

## IMPORTANT

- Evidence must be provided to prove that the answer is 'yes' to every question on this checklist.
- The questions highlighted in **bold** are not compulsory questions for your first audit

## SUSTAINABILITY MANAGEMENT

### BUSINESS POLICIES

Question	Criterion	Yes	No
1	Do you have a written policy that describe how you reduce, minimise and manage your impact on the environment?		
2	Do you have a written policy that describes how you make sure that you have good working conditions for your employees and how you protect human rights?		
3	Do you have a written policy that describe how you engage with local people and local businesses to support the economy and community, and how you protect local traditions?		
4	Do you have a written policy that describes your quality assurance procedures?		
5	Do you have written Health and Safety policies?		
6	Do these policy documents apply to all parts of your business and business activities?		
7	Are these policy documents, or relevant parts of them, available in staff areas?		
8	Are these policy documents, or relevant parts of them, available in guest areas?		
<b>9</b>	Are these policy documents also available for the general public via your website? (Not required for your first audit)		

### LEGISLATION

Question	Criterion	Yes	No
10	Do you keep a list of all environmental legislation (including regional, national and international legislation) that is relevant to your business? Or If this is your first audit, can you show that you have a plan in place to start keeping this list?		
11	Do you keep a list of all labour and human rights legislation (including regional, national and international legislation) that is relevant to your business? Or If this is your first audit, can you show that you have a plan in place to start keeping this list?		
12	Do you keep a list of all health and safety legislation (including regional, national and international legislation) that is relevant to your business? Or		

	If this is your first audit, can you show that you have a plan in place to start keeping this list?		
13	Do you keep a list of all legislation on financial responsibilities? Or If this is your first audit, can you show that you have a plan in place to start keeping this list?		
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?		
15	Does the person completing Questions 10 to 15 have the proper authority and experience to do so on behalf of your business and have they signed the Travelife Declaration?		
<b>COMMUNICATING YOUR PROGRESS</b>			
<b>Question</b>	<b>Criterion</b>	<b>Yes</b>	<b>No</b>
<b>16</b>	Have you created a sustainability progress report within the last 12 months? (Not required for your first audit)		
<b>17</b>	Does this sustainability report show the progress which has been made since the last report? (Not required for your first audit)		
<b>18</b>	Can you show how you have made this report available to the general public and any people who might be interested (e.g. staff, guests, suppliers, local communities etc.)? (Not required for your first audit)		
19	Have sustainability results been shared with the senior management team within the last twelve months? Do you have copies of these updates and reports available to see?		
20	Do you have a process for senior management to review and approve these internal reports?		
21	Do your internal or external reports show the progress that you have made against your sustainability targets (environmental, social, cultural etc) over a set amount of time?		
<b>22</b>	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? (Not required for your first audit)		
<b>23</b>	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? (Not required for your first audit)		
24	<ul style="list-style-type: none"> <li>a) Do you have targets measured against a set baseline?</li> <li>b) Do you have a progress report showing which targets you have achieved or not achieved?</li> <li>c) Do these progress reports compare your current performance against your previous performance? For example, this year's results compared to last year's results.</li> </ul>		
25	Do you collect feedback from your guests to understand how satisfied they were with your accommodation? Do you use it to improve your service?		

26	Do you have evidence of how you have used this customer feedback to make changes and improvements?		
<b>27</b>	Can you show how you ensure that people are told directly about the progress you have made in managing sustainability issues, without them having to find it for themselves? (Not required for your first audit)		

### HUMAN AND FINANCIAL RESOURCES (STAFF AND BUDGET)

Question	Criterion	Yes	No
28	Do you have a member of staff who has responsibility for environmental management?		
29	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?		
30	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?		
31	Do all these people regularly report to senior management on their areas of responsibility?		
32	Do all employees receive regular training and support on how they can help the business to manage its environmental issues?		
<b>33</b>	Do all employees receive regular training and information on how they can help your business to manage its labour standards and human rights issues? (Not required for your first audit)		
<b>34</b>	Do all employees receive regular training and information on how they can help your business to manage its work with your local community? (Not required for your first audit)		

### ENVIRONMENTAL MANAGEMENT

#### ENERGY

Question	Criterion	Yes	No
35	Do you record energy consumption, either daily, weekly or monthly?		
36	Do you record how much energy you use from ALL sources? (e.g. electricity, natural gas, LPG, heating oil etc.)		
37	Do you record who supplies all your sources of energy?		
38	Do you record how much energy you use in KWh (kilowatt hours)? (This is the total of electricity, gas, diesel and all other energy types)		
39	Do you record how much energy is used in KWh for each guest night? (This is the total of electricity, gas, diesel and all other energy types per guest night)		
40	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?		

41	Do you give your guests information on how to save energy and encourage them to do so? (Not required for your first audit)		
42	Do you give your employees information on how to save energy and encourage them to do so?		
43	Do you check each year (for example through an energy assessment) to see how energy efficient you are in the different areas, (i.e. lighting, equipment etc.)? (Not required for your first audit)		
44	Do you have evidence to show that you research and consider low energy alternatives before buying or replacing electrical equipment?		
45	Do you have evidence to show that all your energy installations (boilers, air conditioning etc.) are regularly maintained and serviced?		
46	Do you use low energy technology for lighting in at least 50% of guest areas? (Not required for your first audit)		
47	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.)		
48	Do you use energy efficient electrical equipment where possible?		
49	Do you use sensors, timers, written instructions or other controls to make sure equipment is used correctly and switched off when not in use?		
50	If guest rooms do not have devices for automatically switching off heating and air conditioning, do you provide easily seen and clear information to tell guests to close windows and doors when using heating or air conditioning?		
51	Can you show that your sub-contractors (people working onsite every day who are not employees) are reminded to save energy? (Not required for your first audit)		

## WATER

Question	Criterion	Yes	No
52	Do you record water consumption, either daily, weekly or monthly?		
53	Do you identify all sources of water used?		
54	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?		
55	Do you meet all local and national regulations regarding the disposal of waste water?		
56	Do you record how much water is used, in litres or cubic metres?		
57	Do you record how much water is used, in litres or cubic metres, for each guest night?		
58	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 the first year you have recorded water use, do you now have a plan in place to record and compare this every year?		
59	Are all water installations and machinery (pipes/pumps/heating/cooling) operated correctly and are they without leaks?		

60	Are all water installations and machinery (pipes/pumps/heating/cooling) maintained and serviced regularly?		
61	Do you regularly remind your employees to save water through written instructions?		
62	Are guests given information about why it is important to save water and encouraged to do so with examples?		
<b>63</b>	Do you check every year (e.g. through water assessments) if you have used water efficiently? (Not Required for your first audit)		
<b>64</b>	Can you show that way you acquire water does not affect the local supply or local environment in any way? (Not Required for your first audit)		
65	Do you monitor and maintain water quality for each different place it is used?		
66	Do you have systems in place to avoid pollution of the surrounding area from contaminated waste water (such as flooding or contamination by chemicals or sewage)?		
67	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 the first year of working with Travelife, do you have a plan in place to make sure you do achieve them within the next 2 years?		
68	Are you using technology and/or management systems (such as staff training, planned watering times etc.) to avoid wasting water when watering your gardens?		
69	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)		
70	Do you have a procedure in place to reduce the unnecessary washing of towels and bed linen?		
71	Are your pools cleaned in a way which reduces water wastage? (Such as manual and mechanical processes, filtration maintenance etc.)		
<b>SOLID WASTE</b>			
<b>Question</b>	<b>Criterion</b>	<b>Yes</b>	<b>No</b>
72	Do you separate waste according to local authority guidance?		
<b>73</b>	Do you keep a list of all types of waste (for example glass, paper, cardboard, plastics, metals, food / bio matter, oil etc.) showing how you reduce, reuse or recycle/dispose of them and who collects it? (Not required for your first audit)		
74	If you serve food, do you monitor the amount of unprepared food you throw away?  (This refers to food that has never been or cannot be served because it has been spoiled or contaminated)		

75	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 appropriate size prepared and pre-portioned food packs)		
76	<p>a. Do you use electronic systems (e.g. emails/TV etc.) to communicate with staff and guests rather than paper?</p> <p>b. Do you use electronic systems for business purposes rather than paper (e.g. recording data, maintaining registers)?</p> <p>(Not required for your first audit)</p>		
77	<p>a. Do you dispose of solid waste in a way which meets national and international legislation?</p> <p>b. Do the people collecting your solid waste dispose of it in an environmentally friendly way?</p>		
78	Do you regularly train staff on how to separate recyclable waste?		
79	Do you give your guests information on separating recyclable waste or re-using items (e.g. glasses or bottles), and do you encourage them to do so? (Not required for your first audit)		
80	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? (Not required for your first audit)		
81	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?		
82	Do you have sufficient and clearly labelled recycling bins available throughout the premises (front and back of house)? Do you tell your staff, guests and other visitors about them?		
83	Do you try to reduce packaging from all purchased products, for example, by buying products in large single packages instead of several small packages?		
<b>POLLUTION AND EROSION</b>			
<b>Question</b>	<b>Criterion</b>	<b>Yes</b>	<b>No</b>
84	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 throwing these away? (Not required for your first audit)		
85	Do you record the use of all hazardous substances? Where chemicals are used, does this record show if they are concentrated or not? (Not required for your first audit)		
86	Do you keep records to show how much hazardous waste (in litres or kg) you have collected, where it is stored and how much is removed from your premises? Do you have records to show that this is taken away by a fully licensed contractor?		
87	<p>a. Have you evaluated the environmental impacts of the chemicals that you use?</p> <p>b. If you use chemicals with a high environmental impact, how do you control their use?</p> <p>(Not required for your first audit)</p>		

88	Do you store all chemicals safely, in line with national and international standards?		
89	Do you dispose of all chemicals safely, in line with national and international standards?		
90	Do you have evidence to show that all chemicals are used safely, how they are used and how much is used?		
91	Do you keep a list of all equipment on your premises (your own and external providers), which contains hazardous chemicals such as refrigerants, coolants etc.?		
92	Is all equipment which contains hazardous chemicals (refrigerants, coolants etc.) regularly serviced in line with the manufacturer's guidelines?		
93	Are all employees who handle hazardous chemicals given proper training and protective clothing/equipment, in line with national and international health and safety standards?		
94	Do you have written emergency instructions/plans/data sheets to use if there is a spill?		
95	Do you keep an "Incident Record", to show how you deal with any spills and the things you do to protect both human health and the environment?		
96	Do you know the amount of each hazardous chemical you use, in litres or kg per year? (Not required for your first audit)		
97	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.)? (Not required for your first audit)		
98	Do you use disinfectants only when they are necessary to comply with legal hygiene requirements?		
<b>WILDLIFE</b>			
<b>Question</b>	<b>Criterion</b>	<b>Yes</b>	<b>No</b>
99	Do you take part in any of the activities listed below? If you do, can you provide evidence that you meet international regulations and codes of practice? <ul style="list-style-type: none"> <li>• Taking species from the wild</li> <li>• Using protected species for food/drink</li> <li>• Showing/exhibiting wildlife species</li> <li>• Trading of wildlife species</li> <li>• Selling articles originally made from materials of wildlife</li> </ul>		
100	Do you have all the necessary licences to operate, as required by regulatory organisations for wildlife?		
101	Do you keep wildlife on the premises? If yes, do you meet the requirements in appendix I of the Travelife Sustainability Standard for Hotels and Accommodations?		
102	Do any of the practices in appendix II of the Travelife Standard for Accommodation take place on the premises? Do you promote any of these practices or promote places where these practices do happen?		

103	Do you have evidence that any activities which involve wildlife are done in line with established codes of practice for contact with animals?		
104	Do you tell your guests not to take part in activities which harm animals or those animals' surrounding habitats? These could be animals in the wild or in captivity. (Not required for your first audit)		

## PEOPLE

### LABOUR AND HUMAN RIGHTS

Question	Criterion	Yes	No
105	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?		
106	Do you give all employees a signed copy of these terms and conditions?		
107	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?		
108	Do you have evidence to show that employees do not receive payment before starting work?		
109	Do you have evidence to show that you do not keep any personal documents belonging to employees, such as passports/ID cards etc.?		
110	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?		
111	<ul style="list-style-type: none"> <li>a. Do you have evidence to show that all money owing to an employee is given to them when they leave?</li> <li>b. Can all employees leaving the business access the premises to collect any personal possessions?</li> </ul>		
112	Do you have evidence to show that all your employees are paid no less than the legal minimum wage?		
113	Do you keep copies of all pay slips and a record of all money paid to employees?		
114	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 keep to the law?		
115	Do all employees know in advance what their working hours are and agree to them?		
116	Do all wage slips show how many hours have been worked and the amount paid for that?		
117	If overtime is allowed, do you keep records of it?		
118	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?		

119	Do you have a written disciplinary process that shows levels of misconduct and clear examples of what those are? (Not required for your first audit)		
120	<p>a. Do you have evidence to show that all employees know about disciplinary procedures?</p> <p>b. Do you tell them about these at the start of their employment and throughout their period of employment?</p>		
121	Is your written disciplinary processes accessible on the premises at all times and do all employees know where to find it? (Not required for your first audit)		
122	Do you have evidence to show that all employees know, from the start, how they can contact senior management if they have a problem?		
123	Do you allow your employees to join a trade union, if there is one?		
124	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?		
125	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)? (Not required for your first audit)		
126	Do you have evidence to show that you do not discriminate against anyone?		
127	Do you encourage non-discrimination - fair treatment of all? (Not required for your first audit)		
128	Do you have grievance (complaint) procedures in place for employees? Is training given to employees on these procedures so that they know how to use them if needed?		
129	Do you have a written process for employees to raise concerns or make complaints on serious issues? Is it accessible on the premises and all times and do all employees know where to find it? (Not required for your first audit)		
130	Do you keep personal files for every employee and do these files include proof of age (such as a copy of ID/Passport)?		
131	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?		
132	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?		
133	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.)		

#### COMMUNITY INTEGRATION

Question	Criterion	Yes	No
134	Do you provide any "essential" services (for example, a medical centre or dentist), which don't exist in the local communities? If yes, are these available for local people to use as well as guests?		
135	If you allow local people to use the facilities within your premises, are they treated in the same way as your guests (other than a charge for use)?		

136	<p>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?</p> <p>Or</p> <p>In the last 2 years, no land (or access to resources) was acquired.</p> <p>(Not required for your first audit)</p>		
137	Can you show that you do not prevent access to any part of the premises or surrounding areas which have public rights of access?		
138	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?		
139	Do you provide training or information 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?		
140	Do you have a policy to report all suspicious activities regarding children to the local authorities (such as organisations concerned with safeguarding children), whether by employees or guests?		
141	<p>a. Do you have evidence to show how you encourage local and indigenous people to work with you and talk to you?</p> <p>b. When talking to these people, do you make sure that you respect their culture, traditions and intellectual property rights?</p>		
142	Make sure that local and indigenous people are treated fairly and equally, whether individuals, communities or employees?		
143	Do you give information to guests about how to respect local people and culture? Does this information include how to dress suitably when they visit native communities?		
144	Do you make sure that you do not block access to water and other services required by the local people?		
145	<p>Do you give your local community information on your activities and policies?</p> <p>Is there an opportunity for them to be involved in discussions and to speak with you about important issues that affect them? (Not required for your first audit)</p>		
146	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?		
147	Do you tell your guests (for example with leaflets, newspapers, guest room television etc.) about the local area, including products and services available?		
148	Do you have evidence to show that your activities do not affect local sanitation supplies or the health of those living nearby?		
149	<p>a. Do you make sure that you do not block rights of way or block access to essential services such as health care and education?</p> <p>b. Do you make sure that you do not stop local people from working or providing goods and services?</p>		

150	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?		
151	Have you identified special areas nearby (e.g. reef, wetlands, estuaries, mangroves, dunes) and do you have plans in place to help protect them? (Not required for your first audit)		
<b>YOUR SUPPLIERS</b>			
<b>Question</b>	<b>Criterion</b>	<b>Yes</b>	<b>No</b>
152	Do you buy goods made/grown locally whenever possible and realistic to do so, instead of imported goods?		
153	Do you use local companies to provide services whenever possible, instead of using national/multinational companies?		
154	When buying products, do you look for and choose those which are: <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> (Not required for your first audit)		
155	Do you give your suppliers and sub-contractors a copy of your sustainability policies (see 01.01)? (Not required for your first audit)		
<b>YOUR GUESTS</b>			
<b>Question</b>	<b>Criterion</b>	<b>Yes</b>	<b>No</b>
156	Do you promote your sustainability programme and achievements visibly in guest areas not hidden from view? (Not required for your first audit)		
157	Do you ask your guests to support your environmental, social and community work by, for example, donating money or joining in with an activity?		
158	Do you already have a Travelife award? If yes, do you display this award publicly? If no, do you understand the need to display the award once achieved?		
159	Do you give information to your guests about the local culture, customs and traditions as well as cultural and natural heritage?		
160	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?		
161	Do you give information to guests about how to be a responsible visitor, especially when visiting natural areas, local communities and culturally or historically sensitive sites?		
162	Do you give information to your guests and employees on using public transport?		
163	Do you promote the opportunity to experience the destination and culture to your guests?		