

Travelife Sustainability System Criteria

Please note that the criteria are under a two-stage consultation review and may be subject to change when this concludes in July 2012.

Introduction to the Travelife Sustainability System Criteria

The Travelife Sustainability System is made up of the following criteria which focus on environmental and social issues.

The criteria in yellow are mandatory and their requirements must be met if a hotel or an accommodation is to achieve a Bronze Travelife award or above.

To achieve a Silver Travelife award, hotels and accommodations must meet additional mandatory criteria (marked in blue), as well as the Bronze mandatory criteria (in yellow).

Additionally, to achieve a Gold award, hotels and accommodations must meet additional mandatory criteria (marked in orange), as well as the Bronze (in yellow) and Silver (in blue) mandatory criteria.

The other criteria are optional and achievement of their requirements - in addition to the mandatory ones - will contribute to properties achieving a Travelife award.

Travelife Criteria

	ORGANISATION, REPORTING& MANAGEMENT	YES NO N/A	COMMENTS / DETAILS
02.01.01	Does the business have a written policy document that specifies its aims towards the environment (for example, to minimise its environmental impacts)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
02.01.02	Are one or more individuals within the business designated with responsibility for managing environmental issues	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
02.01.03	Are regular (at least annual) progress reports made on environmental issues	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
02.01.04	Is the business currently a member or participant in an environmental forum (e.g. a green business club or waste minimisation club)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	If YES, please name:
02.1.05	Have planning procedures as specified in the country in which this business is based been followed for any new developments undertaken either in the last five years or planned to take place in the next two years?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	ENERGY MANAGEMENT	YES NO N/A	Comments / Details
02.02.01	Is the business actively engaged in achieving a reduction in energy consumption and costs?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
02.02.02	Is energy efficient lighting installed in at least 50% of areas AND is it effective?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	If N/A, alternative actions should be noted.
02.02.03	Is there evidence of (or a policy of purchasing) low energy equipment such as large electrical machinery (fridges, microwaves, cookers etc)?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	RENEWABLE ENERGY	YES NO N/A	COMMENTS / DETAILS
02.03.01	Do the regulations in your country specify that you must buy all of your energy from a specific energy supplier (for example, a Government owned energy generation company)?	<input type="checkbox"/> <input type="checkbox"/>	
02.03.02	Are renewable sources of energy captured on site and used? (e.g. the sun, wind, bio gas or other non-fossil source)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
02.03.03	Is renewable energy purchased for use on site?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

WATER MANAGEMENT		YES	NO	N/A	Comments / Details
02.04.01	Is the business actively engaged in achieving a reduction in water consumption (also reduces costs)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.02	Are water saving devices fitted to reduce water consumption. These devices may include any or all of the following: flow restrictors, aerators, percussion (push) taps or limiters on water pipes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.03	Are employees regularly reminded to save water?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.04	Is grey water recycled and treated appropriately before use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.05	Are energy saving taps (e.g. mixer or temperature controlled) fitted to ensure water is delivered at the temperature it is required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.06	Are low flush WCs fitted or water saving devices installed into WCs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Do irrigation systems for the hotel grounds and gardens have any of the following features :				
02.04.07	Use treated waste water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.08	Have timing devices fitted to minimise operating times or have a procedure to follow for manual watering.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.09	Have moisture sensors fitted to ensure they water on demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.04.10	Work on a system that delivers water to plants below soil level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
WASTE WATER MANAGEMENT		YES	NO	N/A	Comments/Details
02.05.01	Is all waste water discharged from your business treated to meet national regulatory standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Does the establishment dispose of all waste water to:				
02.05.02	On-lot septic tanks/soakaways	<input type="checkbox"/>	<input type="checkbox"/>		
02.05.03	Package treatment plants	<input type="checkbox"/>	<input type="checkbox"/>		
02.05.04	Connections to public sewers, effluent conveyed to waste water treatment plant	<input type="checkbox"/>	<input type="checkbox"/>		
02.05.05	Sewage treatment lagoon system	<input type="checkbox"/>	<input type="checkbox"/>		
02.05.06	Any other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>		
WASTE MINIMISATION AND MANAGEMENT		YES	NO	N/A	Comments/Details
02.06.01	Is the business compliant with national waste regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.02	Is the business actively engaged in achieving a reduction in the volume of solid waste produced (this also cuts associated waste disposal costs)?	<input type="checkbox"/>	<input type="checkbox"/>		
02.06.03	Does the business know where the solid waste it generates is disposed of?	<input type="checkbox"/>	<input type="checkbox"/>		
02.06.04	Are there facilities in the destination to recycle solid waste?	<input type="checkbox"/>	<input type="checkbox"/>		
02.06.05	Is recyclable or re-useable waste separated from non-recyclable or non-re-useable waste?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	If the answer to RT01.06.05 is "YES" which of the following is true?				
02.06.06a	Glass is recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.06b	Paper and/or cardboard is recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.06c	Plastic is recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.06d	Metal is recycled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.06e	Specific items are re-used (give details)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

02.06.07	Is food/bio-matter composted or recycled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.08	Does the business minimise waste by buying in bulk?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.09	Does the business purchase cleaning materials with low environmental impact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.10	If refrigeration equipment utilises CFC's (chlorofluorocarbons) OR HCFC's (hydro-chlorofluorocarbons) as its coolant does the business: Identify which equipment utilises CFC's/HCFC's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.11	Repair damaged equipment as quickly as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.06.12	Have a replacement plan for equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
NATURE CONSERVATION AND BIODIVERSITY		YES	NO	N/A	Comments/Details
	Does the business actively contribute to the upkeep of the natural environment by:				
02.07.01a	Corporate donation (e.g. by donating money per lobster meal sold)	<input type="checkbox"/>	<input type="checkbox"/>		
02.07.01b	Donations (e.g. through a weekly guest raffle or staff pay roll giving schemes)	<input type="checkbox"/>	<input type="checkbox"/>		
02.07.01c	In kind support through activity (e.g. by organising a beach clean up using staff volunteers)	<input type="checkbox"/>	<input type="checkbox"/>		
02.07.01d	Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>		
02.07.02	Is the business actively engaged in minimising the use of chemicals known to cause damage to health and/or the environment? (see attached list for chemicals considered by international regulation to have the potential to harm human health/the environment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
NURTURING UNDERSTANDING		YES	NO	N/A	Comments/Details
02.08.01	Does the business provide customers guidance on environmental protection in the destination (e.g. protecting turtle nesting sites, the importance of barbequing only in dedicated areas, etc)	<input type="checkbox"/>	<input type="checkbox"/>		
ACCOMMODATION PROVIDERS ONLY		YES	NO	N/A	Comments/Details
02.09.01	Are automatic devices installed into guest rooms to switch off air conditioning or control heating when windows are opened?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If N/A, alternative actions should be noted.
02.09.02	Are key card systems or other devices used to switch off electricity when guest rooms are vacated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If N/A, alternative actions should be noted.
02.09.03	Is there a system in place for reducing the number of towel changes in guest rooms? (e.g. Signs for guests to encourage use for more than one day or number of towel changes limited through a schedule)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
02.09.04	If there are signs inviting guests to retain towels rather than change them, is this system supported by appropriate training within the housekeeping department to ensure the procedure is followed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ORGANISATION, REPORTING & MANAGEMENT		YES	NO	N/A	COMMENTS / DETAILS
03.01.01a	Does the business have a written policy document that specifies: The way in which it aims to treat the people it employs (for example, from the health and safety of employees through to upholding equal opportunities and other fundamental human rights)	<input type="checkbox"/>	<input type="checkbox"/>		
03.01.01b	The way in which it aims to integrate into the community in which it is based and cooperate on any significant local issues which impact the business. (for example to support initiatives which benefit from customer awareness such as child protection or drugs)	<input type="checkbox"/>	<input type="checkbox"/>		

03.01.02a	Are all employees given specific training about these policies through: An induction programme when they start work	<input type="checkbox"/> <input type="checkbox"/>	
03.01.02b	Other staff training which aims to integrate these policies into the business	<input type="checkbox"/> <input type="checkbox"/>	
03.01.02c	Staff posters, general staff e-mails or other less formal means	<input type="checkbox"/> <input type="checkbox"/>	
03.01.03a	Are one or more individuals within the business designated with responsibility for managing: The welfare of employees	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.01.03b	Local community relations	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.01.04a	Are regular (at least annual) progress reports made on: Employee related issues and employee management	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.01.04b	Local community relations	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.01.05a	Is the business currently a member or participant in: A business association (e.g. the local hotel association)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	If YES, please name:
03.01.05b	A community forum (e.g. chamber of trade/commerce)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.01.05c	A sustainable tourism programme	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	TREATING PEOPLE FAIRLY	YES NO N/A	Comments/Details
03.02.01	Apart from owner(s) and any business partners does the business employ staff?	<input type="checkbox"/> <input type="checkbox"/>	
03.02.02	Do all employees of this business have formal written contracts of employment?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.03	Is the staff turnover no higher than the national average?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.04a	Are employees : Free to enter their employment through their own choice?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.04b	Free to leave their employment when they choose without penalty?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.05	Are employees paid at least a living wage or a wage equal to the national legal minimum wage?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.06	Do working hours comply with national or international law or benchmark industry standards, whichever affords employees most protection?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.07	Is overtime paid (when time is not given back as lieu)?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.08a	Are employees awarded benefits beyond their legal entitlement such as free uniforms (<i>recognising different cultural needs e.g. a choice of skirts or trousers for women employees</i>), free laundering of uniforms, free meals, sick pay, maternity/paternity pay, extra compensation (<i>in addition to legal or insurance entitlement for injuries at work</i>), access to opportunities to develop their skills (<i>e.g. language classes, continued professional development, annual training reviews</i>), free transport for staff working unsocial hours or other recognised benefits not listed. Only one benefit can be identified	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>Please list benefits identified here:</i>
03.02.08b	Between two and four benefits can be identified	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.08c	More than four benefits can be identified	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.09	Are there documented disciplinary procedures in place and are staff aware of them?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

03.02.10	To enable good employee relations does the business have a means through which staff may make representation to senior management about key employment issues?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.11	If there is a trade union or similar organisation for the tourism and hospitality industry in this country are employees allowed to join if they so wish?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.12	Does the business ensure that people are not discriminated against with regard to employment and access to training and senior positions?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.13	Is there an effective complaints procedure through which employees may raise grievances (including those about harassment) and seek redress?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.02.14	Are any children under the age of 14 working within the business?	<input type="checkbox"/> <input type="checkbox"/>	
03.02.15	If so, are there special working times and conditions for children under the age of fourteen?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	CHOOSING SUPPLIERS	YES NO N/A	Comments/Details
03.03.01	Does the business actively choose locally produced goods in preference to imported ones wherever possible?	<input type="checkbox"/> <input type="checkbox"/>	
03.03.02	Does the business actively choose local suppliers of goods and services (can be answered yes even if some of their products are imported)?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.03.03	Does the business promote local products and services to guests, by recommending, guides, restaurants, markets, craft centres?	<input type="checkbox"/> <input type="checkbox"/>	
	BENEFITING COMMUNITIES AND VULNERABLE GROUPS	YES NO N/A	Comments/Details
03.04.01	Does the business allow use of services or facilities by the local community (even if at a cost) which would not otherwise be available (e.g. a swimming pool, health suite, conference venue)?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.04.02	Where facilities (e.g. beaches) were in public ownership prior to the establishment of the business, do local people still have access to those facilities for legitimate uses? (e.g. fisherman retaining access to launch areas, local trades-people being provided with appropriate stall space etc)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.04.03	In areas where children need protection from tourism related sexual exploitation is the business actively committed to ensuring they are protected on the premises?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.04.04a	In areas where tribal people live, are there processes in place to ensure: Traditional access rights across land are maintained	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.04.04b	Indigenous people are not discriminated against as employees	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.04.04c	Indigenous people are invited to be involved in any communications about their culture.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
03.04.05	When new developments/extension of activities are proposed, does the business actively consult with people, including employees, local residents, local businesses, local authorities and indigenous communities where relevant?	<input type="checkbox"/> <input type="checkbox"/>	
	Does the business actively contribute to the upkeep of the community by:		
03.04.06a	Corporate donation (e.g. to local community projects)	<input type="checkbox"/> <input type="checkbox"/>	
03.04.06b	Donations (e.g. through a weekly guest raffle or staff pay roll giving schemes)	<input type="checkbox"/> <input type="checkbox"/>	

03.04.06c	in kind support through activity (e.g. participating in community action groups)	<input type="checkbox"/> <input type="checkbox"/>	
03.04.06d	Other (please specify)	<input type="checkbox"/> <input type="checkbox"/>	
NURTURING UNDERSTANDING		YES NO N/A	Comments/Details
03.05.01	Does the business provide customers guidance on: Appropriate behaviour and protocols outside the hotel (e.g. nude bathing, dress codes, local regulations regarding alcohol consumption)	<input type="checkbox"/> <input type="checkbox"/>	
03.05.02	Does the business provide information to customers to encourage them to explore the destination beyond the boundaries of the property?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

