culturally or historically sensitive sites?	<input type="checkbox"/>
C	149	Do you give information to your guests and employees on using public transport?	<input type="checkbox"/>
C	150	Do you promote the opportunity to experience the destination and culture to your guests?	<input type="checkbox"/>