



EARTHCHECK

COMPANY STANDARD

VERSION 3.5 JUNE 2012



The planet deserves more than half measures

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EARTHCHECK

EarthCheck is the only global Benchmarking and Certification program for sustainable travel and tourism underpinned by the science and software of EarthCheck. EarthCheck's scientific systems were developed by the Cooperative Research Centre for Sustainable Tourism in Australia over a 10 year period.

EarthCheck is built on the Agenda 21 principles for Sustainable Development endorsed by 182 Heads of State at the United Nations Rio De Janeiro Earth Summit in 1992. EarthCheck provides a framework for organisations to achieve the desired outcomes for sustainable tourism as set out in the final report of the World Summit for Sustainable Development held in Johannesburg in 2002.

The EarthCheck standard is recognised by the Global Sustainable Tourism Council (GSTC) and complies with the Mohonk Agreement which outlines the guidelines and principles for an international sustainable tourism certification program.

EarthCheck science and reporting is aligned with the Intergovernmental Panel for Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories, the World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocol, and the International Organisation for Standardisation (ISO) 14064 range of standards for greenhouse gas accounting.

EarthCheck partners with leading travel and tourism organisations to achieve and maintain good environmental and social practice, deliver maximum benefit to all interested parties and provide confidence for concerned consumers who are seeking a credible program which has integrity, transparency and scientific rigour.

The EarthCheck brand signifies better environmental and social performance, improved community interactions and savings through more efficient use of resources. It provides recognition and promotional support to a global consumer market.

KEEPING EARTHCHECK STANDARDS CURRENT

The EarthCheck Standards are living documents which reflect the progress within the science and technology pertaining to Certification for a sustainable travel and tourism industry.

To maintain their currency, all EarthCheck Standards are periodically reviewed, and new editions are published. Standards may also be withdrawn. It is important that organisations ensure they are using a current Standard, as published on the 'My EarthCheck' homepage, available on the EarthCheck website www.earthcheck.org.

EarthCheck welcomes suggestions for improvement to the Standards, and encourages organisations to notify us of any apparent inaccuracies. Please address your comments to info@earthcheck.org.

DISCLAIMER

While the authors have made all reasonable efforts to gather the most current and appropriate information, Earthcheck Pty Limited does not make any warranty as to the correctness, completeness or suitability of the information, and shall in no event be liable for any loss or damage that you may suffer as a result of your reliance on this information.

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EARTHCHECK

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INTRODUCTION

The purpose of the EarthCheck Company Standard is to provide organisations with a framework for environmental and social sustainability. The EarthCheck Company Standard can apply to all travel and tourism related organisations, and the systems and processes can be applied to any organisation out of the travel and tourism sectors.

This Standard includes requirements specific to other management systems, such as quality, environment, occupational health and safety, risk management and corporate social reporting, and its elements can be integrated with those of other management systems. The Standard ensures a high level of alignment to the Global Reporting Initiative, and is recognised by the GSTC.

The EarthCheck Benchmarking program allows an organisation to benchmark themselves against an unlimited number of Optional Indicators in order to manage internal and external reporting requirements. In addition to the Company Standard, EarthCheck also offers the EarthCheck Community Standard to assist organisations and communities to achieve sustainable outcomes.

KEY PERFORMANCE AREAS

The following 10 Key Performance Areas addressed in this Standard aim to improve an organisation's environmental and social performance:

1. Greenhouse Gas Emissions
2. Energy Efficiency, Conservation and Management
3. Management of Freshwater Resources
4. Ecosystem Conservation and Management
5. Social and Cultural Management
6. Land Use Planning and Management
7. Air Quality Protection
8. Wastewater Management
9. Solid Waste Management
10. Environmentally Harmful Substances

GUIDANCE ON THE SELF ASSESSMENT CHECKLIST

This Standard sets out the criteria for EarthCheck Certification, including explanatory notes and a Self Assessment Checklist. The numbered clauses form the criteria, with explanatory notes on how the Standard is applied.

The Self Assessment Checklist provides organisations with a tool to review compliance against each clause of the Standard. It is a mandatory requirement to provide comments/explanation for every box ticked 'Yes' or 'No'. The Self Assessment Checklist is available online through 'My EarthCheck'.

Documentation Requirements

In addition to the Self Assessment Checklist, this Standard sets out the documentation requirements that can be objectively audited subject to an organisation's level of environmental and social risk. The extent and detail of the documentation are subject to the complexity of the organisation's scope (including location and sensitivity of the local environment, activities, products, services and facilities) and level of environmental risk.

An organisation with low environmental and/or social risk will be required to document a Risk Assessment and Environmental Action Plan suitable to the scope of the organisation's operations. Whereby an organisation's environmental risk is deemed as high, a documented Environmental Management System (EMS) is required.

All levels of risk are subject to ratification by EarthCheck.

ORGANISATION DETAILS

EarthCheck requires information about your organisation and operation to assist in the Benchmarking and Certification process. All information is treated as highly confidential.

Contact Details

Organisation Name _____

Address _____

Postcode/Zip _____

Country _____

Telephone _____

Website _____

EarthCheck Coordinator _____

Position Title _____

Email Address _____

Corporate Governance

The Self Assessment Checklist is a management tool that can be used to report on an organisation's environmental and social performance and its commitment to corporate governance and risk management.

This document forms an easy reference tool and health check for communicating performance with your internal and external key stakeholders.

Turnover last year
(Include amount & currency)

Corporation details
i.e. nature of ownership¹

Any changes regarding size,
structure or ownership over
the last year?

Number of full time equivalent
staff²

Number of staff who live on
site³

Number of guest rooms
(if accommodation)

¹ Nature of business ownership e.g. Owned, Leased, Franchised etc.

² Where staff numbers are seasonal work out an average

³ Include any staff family members living onsite

Local, Social and Environmental Setting

Local, social and environmental setting assists in identifying an organisation’s level of risk and the subsequent documentation requirements.

Please select all fields relevant to the setting of your organisation.

| | |
|---|---|
| <input type="checkbox"/> Rural | <input type="checkbox"/> Desert/Arid |
| <input type="checkbox"/> Urban | <input type="checkbox"/> National Park |
| <input type="checkbox"/> Rainforest | <input type="checkbox"/> Marine Park |
| <input type="checkbox"/> Forest | <input type="checkbox"/> Heritage Park |
| <input type="checkbox"/> Wetland/Swamp | <input type="checkbox"/> World Heritage Area |
| <input type="checkbox"/> Mangroves | <input type="checkbox"/> Man in Biosphere Reserve |
| <input type="checkbox"/> Lake/Pond | <input type="checkbox"/> Other Conservation Area |
| <input type="checkbox"/> Coastal/Beachfront | <input type="checkbox"/> Endangered Species |
| <input type="checkbox"/> Coral Reef | <input type="checkbox"/> Indigenous Community |
| <input type="checkbox"/> Alpine/Arctic | <input type="checkbox"/> Local Village/Town |
| <input type="checkbox"/> Mountain | <input type="checkbox"/> Nearby River |

Scope Statement:

As best you can, describe your organisation’s local, social and environmental setting, including the organisation’s proximity to any of the above considerations.

Explanatory Note: *It is the scope of the operation (i.e. activities, products and services managed by the organisation) that will be assessed at time of Benchmarking and Certification. The information contained in the above Scope Statement should be included in the Environmental and Social Sustainability Policy.*

Activities, Services and Facilities

Please select all relevant fields and provide comments where necessary:

| Item | Comments: |
|---|-----------|
| <input type="checkbox"/> Pool(s) <i>How many and size?</i> | |
| <input type="checkbox"/> Restaurants/Café(s) <i>Seating capacity?</i> | |
| <input type="checkbox"/> Function Room(s) <i>How many and seating capacity?</i> | |
| <input type="checkbox"/> Golf Course <i>How many holes?</i> | |
| <input type="checkbox"/> Tennis Court(s) <i>How many?</i> | |
| <input type="checkbox"/> Gymnasium(s) <i>How many?</i> | |
| <input type="checkbox"/> Spa <i>How many treatment rooms?</i> | |
| <input type="checkbox"/> Vehicle Transport <i>How many? Type?</i> | |
| <input type="checkbox"/> Maintenance Workshop <i>Activities undertaken e.g. painting?</i> | |
| <input type="checkbox"/> Outdoor Activities <i>Type e.g. water sports?</i> | |
| <input type="checkbox"/> Own Water Supply Source <i>Type e.g. desalinated seawater?</i> | |
| <input type="checkbox"/> Onsite Wastewater Treatment <i>Type?</i> | |
| <input type="checkbox"/> Onsite or Offsite Solid Waste Disposal <i>Type?</i> | |
| <input type="checkbox"/> Bulk Diesel, Gasoline, LPG storage <i>How much?</i> | |
| <input type="checkbox"/> Onsite Electricity Generation <i>Type e.g. diesel, solar etc.</i> | |
| <input type="checkbox"/> Airport/Helipad <i>Describe size and usage?</i> | |
| <input type="checkbox"/> Marina <i>How many berths?</i> | |
| <input type="checkbox"/> Tours <i>How many tour routes?</i> | |
| <input type="checkbox"/> Other (please specify) | |

1. POLICY

Explanatory Note: This section outlines the first step in an organisation's journey towards sustainability. It addresses the requirements of the Environmental and Social Sustainability Policy.

1.1 Develop Policy

The organisation shall have a documented Environmental and Social Sustainability Policy that addresses the scope of the organisation's operations including; location and sensitivity of the local environment, environmental and social impacts, activities, products, services and facilities.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does your organisation have a written Environmental and Social Sustainability Policy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has an accurate scope statement addressing the extent of the organisation's operations been included? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.1.1 Continual Improvement

Organisations are required to commit to continual improvement in environmental and social sustainability and improvement in annual Benchmarking Assessments.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the Policy include a commitment to continual improvement in sustainability and annual Benchmarking? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.1.2 Legal Compliance

Organisations are required to commit to legal compliance and with other requirements the organisation subscribes to.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the Policy include a commitment to legal compliance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.1.3 Local Employment

Organisations are required to give special consideration to the employment of persons living in nearby locations, including management positions whereby this does not adversely affect the organisation's operational viability.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the Policy include a commitment to give special consideration to local employment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.1.4 Products and Services

Organisations are required to make a commitment to give preference to products and services of local origin⁴, and follow fair trade principles.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the Policy include a commitment to give preference to local products and services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is your organisation committed to fair trade principles? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is a purchasing policy in place for the procurement of local food, goods, other consumables and services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.2 Adopt Policy

The highest managerial level within the organisation shall adopt the Policy.

It is vital that the commitment to Environmental and Social Sustainability is an integral part of the corporate governance of the organisation.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Has the organisation's Chief Executive Officer, General Manager and/or Director signed the Policy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.3 Promote Policy

The Policy shall be promoted and communicated to all key stakeholders including employees, customers and suppliers of products and services to the organisation.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Has the Policy been communicated to all key stakeholders? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there a list of stakeholder groups engaged by the organisation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

⁴ Only whereby this does not adversely affect the organisation's operational activities, viability and environmental and social impacts, this may not apply to inner city-based tourism products such as a city hotel, attraction or similar organisation.

1.4 Publically Available

The Policy shall be made publically available, including on public display and available to all key stakeholders.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does your organisation display your Policy in prominent public places for staff, customers and suppliers to site? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the Policy made publically available on request to any key stakeholder? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

1.5 Review Policy

The organisation shall review the Policy annually and maintain a record of ongoing review.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has the policy been reviewed, signed and dated within the last 12 months? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation maintain a record for review? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Explanatory Note: *The organisation's Environmental and Social Sustainability Policy should be linked to the organisation's Risk Assessment and Sustainability Approach (see Section 4).*

2. BENCHMARKING

Explanatory Note: This section addresses the requirements and provides guidance on the submission of data for annual Benchmarking Assessments. It is important to note that successful Benchmarking is an annual requirement under the EarthCheck Program.

2.1 Data Collection

Organisations shall collect and submit Benchmarking data against each of the Core Benchmarking Indicators by way of annual Benchmarking Assessment. The organisation shall have in place a repeatable system for accurately recording Benchmarking data including a methodology for calculating the organisation's Activity Measure for each consecutive year⁵.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is the Benchmarking data collected relevant only to the scope of the organisation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Activity Measure data accurately calculated for the Benchmarking Period? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Energy Consumption data measured and accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation have comprehensive Energy Consumption records that would allow the calculation of Greenhouse Gas Emissions (Scope 1 and Scope 2 ⁶)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Potable Water Consumption data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Water Saving data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Waste Sent to Landfill data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Waste Recycling data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

⁵ Refer to the **EarthCheck Sector Benchmarking Indicators (SBI) Document** when undergoing Benchmarking, including the calculation of the organisation's Activity Measure.

⁶ Please note that the Scope 1 and Scope 2 are calculated within the Benchmarking Software using the organisations recorded energy data.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is the organisation's Community Commitment data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Community Contributions data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's Paper Products usage data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is your organisation's Cleaning Product usage data accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is your organisation's Pesticide Product usage accurately recorded? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

2.1.1 Sector Specific Indicators

Organisations shall collect data and record their level of performance against the Sector Specific Indicators (SBI) for the most recent annual Benchmarking Period.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Have all Sector Specific Indicators relevant to your organisation been recorded as per the EarthCheck SBI document? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Explanatory Note: EarthCheck Sector Specific Indicators are more relevant to a particular industry component and measured only within a specific sector. There are no EarthCheck Sector Specific Indicators relevant to the Accommodation sector.

2.1.2 Optional Indicators

Organisations may nominate Optional Indicators in order to demonstrate compliance to other frameworks subscribed to⁷.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have any subscribed requirements an Optional Indicator can measure? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation record consumer feedback received, both positive and negative, as an Optional Indicator? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

⁷ Although not mandatory, organisations are encouraged to elect Optional Indicators in the key areas of their operations for internal performance monitoring.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation record the total hours of employee training on policies and procedures as an Optional Indicator? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation record the total number of incidents of discrimination and actions taken as an Optional Indicator? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation record the number of staff trained on anti-corruption policies as an optional indicator? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation perform internal assessments to verify that key stakeholders are staying true to the values against corruption? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

2.2 Benchmarking Records

All records pertaining to annual Benchmarking Assessments shall be retained and made available for at least three years. Where an organisation has less than three years of accumulated records, the organisation shall retain the first and second year's records.

Evidence for the data provided during Benchmarking, including methodology shall be accurately recorded and made available for clarification and verification.

Explanatory Note: Whereby an organisation has performed below Baseline performance for any Benchmarking Indicator, this shall be addressed in the organisation's Risk Assessment and long term Sustainability Approach.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has your organisation been keeping records for at least three years (or since initial Benchmarking)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Can evidence be provided for the calculation of the organisation's Activity Measure data? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are records available for the calculation of each of the Core Benchmarking Indicators? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are records available for the calculation of any Sector Specific or Optional Indicators? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does your organisation address any indicators that have performed below Baseline performance in the organisation's Risk Assessment and long term Sustainability Approach? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

3. COMPLIANCE

Explanatory Note: This section addresses the requirements for an organisation's regulatory compliance.

3.1 Regulatory Compliance

The organisation shall be aware of and comply with all applicable regulatory requirements (including but not limited to environmental, social, cultural, quality, health and safety) for legal operation. This shall include but is not limited to; areas such as heritage and archaeological significance where applicable.

When breaches of regulatory requirements occur, urgent and priority corrective action, including full disclosure to regulatory authorities shall be taken⁸.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation comply with all relevant laws and legal requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has there been any prosecution or legal action against the organisation within the last year? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

3.1.1 Legislation Register

The organisation shall record all applicable regulatory requirements in the form of a legislation register and include copies of current permits, licences and agreements.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has the organisation developed a comprehensive legal register? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation keep records (including permits, licenses, leases, and correspondence with regulatory authorities) to demonstrate legal compliance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

3.2 International Standards

Where there is no relevant legislation to which the organisation must adhere, the organisation shall adopt international standards or recognised best practice.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is the organisation committed to the adoption of international standards and/or best practice where applicable? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

⁸ It is vital that an organisation maintains a culture of diligent legal compliance.

4. SUSTAINABILITY APPROACH

Explanatory Note: This section outlines the criteria for an organisation's long term Sustainability Approach.

Sustainability Approach is the way in which an organisation manages and improves its overall environmental and social performance. The approach must enable an organisation to meet the objectives of their Policy and address all actual and potential risks identified by a Risk Assessment. The documentation requirements of this section are subject to the complexity of the organisation's scope and level of environmental risk.

4.1 Sustainability Approach

The organisation shall implement, maintain and monitor a long term Sustainability Approach to meet the objectives of the Policy that is suitable to the scope of its operations.

The Sustainability Approach shall be documented by way of a Risk Assessment and Environmental Action Plan and shall address all relevant Key Performance Areas. Whereby an organisation's environmental risk is deemed as high, a documented Environmental Management System (EMS) is required.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have a commitment to implement its Policy and meet its objectives and targets? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation have in place a structure that will enable it to meet the requirements of the EarthCheck Company Standard? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.1.1 Environmental Risk

The organisation shall identify its level of environmental risk in order to document a Sustainability Approach appropriate to the scope of its operations. Whereby:

- a) There are any actual and/or potential ecological and/or social impacts; or
- b) The location is within an environmentally and/or culturally sensitive area⁹; or
- c) There are over 500 full time equivalent staff; or
- d) There are over 500 guest rooms (including staff living onsite); or
- e) There are activities involving more than five locations or tour routes.

The organisation shall be deemed High Risk and a documented EMS is required. All other organisations will be deemed Low Risk and require a Risk Assessment and Environmental Action Plan addressing all relevant Key Performance Areas.

⁹ Sensitive areas include but are not limited to world heritage listed areas, areas set aside for environmental and/or cultural protection, marine parks, beaches, rivers, lagoons, wetlands/swamps, alpine/artic areas, tropical islands/coral reefs, national/state parks, areas set aside for indigenous people or specific national and state or regional environmental, social and cultural legislation requirements.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have more than 500 full time equivalent staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation have more than 500 guest rooms and/or do the activities undertaken by your organisation involve more than five locations or tour routes? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are there any potential ecological and/or social impacts or is the organisation located in close proximity to environmentally and/or culturally sensitive areas? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Explanatory Note: All levels of risk are subject to ratification by EarthCheck.

4.2 Risk Assessment

The organisation shall assess all actual and/or potential risks (environmental, social and cultural) in relation to the organisation's scope identified by way of a documented Risk Assessment¹⁰.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have a documented Risk Assessment in order to assess all actual and/or potential risks? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.2.1 Aspects and Impacts

The organisation shall implement and maintain a procedure to identify all aspects of its activities, products and services that have an actual and/or potential impact (environmental, social and cultural) against the 10 Key Performance Areas:

1. Greenhouse Gas Emissions
2. Energy Efficiency, Conservation and Management
3. Management of Freshwater Resources
4. Ecosystem Conservation and Management
5. Social and Cultural Management
6. Land Use Planning and Management
7. Air Quality Protection
8. Waste Water Management
9. Solid Waste Management
10. Environmentally Harmful Substances

Major external influences shall also be identified and potential impacts assessed where appropriate.

¹⁰ Organisations may refer to the Risk Assessment templates available through 'My EarthCheck'. Other useful references include the World Tourism Organisation (WTO) (www.unwto.org) and Sustainable Tourism Online (STO) (www.sustainabletourisonline.com).

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have a procedure to identify aspects against the 10 Key Performance Areas? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have major external influences been identified and potential impacts assessed where appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are auditable records for gathering information, assessing performance and rectifying issues retained? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.2.2 Likelihood and Severity

The organisation shall consider the likelihood and severity of potential impacts including the ability to prevent and/or mitigate impacts should they arise.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Has the Risk Assessment identified the likelihood and severity of potential impacts? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has the Risk Assessment considered the ability to prevent and/or mitigate impacts should they arise? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.2.3 Stakeholder Views

When undertaking the Risk Assessment, the organisation shall seek and consider the views of internal and external key stakeholders.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a process for identifying and consulting with key stakeholders? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.2.4 Emergency Planning & Response

The organisation shall identify possible accidental and emergency situations that can have an environmental, social and/or cultural impact.

The organisation shall have a process in place to respond to accidental and emergency situations and prevent and/or mitigate associated impacts.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has the Risk Assessment considered potential emergency and accidental situations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Explanatory Note: The Risk Assessment must not only consider the ongoing normal activities of the organisation, but also the potential emergency and accidental situations which may occur.

4.2.5 Review Annually

The organisation shall review and update the Risk Assessment annually.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Has the Risk Assessment been revised and completed within the last twelve months? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have there been any changes to the operation that need to be included in the organisation's Risk Assessment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.3 Environmental Action Plan

The organisation shall develop an Environmental Action Plan to ensure that any risks of environmental, social and cultural harm are minimised, and objectives and targets are set so improved performance can be achieved.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have a process to rectify, eliminate, reduce and/or control the impacts identified by way of an Environmental Action Plan? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the Environmental Action Plan linked to the organisation's Risk Assessment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the Environmental Action Plan reviewed regularly? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Explanatory Note: The Environmental Action Plan shall include designation of responsibilities, the means and timeframes by which individual performance improvement targets (both quantitative and qualitative) are to be achieved and a statement verifying the results. The Environmental Action Plan shall be documented and updated at least annually.

4.4 Appoint Representation

The organisation shall formally appoint a competent representative within the organisation as the EarthCheck Coordinator and establish a Green Team. This appointment must be supported by the highest managerial level.

4.4.1 Responsibilities

The EarthCheck Coordinator will have responsibility and authority for:

- a) Ensuring that the long term Sustainability Approach is compliant to the Standard;
- b) Reporting on the performance of the organisation to management and/or key stakeholders.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has an EarthCheck Coordinator been formally appointed supported by a letter of appointment or position description? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has the EarthCheck Coordinator received training to the requirements of the organisation's Sustainability Approach? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has the organisation's Green Team been established and trained to support the EarthCheck Coordinator? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have reports been provided to senior management in relation to the organisation's performance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.4.2 Staff Training

The organisation shall ensure all staff has received periodic training as necessary in order to meet the requirements of the long term Sustainability Approach with respect to their duties (including emergency procedures and environmental incident reporting).

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does staff induction include the Policy, Risk Assessment, and the overall long term Sustainability Approach? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the staff induction include specific environmental management aspects for the duties and responsibilities of each position? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there an ongoing program to keep staff updated with their environmental management responsibilities? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.4.3 Management Awareness

The organisation shall ensure management know of and understand the Policy and the organisation's commitment to, and responsibilities for, implementing the long term Sustainability Approach.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Do management know and understand the Policy and long term Sustainability Approach? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.4.4 Retain Records

The organisation shall retain for at least three years, appropriate records demonstrating conformance with the requirements of the Standard, including those related to Benchmarking Assessments.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Are record keeping processes in place and have they been held for the last three years (or since initial Benchmarking)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.4.5 Review

The organisation shall undertake regular reviews to determine the adequacy and effectiveness of the organisation's long term Sustainability Approach in fulfilling the requirements of the Standard.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are the Risk Assessment and Environmental Action Plan reviewed and updated annually? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the effectiveness of the organisation's Sustainability Approach assessed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5 Environmental Management System (EMS)

Explanatory Note: An Environmental Management System¹¹ (EMS) is a detailed Sustainability Approach used to manage an organisation's social and environmental impacts and provide reports on environmental improvement performance to senior management and key stakeholders.

This section is only applicable to High Risk organisations that require a documented EMS. Low Risk organisations can opt for an EMS by choice. If your organisation does not require an Environmental Management System, you may proceed to Section 5.

4.5.1 EMS Relevance

If an organisation is deemed High Risk, the organisation shall develop, implement and maintain a documented EMS that is relevant to the scope of the organisation's operations including activities, products and services.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is the documented EMS relevant to the scope of the organisation's operation, including activities, products and services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5.2 EMS Documentation

The EMS shall include all mandatory documentation stipulated in the Company Standard including Policy, Risk Assessment and Environmental Action Plan in addition to:

- a) The organisational structure and resources for meeting the objectives of the Policy;
- b) Description of the scope of the EMS, its main elements and their interaction including related documents; and
- c) Records and documents determined by the organisation to ensure the effective planning, monitoring and control of processes that relate to the EMS.

¹¹ Organisations may refer to the EMS Tool made available through 'My EarthCheck' homepage.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are the Policy, Risk Assessment and Environmental Action Plan included in the EMS? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5.3 Operational Controls

The organisation shall demonstrate that it has documented procedures to mitigate risk on any significant impact that has been identified.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are documented procedures in place for those operations with a significant environmental impact? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Explanatory Note: Documented procedures may be referred to as work procedures, standard operating procedures (SOPs), or anything else. Operational procedures can range from text-based to pictorial e.g. flowcharts.

4.5.4 Monitoring and Measurement

The organisation shall monitor and measure their performance against their Policy, Benchmarking Assessment performance, improvement targets and relevant legislation.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation monitor performance against set improvement targets? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5.5 Internal Audits

The organisation shall conduct regular internal audits to ensure environmental and social improvement targets are being met.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are internal audits conducted regularly? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5.6 Corrective and Preventative Action

The organisation shall document a procedure for dealing with non-conformity and take appropriate corrective and preventative action to meet conformity requirements.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Have non-conformities been reviewed and corrective and preventative action taken? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5.7 Control of Documentation

The organisation shall document a procedure for the control of documents required to demonstrate compliance to the Standard.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a procedure for the control of records required to demonstrate compliance to the Standard? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4.5.8 Management Review

The organisations shall undertake regular management reviews to determine the adequacy and effectiveness of the organisation's Sustainability Approach in fulfilling the requirements of the Standard.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is the EMS reviewed at regular intervals to determine its adequacy and effectiveness? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5. PERFORMANCE

Explanatory Note: This section addresses the requirements of an organisation's environmental and social performance. The organisation shall assess the significance of the positive and negative impacts of its activities, products and services against each of the 10 Key Performance Areas.

5.1 Greenhouse Gas Emissions

The organisation shall ensure that greenhouse gas emissions from all sources are measured, and procedures are implemented to minimise impact, and where feasible, implement carbon offsets.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a commitment to the reduction of greenhouse gas emissions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are ozone depleting substances, particularly refrigerant gases from older refrigeration and air conditioning systems released to the atmosphere? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is a program in place to offset the carbon generated in greenhouse gas emissions through carbon sequestration by, for example, forest planting? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.2 Energy Efficiency, Conservation and Management

The organisation shall minimise energy use, ensure the energy supply is sustainable and, where practical use renewable energy.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is a program in place to ensure energy efficiency as much as possible? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the use of renewable energy maximised? Does this take the form of solar, wind or hydroelectricity and do you use ethanol or bio-diesel for vehicles, vessels or machinery? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is the organisation's energy supply sustainable, particularly when using timber for heating, cooking or fireplaces? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Where available, is 'green' electricity from grid suppliers purchased? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a preference for efficient, low greenhouse gas emission energy sources (grid electricity where renewable, bio-diesel or natural gas)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are energy efficient lighting appliances utilised (many new types are now available)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is natural lighting utilised wherever possible? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are movement detectors used for lighting around outdoor paths and in seldom or infrequently used areas? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is passive solar design used, and when in a hot climate, is natural ventilation available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are energy efficient heating and cooling systems used where required (not walkways, open areas, seldom used areas), including the use of smart control so unoccupied rooms are not heated/cooled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is tempered air employed rather than full air conditioning, is there use of desiccant dehumidification systems for air-conditioning, and are there efficient chillers and air handling systems for air-conditioning? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are variable speed drives and intelligent controls for refrigeration, air conditioning and pumping applications implemented? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| In areas that are heated or cooled, is roof and wall insulation installed, and in extremely cold areas? Is double glazing installed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is heat recovery and cogeneration equipment used where possible? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are energy efficient vehicles, vessels, plant and machinery used when considering group sizes, terrain and road conditions, vehicle style and engine type for maximum efficiency (as a guide select ethanol based fuels (e10), bio-diesel, natural gas or LPG before diesel or petrol-powered vehicles (and consideration of fuel/electric hybrid-drive vehicles)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Do small vessels use diesel or four-stroke instead of two-stroke outboards? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are any other energy saving measures in place? If yes, please provide details. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.3 Management of Freshwater Resources

The organisation shall establish the efficient use of the freshwater supply and minimise the consumption of freshwater resources.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is the source of freshwater for the organisation from a sustainable source(s)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is a program in place to ensure water conservation as much as possible? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is a regular maintenance schedule implemented? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have low/dual flush toilets been implemented? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have low flow tap/faucet fittings been implemented? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have low flow shower fittings been implemented? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are baths provided in guest rooms? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are outside areas swept instead of being washed down? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have auto detect or waterless urinals been implemented? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is rainwater collected, stored and/or used? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is grey water or treated wastewater recycled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are native species (i.e. those that are adapted to the climate) planted to reduce irrigation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the organisation have other water saving measures in place? If yes, please provide details. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.3.1 Stormwater Management

The organisation shall manage stormwater to avoid contamination, erosion and siltation and maintain catchment integrity.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| For organisations with land which collects stormwater, is there a system in place to ensure stormwater does not become contaminated with litter, oil and grease, or silt wastewater? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are stormwater flows designed to maintain exiting drainage patterns as much as possible and ensure that there is no erosion? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| If your organisation washes vehicles regularly, do you have in place systems to ensure oil and grease contamination of runoff water does not occur (e.g. dedicated wash bays or an oil/water separator)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does your organisation have sites and land which has been repaired/are managed to prevent erosion? If yes, has any erosion occurred or could erosion occur? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have silt trap devices been put in place to avoid siltation of natural watercourses? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.4 Ecosystems Conservation and Management

Tourism occurring in or near natural ecosystems has the potential to affect natural ecosystems. The organisation shall understand conservation requirements for any local wildlife and/or natural ecosystems.

Explanatory Note: Criteria 5.4.1 – 5.4.2 applies to sites near natural habitats, however, it could be appropriate to inner city-based tourism products such as a city hotel, attraction or similar organisation.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have an understanding of the conservation requirements of any local natural ecosystems, species or communities of conservation concern and protected areas? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.4.1 Minimise Eco-Disturbance

The organisation shall ensure any disturbance of natural ecosystems is minimised, rehabilitated or there is a compensatory contribution to conservation management.

The contribution can be in the form of permit or access fees, donations, in-kind support, provision or loan of plants and machinery, or provision of infrastructure.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is there any disturbance of natural ecosystems due to activities undertaken by the organisation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are fees, permit fees etc. required for accessing any protected area? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Within the available resources of the organisation, is there some form of contribution to conservation management? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.4.2 Wildlife

No captive wildlife is to be held, except for properly regulated activities, and living specimens of protected wildlife species are only to be kept by those authorised and suitably equipped to house and care for them.

The organisation shall ensure any interaction with wildlife does not involve any adverse effects and does not affect the viability of populations.

Explanatory Note: Any interaction with wildlife should meet national or international codes of practice as set by conservation agencies and authorities.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is any captive wildlife held onsite by the organisation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| If wildlife interaction occurs, has a conservation organisation endorsed the efforts to minimise adverse effects? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.4.3 Protected Species

The organisation shall ensure all artifacts, souvenirs and products offered for sale and/or consumption do not include any protected species or species of conservation concern (e.g. CITES and IUCN Red List species and locally or nationally recognised endangered species).

Explanatory Note: This may include sustainable food menus with alternate options for some traditional delicacies. Sustainably sourced food products can be identified through conservation agencies such as the Marine Stewardship Council and the World Wide Fund for Nature (WWF).

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Have any protected species or those of conservation concern been included in any products for sale or consumption? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there a commitment to address the provision of any species of conservation concern within the organisation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.4.4 Materials and Vehicles

The organisation shall ensure maintenance, refurbishment, replacement and construction materials and replacement vehicles, vessels and equipment are chosen for their eco-efficiency and that their use is sustainable.

Explanatory Note: Examples include certified, non-toxic and/or biodegradable products.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| As much as possible, have sustainable building/construction/maintenance materials been and are used? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have vehicles, vessels and equipment been chosen for their eco-efficiency? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.5 Management of Social and Cultural Issues

The organisation shall manage the social and cultural impacts of its operations as well as actively support initiatives for social and community development including, among others, education, health, and sanitation.

The activities of the organisation shall not jeopardize the provision of basic services, such as water, energy, or sanitation, to neighbouring communities.

Explanatory Note: The social and cultural impacts of a tourism organisation need to be carefully understood. Each community and culture is unique and may have different aspects which result in a tourism activity that has no adverse impacts in one culture or community, but has serious effects in another. In cities or long-established tourism destinations, this aspect may not be applicable.

5.5.1 Cultural Sensitivity

The organisation shall conduct operations in a way that does not adversely affect local cultures, society or cultural heritage materials and enhances the local community.

The organisation contributes to the protection of local historical, archaeological, culturally, and spiritually important properties and sites, and does not impede access to them by local residents.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Are the adverse effects on local cultures and the community understood? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have strategies been implemented to minimise and mitigate any impacts? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are supplies sourced locally where feasible? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Where feasible, are local community, cultural, sports and/or recreational activities supported? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is the making and selling of local handicrafts by the local community encouraged? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Does the selling, trading or displaying of natural or cultural/archaeological artifacts only occur with the relevant permits/approvals? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has the provision of basic services to the local community (such as water supplies, sanitation, roads and power supplies) been jeopardised by the establishment and operation of the tourism product? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.5.2 Cultural Engagement

The organisation shall understand, recognise and, as much as possible, contribute and respond positively to the rights and aspirations of local and/or indigenous people. Activities in indigenous and local communities shall occur with the consent and in collaboration with the community.

Where possible, the organisation shall engage elements of local art, architecture or cultural heritage within its operations including such things as design and cuisine whilst respecting the intellectual property rights of the local and/or indigenous people.

Explanatory Note: The best way is to involve local people in staff and management positions is to have some open consultation mechanism with the local community and culture. The level of detail of the process, understanding and response to local and indigenous people's aspirations will depend upon the size of the tourism organisation and its potential to contribute to the society.

In cities or long established tourism destinations, this aspect may not be applicable.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are the rights and aspirations of local people understood? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are specific measures implemented to raise guest awareness, understanding and respect for local indigenous cultures and customs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.5.3 Cultural Awareness

The organisation shall establish a code of conduct in collaboration with the community. This is to ensure that guests are made aware of any behaviour necessary to avoid offending local customs, beliefs or cultural aspects when visiting culturally or historically sensitive sites and/or indigenous communities.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has a code of conduct for guests been established, in collaboration with the local community? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Are specific measures adopted to promote guests' understanding of and respect for indigenous cultures and customs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has potentially offending behaviour(s) been identified and have guests and staff been advised of the appropriate behaviour? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.5.4 Local Employment

The organisation shall provide employment opportunities, including management positions for local and indigenous people. Training is to be provided where necessary.

Explanatory Note: Special consideration does not necessarily mean a preference which is detrimental to the organisation's business (e.g. employing local people without the required competencies). However, where possible, development and training opportunities should be provided. In cities or long established tourism destinations, this aspect may not be as relevant.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are local people employed, and are local people employed for management positions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.5.5 Employment Conditions

The organisation shall implement a policy to ensure labour arrangements, employment terms and conditions and business practices are ethical and not exploitative, particularly of children, adolescents, women and local minorities including commercial and sexual exploitation.

The organisation shall have equitable hiring of women and local minorities (including hiring for management positions), while restraining child labour. Legal protection of employees is respected and all employees are paid a living wage.

The organisation understands the rights and needs of all employees, regardless of minority status or vulnerability, including but not limited to: women, people with disabilities, children, indigenous peoples, migrants, hereditary status (caste), people of different race, religion or culture and any other vulnerable groups.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a commitment to ethical and non-exploitative arrangements with staff, suppliers and clients? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there any sexual commercial exploitation of minors (children and adolescents)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there a participatory management approach, encouraging staff to input to management approaches and directions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.5.6 Local Goods and Services

The organisation shall ensure local and fair trade goods and services are purchased by the business, where available. Opportunities for local businesses to sell products that are based on the area's nature, history, and culture (including food and beverage, crafts, souvenir products, etc.) shall be provided by the organisation.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is a purchasing policy in place for the local procurement of products and services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are fair trade services purchased where available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are local businesses given the opportunity to sell products and services to your business e.g. in the gift shop? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.6 Land Use Planning and Management

The organisation shall ensure that there is a commitment to, and/or support for, habitat conservation in their land use planning and management including design and construction of buildings and infrastructure. The organisation shall comply with all land rights, property acquisition, local zoning and protected or heritage area requirements, and have a regard for cultural and heritage considerations. This includes local community and indigenous rights.

Any design and construction of buildings and/or infrastructure will have respect for the natural and cultural surroundings, and appropriate principles of sustainable construction applied. The organisation shall use native species for landscaping and restoration, avoiding the introduction of invasive alien species where possible.

The design and construction of buildings and/or infrastructure will provide access for persons with special needs.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is there local zoning/management plans for the land? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there a commitment to habitat conservation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has land acquisition been in accordance with applicable legislation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are there any cultural and heritage considerations to take into account? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are contributions made or is an environmental improvement program supported? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is access provided for persons with special needs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.7 Air Quality Protection

The organisation shall minimise emissions which could affect air quality and ensure noise does not adversely affect nearby residents, communities or wildlife.

Air quality effects can include smoke, vehicle/machinery exhausts and release of toxic substances such as chlorofluorocarbons (CFCs) from old refrigerators and air conditioning units.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Are there ongoing gaseous or particulate emissions which could affect air quality? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are there any ongoing or regular noise emissions which affect residents, communities or wildlife? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.8 Wastewater Management

The organisation shall treat wastewater/sewage and discharge effluent in a manner which will cause the least ecological harm and to a recognised international standard.

The level of treatment obviously depends on the location and sensitivity of the ecosystem (other factors such as pollutant loads to the environment must also be considered).

Explanatory Note: In cities or urban areas with connection to a town sewage treatment system, these criteria may not be applicable.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Is wastewater/sewage sent to a municipal treatment system? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is wastewater treated to a standard to mitigate impacts? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.9 Solid Waste Management

The organisation shall implement a waste management plan in order to minimise the production of any solid waste and ensure disposal will not have an adverse environmental impact.

An organisation shall reuse and recycle waste. Where practical, this includes utilising organic waste through a management program such as composting, fertiliser, mulching, animal feed and others. The most important aspect is to minimise waste which can be achieved by considering the packaging of materials and where possible, utilising re-useable goods rather than disposable ones. Where this is not possible, use recyclable or biodegradable containers.

Explanatory Note: It is generally not considered good practice to burn waste, this should only occur in exceptional circumstances where local climate or other factors prohibit disposal to a well-managed landfill or special incineration facilities.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are waste minimisation strategies in place? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are reuse and recycling waste strategies in place? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is solid waste disposed to a known and managed landfill? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.10 Management of Environmentally Harmful Substances

The organisation shall identify, store, distribute, transport, dispose of and use harmful substances in a manner which minimises the risks of ecological harm and is in accordance with local regulations or international standards.

Where possible, the organisation shall ensure the procurement of environmentally preferable products and services.

Explanatory Note: For small amounts of products, such as household size cleaning products, it is adequate to keep and store as per the container label.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Are Material Safety Data Sheets (MSDSs) held for each potentially harmful substance stored (other than when in small domestic size containers)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are all harmful substances stored as per requirements of local regulations, international standards and MSDSs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Where harmful substances are stored in bulk and spills are possible, is containment/clean-up equipment held onsite, or readily available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are staff (whose duties involve handling harmful substances) aware of the storage, handling and clean-up requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| At a minimum, are bulk harmful substances, such as fuels and oils, stored in a bunded and preferably roofed storage area? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Where harmful substances are stored, can floor drains be sealed or closed to contain spills? Have you ensured that drainage for storage locations does not go directly to storm sewers? Is containment/clean-up equipment held on-site or readily available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Are staff whose duties involve handling chemical substances aware of the storage and handling requirements? This can include training on storage and handling, as well as point-of-use wall charts. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is a system in place to ensure leakage is not taking place in underground storage tanks? If 'Yes', please state the system in place. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.10.1 Substance Disposal

The organisation shall ensure the disposal of any environmentally harmful substances does not cause ecological harm.

The disposal of toxic or harmful wastes is often overlooked as a key environmental risk and potential impact. Particular attention should be paid to the disposal of waste oil, batteries, any toxic chemical containers, and sewage or water treatment plant sludges.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has the organisation developed and maintained a list of harmful substances requiring disposal, including appropriate sustainable disposal options for each substance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5.10.2 Rectification of Harmful Substance Damage

Where harmful substances may have caused damage or ecological harm to the environment or impacted on social or cultural aspects, then rectification should be carried to meet the original conditions prior to the damage or harm taking place.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Has any damage caused by harmful substances taken place? If 'Yes', please state the area and type of damage. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| If any damage has been caused by harmful substances, has the damage been rectified? If 'Yes', please state the method of rectification. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6. COMMUNICATION

Explanatory Note: This section details the requirements for communicating an organisation's environmental and social commitment, goals and objectives to all key stakeholders.

6.1 Policy and Performance

The organisation shall clearly communicate to its key stakeholders its:

- Environmental and Social Sustainability Policy;
- Sustainability performance based on its EarthCheck Benchmarking Assessment Report;
- Related activities as a result of participating in the EarthCheck Program.

The organisation's public information must be accurate and complete and not promise more than can be delivered. All public materials must be maintained and updated regularly.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Are the Policy and Benchmarked or Certified certificates on public display, including the central office or other suitable place? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has a copy of the Policy been provided to all key stakeholders? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there a commitment in providing accurate information particularly with advertising material? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are all public documents maintained and updated regularly? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6.2 Community Consultation

The organisation shall consult with key stakeholders on the significant aspects against the 10 Key Performance Areas. Key stakeholders may include local communities, local government, conservation and environmental authorities, and non-government conservation agencies.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Have key stakeholders been identified and consulted? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there ongoing liaison with local organisations and the community? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6.3 Customer Satisfaction

The organisation is required to have a complaints handling policy and procedure and shall encourage and respond to both positive and negative feedback, including against the organisation's Policy and related performance targets to ensure customer satisfaction.

Customer satisfaction is measured and whereby complaints are received, corrective action will be taken where appropriate.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a complaints handling policy and procedure publically available? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Is there a corrective action plan and is corrective action taken where appropriate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has feedback on the Policy and environmental program been sought and considered? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Has data been recorded for all customer complaints and entered at time of Benchmarking? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6.4 Maintain Records

The organisation shall have a procedure for maintaining records of consultation and communication with key stakeholders. The extent of records required depends on the size and complexity of the tourism products and services offered.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|--|--------------------------|--------------------------|--------------------------|---------------------|
| Does the organisation have a written procedure for record keeping? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have records of consultation with stakeholders been maintained? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6.5 Encourage Participation

The organisation shall encourage customers and suppliers to engage in the organisation's environmental and social programs.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is a system in place to encourage customers and suppliers in the organisation's environmental and social programs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Have major suppliers been contacted in the last year, at least outlining the organisation's commitment to achieving sustainability and its EarthCheck commitment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6.6 Inform Customers

The organisation shall inform customers in an accurate manner about:

- Local culture, customs and ways of life;
- Natural areas and environmental issues;
- Appropriate behaviour from guests whilst visiting natural, cultural and heritage sites; and
- How best to contribute to the local economy.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Is there a system in place to inform customers on local culture and customs (this may take any form, via information in guest room, commentary on a tour, signage, etc.)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

6.7 Raise Awareness

The organisation shall be proactive in raising awareness of local and global environmental issues with key stakeholders.

| Checklist Item | Y | N | n/a | Comment/Explanation |
|---|--------------------------|--------------------------|--------------------------|---------------------|
| Have local environmental issues been identified and have both local and global issues been promoted with at least one interested party (tourists, the local community, suppliers etc.)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

AUTHORISATION

To complete your application for submission, please ensure all the information provided in your Self Assessment Checklist is reviewed and authorised by a member of the organisation's Senior Management, e.g. CEO, Director, General Manager etc.

EarthCheck Coordinator Application:

I hereby verify that the information contained within this application is current and true and accurate, and if proved to be otherwise, Certification may be withheld.

Name

Position

Signature

Date of Authorisation

Senior Management Authorisation

I hereby verify that the information contained within this application is current and true and accurate, and if proved to be otherwise, Certification may be withheld.

Name

Position

Signature

Date of Authorisation

TERMS AND DEFINITIONS

Baseline Level: Level of an EarthCheck Indicator that if exceeded demonstrates an organisation is achieving sound environmental and social performance.

Benchmarking: EarthCheck benchmarks actual environmental performance against a standard level of environmental management criteria that is deemed responsible. The system is based on Agenda 21 and includes social as well as environmental criteria.

Best Practice Level: Level of an EarthCheck indicator that demonstrates the organisation is achieving exemplary performance.

Biodegradable: A material that can be broken down rapidly by micro-organisms, such as bacteria and fungi, into simple molecules, such as carbon dioxide or water; without leaving harmful residues in the environment.

Eco-Efficiency: The efficient use of resources and lessening of impacts of an activity by the reduction of energy and water use and waste generation.

Environmental Aspect: Element of an organisation's activities or products and services that can interact with the environment.

Environmental Impact: Any change to the environment (including ecological, social, cultural and economic), whether adverse or beneficial, wholly or partially resulting from an organisation's operations.

Environmental Risk: The potential for ecological harm or adverse environmental impact to the natural, social and cultural environment as a result of the activities undertaken by, or in the presence of, a tourism organisation.

Environmental Management System (EMS): A part of an organisation's management system used to develop and implement its Environmental and Social Sustainability Policy, and manage its environmental aspects and impacts.

Fair Trade: It contributes to sustainable development by offering better trading conditions to, and securing the rights of, marginalised producers and workers.

Greenhouse Gases: Human activities, such as burning fossil fuels (oil, gas and coal), are unleashing emissions of gases, in particular carbon dioxide (CO₂), that act as an atmospheric blanket, trapping thermal radiation emitted from the Earth's surface, causing the greenhouse effect.

Habitat: A habitat is an ecological or environmental area that is inhabited by a particular species. It is the natural environment in which an organism lives, or the physical environment that surrounds a species population.

Harmful Substances: Harmful Substances are materials which could harm people or local ecosystems, and include (but are not limited to): fuels, oils, greases, fats, lubricants, detergents, acids, alkalis, oxidation reagents, disinfectants, surfactants, chlorine, refrigerant gases, asbestos, paints, solvents, fertilisers, pesticides, weedicides, lime, cement, batteries (wet and dry), radioactive hazardous materials, biologically hazardous materials, putrescible wastes, sewage sludges, water treatment sludges, filter cakes, filter backwash effluent, sewage treatment effluent, waste construction materials and plastics.

Key Stakeholders: Any interested persons that interact with an organisation's operations. These may include local people, neighbours, suppliers, clients, regulatory agencies, social/community groups etc.

Local people: Any individuals living within either a 20 kilometre radius, or those of a traditional or indigenous background. This ruling will be flexible for inner city organisations.

Non-conformity: Nonfulfillment of a requirement of the EarthCheck Company Standard. Whenever a nonconformity is raised, a Corrective Action Request will follow.

Organisation: Companies, organisations, corporations, or enterprises, whether or not incorporated, public or private, that have their own functions and administration.

Regulatory Requirements: The laws, restrictions and licenses applicable to a business.

Risk: The chance of something happening that will have either a positive or negative impact, environmentally, ecologically or socially.

Risk Assessment: The systematic process of understanding the nature and level of risk in order to prevent, minimise and/or mitigate.

Species of Conservation Concern: Any wildlife species (plant or animal) which is recognised as rare, vulnerable, endangered or presumed extinct by national or international conservation agencies.

Sustainable: Conserving an ecological balance by avoiding depletion of natural resources.