

Important!

This self-assessment is for accommodation providers that are renewing their Travelife Gold Certification **and** have a maximum nightly occupancy of 1 to 30.

If this is your first Travelife audit, or you are a larger property or group, then please [click here](#) to find the correct version of this document.

Introduction

This self-assessment is designed to help you understand what improvements and changes you will need to make in your business to meet the Travelife requirements. It summarises the Travelife Checklist and groups requirements into common operational areas. It is important to remember that during an audit, the Travelife auditor will be using the [Travelife Checklist](#) to find evidence of compliance and to write an audit report. We recommend that you download a copy of this checklist to use alongside the self-assessment.

Instructions

1. Read each question then establish if you have evidence to show that you comply with the criterion.
2. If you have evidence, then make some notes about what that evidence is along with where it can be found under 'Evidence that we comply'.
3. If you do not currently comply or cannot find evidence, then write down what you need to do under 'improvements that we need to make'. We recommend that you include names of specific staff or departments that are responsible for taking these actions.
4. When you have taken action to ensure that you have evidence, you should update this checklist.
5. Travelife recommend that this process is completed before you schedule your audit and that you use this document as an improvement plan, alongside the Travelife Checklist.

About evidence

During a Travelife audit, the auditor will be looking for evidence that each requirement on the Travelife Checklist has been complied with. As you make your way through this assessment, you should think about how an auditor would find evidence that you comply at your property. Here are some examples of evidence that auditors might look for:

Written policies and procedures, along with evidence that these have been communicated with the relevant people

Employment documents and records including signed terms of employment, wage records, records of hours worked, training materials and training records

Signs, posters, notices and other written communications you provide to staff, guests, suppliers and your community. These could include information posters for employees, signs in guest rooms, guest information booklets, employee handbooks, health and safety notices

Records of measurements you have made about energy, water, waste and hazardous chemicals

Registers and lists of things like legislation you have to comply with, equipment, maintenance records and hazardous chemicals

Formal licences, permits, permissions and ownership papers that show you comply with legislation

Visual inspections and tests such as checking that pipes are not leaking, that chemicals are stored properly, water flow rates in guest rooms, that signs and notices are posted in the right places, that policies are communicated and so on

Interviews with staff about their employment and to check if they understand how to follow procedures such as recycling, properly maintaining equipment, saving water and so on

Examples

Here is an example showing how to complete the assessment.

Question 6
<p>Do you ensure that your environmental, labour and human rights, local community relations, quality and health and safety policy documents, or the relevant parts of them, are:</p> <ul style="list-style-type: none"> – Available in staff areas and in the languages that all of your staff understand – Available in guest areas and in the languages most commonly understood by your guests – Provided to your suppliers and subcontractors <p>Travelife Checklist criteria/criterion: 7 + 8 + 121</p>
<p>Evidence that we comply</p> <p><i>The sustainability policies are published on our website and displayed on guest and staff noticeboards in English and Spanish</i></p>
<p>Improvements we need to make</p> <p><i>German translation and we need to email it to our suppliers</i></p>

Creating an improvement plan

How you write your plan is up to you and we have provided an example below of one way you could do it. We strongly recommend that it includes a list of the Travelife criteria that you do not yet comply with, what actions must be taken, who will be responsible for each one and deadlines.

Criteria No.	Travelife requirement	Actions/to do	Person/department responsible	Notes	Deadline
21 to 23	<p><i>Do you record energy consumption daily, weekly or monthly?</i></p> <p><i>Do you record energy used from all sources?</i></p>	<p><i>Create spreadsheet from Travelife template</i></p> <p><i>Find out from head engineer all of the fuel sources and how they are recorded</i></p> <p><i>Agree process for recording on a regular basis</i></p>	<p><i>General manager</i></p> <p><i>Head engineer</i></p>	<p><i>Make sure head engineer has copy of Travelife Checklist, guides and template</i></p>	<p><i>20DEC</i></p>

More information and resources

- The [Travelife Checklists](#) are available in a variety of languages
- The Sustainability Toolkit in the [Member Zone](#) contains guides, templates and examples to help you
- The Audit Preparation guide in the [Member Zone](#) also contains information to help you prepare for your audit
- You can contact info@travelife.org at any time if you have any questions or require further support

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[Question 26](#): Keeping records

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LEGISLATION

Purpose

An important part of responsible business is making sure you comply with all applicable laws and regulations, and have all the necessary permits to operate. If this is not being done it can indicate that your business is not showing proper care for people and the environment, and it also leaves you vulnerable to risk.

Objectives

- To ensure your business is aware of all relevant legislation you need to comply with
- To have a system in place for checking that you are always compliant
- To regularly check for any new legislation or codes of practice that might apply to your business
- To ensure you have all the necessary licences, permits and permissions to operate your business

Question 1: Creating and maintaining a legal register

Do you keep a list of all legislation (including regional, national and international legislation) that is relevant to your business? This list must cover legislation that relates to each of the following areas:

- Environment (including all types of waste)
- Labour
- Human rights
- Health and safety
- Financial responsibilities

Travelife Checklist criteria/criterion: 9 + 10 + 11 + 12

Travelife resources: Quick guide: Recording legislation and licences [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Example of a legal register that meets minimum requirements [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template of a legal register that meets minimum requirements [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Best practice example of a legal register [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Best practice legal register template [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 2: Regulations for biodiversity and historical artifacts

If you take part in any of the activities listed below, can you provide evidence that you meet international regulations and codes of practice? This includes activities that happen at your business and any off-site activities that you promote. For example, [CITES](#) (International Convention on Trade in Endangered Species) or laws about the sale of historical artifacts.

- 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
- Selling historical or archaeological products

Travelife Checklist criteria/criterion: 76 + 116

Travelife resources: Quick guide: Recording legislation and licences [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Biodiversity, wildlife and animal welfare [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Biodiversity and animal welfare checklist [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 3: Licences and permits

Do you have copies of all the licences and permits you need for the business premises and your operations? This includes any necessary licences to operate any kind of attraction, entertainment or activity involving wildlife, as required by wildlife regulatory organisations.

Travelife Checklist criteria/criterion: 13 + 77

Travelife resources: Quick guide: Recording legislation and licences [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Biodiversity, wildlife and animal welfare [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Biodiversity and animal welfare checklist [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 4: Travelife Declaration of Compliance

Is a senior manager at your business able to sign the Travelife Declaration of Compliance that shows your commitment to complying with legislation across your business?

Travelife Checklist criteria/criterion: 14

Travelife resources: [View or download the Travelife Declaration of Compliance](#)

Evidence that we comply

Improvements we need to make

POLICIES

Purpose

Having written policies that state your commitments, goals, targets, and the steps you will take to achieve these, are one very important way to ensure that everyone at your business understands what is required to operate responsibly. They also show your guests, suppliers and community what you are doing to improve your environmental and social impacts. Being able to refer back to your policies also helps you to track your progress.

Objectives

- To ensure that senior management understand and support the commitments your business has made
- To ensure that responsible business practices are incorporated in your day-to-day operations, rather than something you only think about once or twice a year
- To have written goals, targets and procedures that you can track and measure to see what things you are doing well and what further improvements can be made
- To help keep you accountable to your guests, stakeholders, staff and community by making the important and relevant parts of your policies public

Question 5: The policies you need to have in place

Your written policies should cover all the impacts of your operations, both on and off-site. You should remember to factor in any subcontractors such as gift shop or salon operators and any other aspects of your business such as swimming pools, water parks, etc. You can have several individual policies or combine them into one or two policy documents that cover multiple areas.

Travelife Checklist criteria/criterion: 6

No matter how you decide to do this, you must have written policies that cover all of the following areas, and be able to show that you are taking steps to ensure your policies are being implemented:

How you reduce, minimise and manage your impact on the environment.

Travelife Checklist criteria/criterion: 1

Travelife resources: Quick guide: Environmental policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Example policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

How you make sure that you have good working conditions for your employees and protect human rights, ensuring people are treated fairly and equally.

Travelife Checklist criteria/criterion: 2

Travelife resources: Quick guide: Human rights and labour policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Avoiding discrimination [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

How you engage with local people and local businesses to support the economy and community, and how you protect local traditions and cultures.

Travelife Checklist criteria/criterion: 3

Travelife resources: Quick guide: Community engagement policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Sustainable procurement (includes buying local) [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

How you will safeguard children from abuse and exploitation, including reporting suspicious activities involving children to the appropriate authority.

Travelife Checklist criteria/criterion: 109 + 111

Travelife resources: Quick guide: Child safeguarding policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Detailed guide: Safeguarding children [English](#) | [Español](#) | [Ελληνικά](#) Detailed guide: Safeguarding children [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Your commitment to high standards and your quality assurance procedures.

Travelife Checklist criteria/criterion: 4

Travelife resources: Quick guide: Quality assurance [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Detailed guide: Guest feedback [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Example of quality assurance policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Guest feedback survey template [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Guest feedback survey example [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Example of how to ask guests for feedback [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Your health and safety policies.

Travelife Checklist criteria/criterion: 5

Travelife resources: We do not provide guidance on your health and safety policy. We simply need to see that you have one in place, that it covers all aspects of your business and that you are following it.

Evidence that we comply

Improvements we need to make

How you ensure you purchase responsibly and support local businesses. This includes ensuring you are committed to doing all of the following wherever possible:

- Considering low energy technologies when purchasing or replacing electrical equipment and opting for energy efficient electrical equipment where possible
- Ordering/purchasing food in a way that reduces food waste by providing a guide to purchasing appropriate size portions of perishable foods
- Ordering/purchasing in a way that reduces waste wherever possible by, for example, purchasing products in bulk or with less packaging
- Buying products locally and using local service providers
- Buying sustainably produced/sourced products where possible
- Sourcing items that are recyclable and/or made from recycled materials
- Where there is a choice, opting for products with reputable sustainability labels such as Fair Trade, Rainforest Alliance, FSC (Forest Stewardship Council), MSC (Marine Stewardship Council) and so on

Travelife Checklist criteria/criterion: 29 + 33 + 57 + 64 +118 +119 +120

Travelife resources: Quick guide: Community engagement policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Sustainable procurement (includes buying local) [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 6: Making policies available and accessible

Do you ensure that your environmental, labour and human rights, community engagement, quality and health and safety policy documents, or the relevant parts of them, are:

- Available in staff areas and in the languages that all of your staff understand
- Available in guest areas and in the languages most commonly understood by your guests
- Provided to your suppliers and subcontractors

Travelife Checklist criteria/criterion: 7 + 8 + 121

Travelife resources: We can also help you understand which languages should be covered in terms of your guests, but generally we recommend you cover the languages that around 80% of your guests speak.

Evidence that we comply

Improvements we need to make

Do you ensure that your child safeguarding policy is available in staff areas and in the languages that all of your staff understand?

Travelife Checklist criteria/criterion: 109

Evidence that we comply

Improvements we need to make

INTERNAL RESOURCING AND SUPPORT

Purpose

Businesses that have the most success with their sustainability initiatives have made sure they have staff dedicated to carrying out the work, and that they are supported by senior management. They also regularly train and engage all of their staff with this work so they understand why it is important and how they can support it.

Objectives

- Making sure that you have enough staff taking responsibility for meeting your sustainability commitments
- Ensuring that senior management are supporting these staff with their sustainability work

- Giving all staff regular training and information about why it is important to operate responsibly and how they can support your efforts

Question 7: Staff resourcing

Do you have enough staff dedicated to your sustainability work? This means that at least one member of staff, with the right skills, has specific responsibility for each responsible business areas listed below. Some large hotels have a different staff member for each area and smaller properties might have one person managing all of them.

- Environmental management
- Staff welfare and labour standards
- Human rights
- Community engagement and support

They should regularly report to senior management about the work they are doing.

Travelife Checklist criteria/criterion: 18 + 19 + 20

Evidence that we comply

Improvements we need to make

Question 8: Staff training

Can you show that you regularly engage your staff by providing training and information about the importance of your sustainability work and how they can support it?

This should involve training sessions as well as regular reminders in the form of things like posters, signs, information in handbooks and so on. It must include how they can support you in all of the following areas of responsible business:

- Waste separation, including how to recycle
- Safeguarding children, including how to identify and report suspected abuse or exploitation of children to the correct authorities
- How to safely handle and properly use, store and dispose of chemicals, including how to use any protective equipment, and how to deal with chemical spills

Travelife Checklist criteria/criterion: 59 + 72 + 110

Travelife resources: Information about this is included in various relevant guides covering environmental management, labour, human rights and child safeguarding. These can be found in the online [Sustainability Toolkit](#).

Evidence that we comply

Improvements we need to make

Question 9: Staff and subcontractor engagement

In addition to formal training, can you show that you regularly engage your **staff** and **subcontractors** by providing information about the importance of saving energy and water and how they can do so? This should include anyone else that regularly works as part of your operations such as subcontractors.

This engagement should involve regular reminders in the form of things like posters, signs, emails, standard operating procedures, information in handbooks and so on.

Travelife Checklist criteria/criterion: 28 + 36 + 46

Evidence that we comply

Improvements we need to make

ASSESSING AND COMMUNICATING YOUR PROGRESS

Purpose

Producing reports ensures that you are regularly assessing your progress against your targets and can make adjustments where necessary. Producing a public report that your guests, staff, community and other stakeholders can see helps to promote your achievements, and ensures you are being transparent about your sustainability work.

Objectives

- Produce regular internal reports that assess your progress against your sustainability goals and targets
- Share internal sustainability reports with management and make sure they are discussed
- Regularly review your targets, adjusting them when needed along with the steps you are taking to meet them
- Have a process in place to collect general feedback from your guests and making any necessary changes or improvements that this feedback identifies

Question 10: Reports

You should create a public (external) sustainability progress report at least once every year. This report should:

- Show your progress on sustainability issues such as environmental impacts, community engagement and labour and human rights
- Show a comparison of your progress since the last report you have produced. For example, your current amount of food waste compared to your last report

Travelife Checklist criteria/criterion: 15 + 16

Travelife resources: Quick guide: Public sustainability reports [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Is the public (external) report available in your local language/s, the languages your staff understand, along with most of your guests? For example, if you are in France and all of your staff speak French, and 40% of your guests are German and 40% English, then the report should be in French, German and English.

Travelife Checklist criteria/criterion: 122

Travelife resources: Quick guide: Public sustainability reports [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 11: Guest feedback

Do you collect feedback about guest satisfaction?

Travelife Checklist criteria/criterion: 17

Travelife resources: Quick guide: Quality assurance [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Detailed guide: Guest feedback [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Example of quality assurance policy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Guest feedback survey template [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Guest feedback survey example [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Example of how to ask guests for feedback [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 12: Hazardous substance assessment

Can you show that you have assessed the chemicals you use to see which ones have negative environmental impacts? If high environmental impacts are identified, you should develop and implement a plan to minimise these impacts. This could include making sure you are using the correct minimum doses, staff training and looking for less harmful alternatives.

Travelife Checklist criteria/criterion: 68

Travelife resources: Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

ENVIRONMENTAL MEASUREMENTS AND KEEPING RECORDS

Purpose

Monitoring and minimising your environmental impacts are an important way to reduce the carbon footprint of your property, to reduce overall pollution and to control the resources your business consumes.

Objectives

- To regularly record and monitor your environmental impacts so that you can use this data in reports that help you measure progress, set new targets and, when needed, adjust the measures you are taking
- To make sure you are not polluting air, soil and water
- To keep people and wildlife safe from hazardous substances and other pollutants
- To make sure you are following all relevant laws, regulations and guidelines

Question 13: Energy

Can you show that you record your **energy consumption from all sources** (electricity, gas, LPG, heating oil, etc.), either daily, weekly or monthly?

Do you use this to calculate your **total energy use** and **total energy use per guest night** in kWh (kilowatt-hours)? This is the sum of all your energy sources (electricity + gas + LPG, etc.)

Travelife Checklist criteria/criterion: 21 + 22 + 24 + 25

Travelife resources: Detailed guide: Energy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Recording and monitoring energy consumption [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Converting energy to kilowatt-hours (kWh) [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template: Energy consumption report [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Tool: Conversion numbers for kWh and greenhouse gas emissions if you would like to track that too [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Optional best practice: Converting energy to greenhouse gas emissions [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Can you show that you keep these records so that you can make regular comparisons to energy consumption in previous years?

Travelife Checklist criteria/criterion: 26

Do you record the source of each type of energy you use, including details of any external suppliers?

Travelife Checklist criteria/criterion: 23

Travelife resources: Detailed guide: Energy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Recording and monitoring energy consumption [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Converting energy to kilowatt-hours (kWh) [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template: Energy consumption report [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Tool: Conversion numbers for kWh and greenhouse gas emissions if you would like to track that too [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Optional best practice: Converting energy to greenhouse gas emissions [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 14: Water

Can you show that you record your **water consumption from all sources** either daily, weekly or monthly in litres or cubic metres?

Do you use this to calculate your water use per guest night in either litres or cubic metres?

Travelife Checklist criteria/criterion: 37 + 38 + 41 + 42

Travelife resources: Detailed guide: Water [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Recording and reporting water consumption [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template: Water consumption report [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Can you show that you keep these records so that you can make regular comparisons to water consumption in previous years?

If you source water from any place other than a local municipal supplier, can you show that the way you acquire water does not affect the local supply or the environment? For example, if you use a well or boreholes.

Travelife Checklist criteria/criterion: 43 +48

Travelife resources: Detailed guide: Water [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 15: Waste (including wastewater and hazardous waste)

Do you separate **solid waste** according to guidelines from local authorities?

Travelife Checklist criteria/criterion: 55

Travelife resources: Detailed guide: Waste [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

If you serve food, do you keep a record of unprepared food that is thrown away? This is food that was never served because it has been spoiled, damaged or contaminated. [Click here](#) to watch a short tutorial about this type of waste.

Travelife Checklist criteria/criterion: 56

Travelife resources: Template: Food waste monitor [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#) . Tutorial: Recording food waste [English](#).

Evidence that we comply

Improvements we need to make

Do you keep records of your hazardous waste? This includes things such as chemicals, light bulbs, batteries, printer cartridges, paint cans and so on. Your hazardous waste records should include:

- The volume of each type of hazardous waste in either litres or kilograms
- Where each type of it is stored on your premises
- How much of each type has been removed from your premises
- The details of the licenced waste contractor used for collection/disposal

Travelife Checklist criteria/criterion: 67

Travelife resources: Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template: Hazardous waste record [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Do you have evidence that show all your waste (solid waste, wastewater, hazardous waste) has been properly disposed of? This should include:

- Any local, national or international laws and regulations you need to follow (these can be added to your legal register)
- Making sure that your hazardous waste is stored safely in the same way as hazardous products (i.e. in a locked and ventilated area, on drip trays, etc.) whilst awaiting collection/disposal
- Making sure that your wastewater is treated, reused or disposed of safely without affecting the local community or the environment
- Having systems that make sure any contaminated wastewater does not pollute the local area. For example, swimming pools overflowing with chlorinated water or swimming pool backwash water that contaminates soil or seawater, desalination systems or sewage contaminating a river, etc.
- The names of any waste companies you use and evidence that they have all required licences and are disposing of the waste in a way that minimises environmental and social impacts
- Invoices or receipts from all the waste companies that you use (these should be kept for at least 3 years)

Travelife Checklist criteria/criterion: 39 + 40 + 49 + 58 + 61 + 70

Travelife resources: Detailed guide: Waste [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 16: Hazardous substances

Do you keep a register of all of the types of hazardous substances and chemicals on your property that helps you and your staff understand the volume and type of hazardous substances you have at your property at any one time in case of an emergency such as a fire or flood, and how each one should be stored, used and so on? This should include all of the following:

- The type of each substance
- What it is for (e.g. cleaning, painting)
- How much should be used in a single dose (this is mainly for chemicals) and general instructions for how to use the substance (or where an employee can find this information)
- Any legal or safety requirements for how the substance should be stored and disposed of
- Any requirements about how the substance should be used safely including any required protective equipment
- How much of each is stored at your property

Travelife Checklist criteria/criterion: 65

Here is a template that shows one way of recording this information: [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#)

Do you record the amount of hazardous substances your business consumes so that you can monitor their use? For example, this might be a stock control procedure where employees update a record each time they use a substance or record how much of each hazardous substance is in stock on a daily, weekly or monthly basis. This record should include:

- The name of each type of substance
- If chemicals are in a concentrated form (e.g. they need to be diluted before use)
- The amount of chemicals used or in stock in litres or kilograms
- The amount of other substances used or in stock (i.e. not chemicals) in relevant units. For example, the quantity of batteries or ink cartridges

Travelife Checklist criteria/criterion: 66

Here is a template that shows the type of information you need to record: [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#)

Travelife resources: Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Creating a hazardous substance register [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template: Hazardous substance register [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Recording use of hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Template: Recording hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Can you show that you are **storing** hazardous substances in accordance with national and international safety standards and all relevant laws, regulations and guidelines? For example, are all chemical stored on drip trays and in locked and ventilated rooms?

Travelife Checklist criteria/criterion: 69

Travelife resources: Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Can you show that you have procedures in place to handle leaks or spills? This should include:

- A plan for managing and controlling these incidents

- Written emergency instructions

Travelife Checklist criteria/criterion: 73

Travelife resources: Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Do you have records that show that all equipment that contains hazardous substances is properly and regularly maintained according with the manufacturer instructions?

Travelife Checklist criteria/criterion: 71

Evidence that we comply

Improvements we need to make

Do you make sure that the use and dosage of harmful chemicals in operations that use large quantities of chemicals (laundry, swimming pool, etc.) is controlled? If you use automatic dosage systems, do you make sure that the equipment is calibrated correctly? If you use manual dosage, did you assess the correct amount of chemicals required and make sure that this is followed by staff?

Travelife Checklist criteria/criterion: 74

Travelife resources: Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

REDUCING ENVIRONMENTAL IMPACTS

Purpose

Monitoring and minimising your energy and water use is an important way to reduce the carbon footprint of your property, to reduce overall pollution and to control the resources your business consumes.

Objective

To make sure you have implemented specific procedures that will help to minimise your environmental impacts

Question 17: Maintenance

Do you have a maintenance schedule that ensures all of your equipment is properly cleaned and serviced according to the manufacturer instructions?

Is this a regular schedule that includes checks for problems that are promptly fixed? For example, leaks, general wear and tear, breakdowns, dirt and dust.

Does this schedule cover all types of fixtures, installations and equipment that use water, energy and/or chemicals, or that produces waste (including wastewater and general pollution)? This includes things like boilers, air-conditioning systems, solar panels, pipes, pools, bathroom fixtures, electrical equipment, vehicles, machinery, irrigation systems and so on.

Do you keep records of this maintenance?

Travelife Checklist criteria/criterion: 30 + 45

Travelife resources: Detailed guide: Energy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Water [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Waste [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 18: Actions

Is there energy efficient lighting in at least 50% of your guest areas? This includes guest rooms and central areas.

Travelife Checklist criteria/criterion: 31

Do you have systems in place to prevent unnecessary use of energy? These systems could involve technology like timers and sensors, as well as things like signs to remind guests and staff about what to do. They might also be included in the standard operating procedures that your staff follow. They should include:

- Making sure that lights and other electrical equipment is turned off when they are not needed
- Making sure that heating and air-conditioning systems are turned off when not required or when the optimal room temperature is met. This includes taking measures to prevent guests leaving this equipment turned on when doors and windows are open
- Instructions on how to use equipment correctly so that it operates at maximum efficiency. For example, closing refrigerator doors, correctly loading washing machines and dishwashers

Travelife Checklist criteria/criterion: 32 + 34 + 35

Travelife resources: Detailed guide: Energy [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Do you have systems in place to prevent unnecessary use of water? These systems could involve technology like timers and sensors, as well as things like signs to remind guests and staff about what to do. They might also be included in the standard operating procedures that your staff follow. They should include:

- Making sure that installations and equipment that use water are operated correctly and are without leaks. This includes things like boilers, air-conditioning systems, pipes, pumps, pools, bathroom fixtures, irrigation systems and so on
- Having systems and procedures in place that avoid wasting water when irrigating your grounds
- Making sure you are operating your laundry as efficiently as possible. For example, following manufacturer instructions for optimal loads, using the correct dose of laundry detergents and so on
- Implementing and enforcing a guest towel and linen reuse programme in order to reduce the amount of items being laundered (either on or off the premises)
- Ensuring any swimming pools and other water attractions/features are being maintained and cleaned in the most efficient way possible. For example, you should display a clear backwash procedure so that staff know when it should be done and how long each step should last. You should also have a regular maintenance programme for swimming pool cleaning

Travelife Checklist criteria/criterion: 44 + 51 + 52 + 53 + 54

Travelife resources: Detailed guide: Water [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Have you taken steps to ensure that the maximum water flow rates (shown below) have been met? This can involve water pressure adjustments or installing equipment such as flow restrictors, and this applies to guest rooms and public areas.

- Showers: no more than 10 litres per minute
- Basins: no more than 5 litres per minute
- Toilets: no more than 6.5 litres per flush
- Urinals: no more than 2 litres per flush

Travelife Checklist criteria/criterion: 50

Travelife resources: Quick guide: Measuring water flow [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#)

Evidence that we comply

Improvements we need to make

Do you have systems in place to reduce waste and the use of chemicals? They should include:

- Rotating your food and beverage supplies to ensure that the oldest products are always used first
- Ensuring you only use disinfectants when they are required to comply with legal hygiene requirements

Have you made sure that there are plenty of recycling bins at your property for both staff and guest areas? These should be clearly labelled so that guests, staff, contractors and other visitors can easily find them, and understand how to use them.

Travelife Checklist criteria/criterion: 62 + 63 + 75

Travelife resources: Detailed guide: Waste [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Hazardous substances [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

If there is public transport in your destination, do you provide information to guests and employees about how they can use this?

Travelife Checklist criteria/criterion: 128

Evidence that we comply

Improvements we need to make

BIODIVERSITY AND ANIMAL WELFARE

Purpose

Making sure that your business does not harm or support any activities that could harm biodiversity is an essential part of being a responsible business. This includes things like protecting natural areas, wildlife and the welfare of

animals. You should also be aware that there is increasing data to show that animal welfare is becoming an important issue to many tourists around the world.

Objectives

- To make sure that you properly protect and care for any animals at your premises
- To ensure you are not promoting any off-site activities that may harm the welfare of animals
- To ensure that your operations are not negatively impacting local biodiversity, especially in protected or sensitive areas

Question 19: Animals and sensitive natural areas

If you keep animals on your premises, you will need to answer the following questions:

- Do you keep animals on your premises that you manage and/or are dependent on you for their care? If you do, can you show that you comply with [Appendix I](#) of the Travelife animal welfare requirements?
- Do you keep any working animals on your premises? If so, can you also show that you comply with both section a and b as described in [Appendix I](#) of the Travelife animal welfare requirements?
- Can you show that any activities you operate from your premises, or that take place on your premises, involving wildlife comply with established codes of practice about contact with animals? For example, safaris, dolphin swims, entertainment involving any type of animals
- Do any of the unacceptable practices described under [Appendix II](#) of the Travelife animal welfare requirements take place at your property?
- Did you inform Travelife that you keep animals onsite **before** your Travelife audit? This is so that we can brief our auditors accordingly and make sure they are well prepared. We might also ask you to provide additional information

If you promote any off-site activities involving animals, even if they are not operated by you (e.g. you have brochures promoting them, sell trips to guests via an activities desk), you will need to answer the following questions:

- Does the activity or attraction comply with established codes of practice about contact with animals? For example, safaris, dolphin swims, entertainment involving any type of animals
- Does the activity or attraction involve any of the unacceptable practices described under [Appendix II](#) of the Travelife animal welfare requirements? If so, you will need to stop promoting this activity

Travelife Checklist criteria/criterion: 78 + 79 + 80

Travelife resources: Animal welfare appendix I and II [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Have you identified any special or sensitive natural areas in your destination that might be affected by your operations, including visits by guest on things like day excursions? These might include things like reefs, sand dunes, mangroves, estuaries, wildlife breeding areas and so on. If so, have you put plans in place to help protect them?

Travelife Checklist criteria/criterion: 117

Travelife resources: Detailed guide: Biodiversity, wildlife and animal welfare [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Tool: Biodiversity and animal welfare checklist [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

COMMUNITY ENGAGEMENT AND SUPPORT

Purpose

Ensuring that your business is actively protecting local culture and heritage is very important both for ensuring good relations with people in your community and that tourism is having a positive impact on them. This is also an important issue for many guests around the world who want to know that their trips are helping, not harming, people in the destinations they visit. Many Travelife Members say this is also important to their staff.

Objectives

- To ensure you speak to the right people to find out what issues are of concern to people in your area
- To protect and, where appropriate, promote cultural heritage including art, food, language, customs and history
- To make sure your guests understand how to respect and protect local culture and heritage

Question 20: Safeguarding people and their way of life

Can you show that your operations do not prevent access to essential services and livelihoods, and that you do not harm the health and well-being of people in your community? This includes the following:

- Ensuring that you do not prevent any public rights of access? For example, making sure that your property does not block public access to a beach
- Ensuring that your operations do not prevent access to essential resources and services such as water or energy
- Making sure that your operations do not prevent people from working or sourcing goods and services such as healthcare or education. For example, preventing traditional legal fishing or encouraging local healthcare providers to bring their services to your property for your guests thus making it unavailable or less available to local people
- Making sure that your operations do not have a negative impact on the health and hygiene of people in your area. For example, polluting water, disrupting sewerage services, noise or light pollution

Have you acquired land in the last 2 years? If so, can you show that you properly assessed the impact on your local community and put plans in place to minimise any negative impacts?

Travelife Checklist criteria/criterion: 107 + 108 + 113 + 114 + 115

Travelife resources: Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 21: Fair treatment

Do you provide any essential services that are not otherwise available in your community? For example, a medical or dental clinic that you use for guests or staff. If so, do you make this available for local people in your community to use as well?

If you have a facility that is available to people who are not guests at your property (e.g. a restaurant or salon), do you make sure that people in your community can use it without any special conditions (other than a fee, if applied) and are treated with the same care and respect as your guests?

Travelife Checklist criteria/criterion: 105 + 106

Travelife resources: Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

YOUR GUESTS

Purpose

Accommodation providers that see the most benefit from Travelife Certification are making sure their guests are engaged and informed.

Objectives

- To remind your guests to help you improve your environmental and social impacts
- To explain how they can be a more responsible visitor
- To encourage them to explore your destination so that local businesses benefit more from tourism
- To make sure your guests know about the important work you are doing

Question 22: Guest engagement and support

Do you give information to guests in the form of notices, signs, electronic displays or leaflets that explains the following:

- The importance of saving energy and water, along with examples about how they can do that during their stay with you
- How to separate waste for recycling or reuse, and the importance of doing this, and where to find recycling bins on the property
- That they should not take part in activities that might harm animals, animal habitats and general biodiversity
- How they can help protect areas or sites of special cultural, historical or environmental importance by visiting them and paying an entrance fee or making a donation
- How they can respect local people including their customs, traditions and way of life and how to dress suitably when visiting local and indigenous communities
- How to be a responsible visitor, especially when visiting natural areas, local communities or cultural/historical sites
- Information about the local area including activities, shopping and services outside of your property

Travelife Checklist criteria/criterion: 27 + 47 + 60 + 81 + 112 + 125 + 126 + 127

Travelife resources: Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Do you encourage your guests to experience your destination and culture? This could include things such as including traditional dishes on your menu and providing information about your destination, the local cultures and so on.

Travelife Checklist criteria/criterion: 125

Travelife resources: Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Do you provide opportunities for guests to support your sustainability work? This could include information about charities you support and how they can donate to them and inviting them to join in with activities.

Travelife Checklist criteria/criterion: 123

If you have a Travelife Gold Certification, are you displaying your certificate publicly?

Travelife Checklist criteria/criterion: 122 + 124

Travelife resources: Detailed guide: Community engagement and support [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

FAIR LABOUR PRACTICES

Purpose

Responsible businesses treat all people fairly, especially their staff, something that a business is almost always rewarded for in terms of employee loyalty and increased guest satisfaction.

Objectives

- To ensure you are complying with all labour laws and regulations
- To make sure your employees have written terms of employment that they freely agree to
- To avoid discrimination, harassment, abuse and exploitation

- To make sure your staff can raise issues and concerns with management without fear of retaliation
- To ensure that disciplinary procedures are consistent and fair

Question 23: Recruitment and induction

When recruiting and inducting new staff, can you show that you do the following?

- Make sure that you pay all recruitment fees so that staff (or potential staff) are not paying you, or any agency you use, for their employment
- Make sure that you do not pay staff anything before they start work, as they would then be bonded to you in order to pay that money back
- Make sure that before they start work, they have been given written terms of employment that include details of their pay
- Make sure that all new staff have confirmed in writing that they have read and understood the terms of their employment (and their pay), and that these have been explained to them in a language they understand. For example, if your terms are in Spanish but the staff member only speaks Polish, you will either need to provide a written translation in Polish or ensure that they are verbally translated in full
- Make sure you do not discriminate against anyone when considering job applications. This means that you make hiring decisions based on qualifications and experience, not nationality, ethnicity, age, gender, sexual orientation, personal beliefs and so on
- Explain your disciplinary procedures and how they can contact senior management with a problem
- Explain your grievance procedures

Travelife Checklist criteria/criterion: 82 + 85 + 87 + 96 + 97 + 100 + 101

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Disciplinary procedures [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Avoiding discrimination [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Example: Telling staff how to give you feedback [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 24: General terms and conditions

Can you show that you have met all of the following fair labour conditions?

- All staff are given a signed copy of their employment terms and conditions
- All employees understand these terms and conditions, including how much they will be paid
- You do not keep any original staff documents that belong to them, such as passports, identification cards, bank cards, cheque books, birth certificates and so on

Travelife Checklist criteria/criterion: 83 + 84 + 86

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Can you show that you have met all of the following fair labour conditions?

- Paying no less than the legal minimum wage. If there is no legal minimum in your country, then you should follow international guidelines
- Staff are advised in advance about their working hours and agree to them
- If you allow overtime, that this is either paid or that time is given off in lieu, and that you meet any legal requirements relating to overtime, breaks, time off and maximum working hours
- Staff are provided with wage slips that show the hours they have worked, how much they were paid and any overtime hours that have been paid (if applicable)

Travelife Checklist criteria/criterion: 89 + 92 + 93 + 95

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Can you show that you encourage non-discrimination and fair treatment for everyone. For example, providing training in this area and having discrimination, exploitation and abuse as a form of serious misconduct in your disciplinary procedures

Travelife Checklist criteria/criterion: 100

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Disciplinary procedures [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Avoiding discrimination [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

When staff leave the business, can you show the following?

- All money you owe them is paid to them when they leave
- They are able to access your premises to collect any of their personal possessions

Travelife Checklist criteria/criterion: 88

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 25: Complaints, feedback and representation

Can you show that you have policies and procedures in place to ensure that staff can give feedback to management, address personal grievances and make complaints? These should include the following:

- All staff are told how to contact senior management if they have a problem
- If there is a trade union, staff are allowed to join it
- Staff are allowed to form groups or committees without management involvement. These groups or committees can have an elected spokesperson and are given reasonable time to meet during working hours
- There is a grievance procedure in place that has been explained to all staff

Travelife Checklist criteria/criterion: 97 + 98 + 99 + 101

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Grievance procedures [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Quick guide: Avoiding discrimination [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Example: Telling staff how to give you feedback [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 26: Keeping records

Do you have a system in place to ensure that all hours worked by each employee are recorded, and are these records easily accessible and regularly checked to ensure staff working hours comply with the law?

Can you show that you also keep records of the following?

- Records of any overtime that has been worked

- Files for every employee that include proof of their age
- Copies of all payslips and details of all money paid to staff

Travelife Checklist criteria/criterion: 90 + 91 + 94 + 102

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make

Question 27: Employees under the age of 18

Do you employ anyone under the age of 18? If so, you should be able to show that you meet all of the following requirements:

- You have special conditions in place for them so that their employment with you does not affect their health, development and general well-being
- You have records of their working hours
- You are following all relevant national regulations, the UN Convention of the Rights of the Child and ILO Conventions 138/182

Travelife Checklist criteria/criterion: 103 + 104

Travelife resources: Detailed guide: Fair labour practices [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#). Detailed guide: Human rights [English](#) | [Español](#) | [Ελληνικά](#) | [Türkçe](#).

Evidence that we comply

Improvements we need to make