



EARTHCHECK

# COMPANY STANDARD

VERSION 4.0 MAY 2018

#WALKTHETALK

*the planet deserves more than half measures®*

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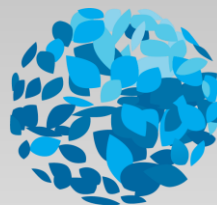
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EARTHCHECK

EarthCheck Certified 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 Certified 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.

EarthCheck Certified is accredited 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 IPCC Guidelines for National Greenhouse Gas Inventories, WBCSD Greenhouse Gas Protocol, ISO14064 range of standards for greenhouse gas accounting, ISO14001, ISO50001, ISO26000, ISO9001, the GRI Guidelines, the HCMI, the SDG's and is a verified program of the CDP.

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 'MyEarthCheck' homepage, available on the EarthCheck website [www.earthcheck.org](http://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 [relationshipmgt@earthcheck.org](mailto:relationshipmgt@earthcheck.org).

## DISCLAIMER

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**EARTHCHECK**

## TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>3</b>
<b>KEY PERFORMANCE AREAS .....</b>	<b>3</b>
<b>GUIDANCE ON THE SELF ASSESSMENT CHECKLIST .....</b>	<b>4</b>
<b>EARTHCHECK AND THE SUSTAINABLE DEVELOPMENT GOALS .....</b>	<b>6</b>
<b>ORGANISATION DETAILS &amp; CONTEXT .....</b>	<b>8</b>
<b>1. COMMITMENT &amp; POLICY .....</b>	<b>12</b>
<b>2. BENCHMARKING &amp; PERFORMANCE .....</b>	<b>16</b>
<b>3. GOVERNANCE.....</b>	<b>34</b>
<b>4. SUSTAINABILITY APPROACH.....</b>	<b>39</b>
<b>5. COMMUNICATION .....</b>	<b>45</b>
<b>AUTHORISATION .....</b>	<b>49</b>
<b>TERMS AND DEFINITIONS .....</b>	<b>50</b>
<b>APPENDIX 1: SUSTAINABLE DEVELOPMENT GOALS AND THE EARTHCHECK COMPANY STANDARD .....</b>	<b>52</b>

## 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.

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 ISO14001, ISO50001, ISO26000, ISO9001, the GRI, the HCMI, the SDG's and is accredited 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 Destination 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', 'No' or "N/A"**. The Self Assessment Checklist is available online through 'My EarthCheck' and becomes the key document used by auditors to ensure accuracy with the information reported.

### 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 impact. 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 impact.

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

All levels of impact are subject to ratification by EarthCheck.

	Required Documentation	Low Impact Organisations	High Impact Organisations
<b>Commitment &amp; Policy</b>	Sustainability Policy	✓	✓
<b>Benchmarking &amp; Performance</b>	Benchmarking Methodology	✓	✓
	Waste Management Plan	✓	✓
<b>Governance</b>	Legislation Register	✓	✓
	Risk Assessment	✓	✓
<b>Sustainability &amp; Energy Approach</b>	Sustainability Action Plan	✓	✓
	Environmental Management System	Optional*	✓
<b>Communication</b>	Communication Action Plan	✓	✓
	Complaints Handling Policy and Procedure	✓	✓

*\*Please note that the EMS is applicable to high impact organisations only however low impact organisations can opt for an EMS should they wish.*

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.

The following sections of this document form an easy reference tool and health check for communicating performance with your internal and external key stakeholders.

## EARTHCHECK AND THE SUSTAINABLE DEVELOPMENT GOALS

The purpose of the EarthCheck Certification program is to provide organisations with a framework for environmental and social sustainability. The United Nations (UNs) Sustainable Development Goals (SDGs) aim to encourage all countries to mobilise efforts to end all forms of poverty, fight inequalities and tackle climate change, while ensuring that no one is left behind.

Hundreds of organisations in more than 70 countries participate in EarthCheck Certification programs from resorts and hotels, to convention Centres, tour operators, destinations and new development projects. The EarthCheck Company standard has been mapped to the 17 SDGs to encourage environmental, social and cultural best practices and allow our members to understand what they are doing to contribute to achieving the UN's goals.

The EarthCheck Company Standard addresses the SDGs with qualitative criteria and also assesses the quantitative progress towards achieving the SDGs with its benchmarking indicators, which speak directly to the certified standard's criteria.

Appendix 1 contains a matrix which demonstrates how each section of the EarthCheck Company standard helps to achieve the SDGs. The EarthCheck Company Standard focuses on 10 Key Performance Areas (KPA). The KPAs cover social, cultural and environmental sustainability. These KPAs have been mapped to the SDGs.



	GHG emissions	Energy Efficiency, Conservation & Management	Management of Freshwater Resources	Ecosystem Conservation & management	Social & Cultural Management	Land Use Planning and Management	Air quality protection	Wastewater management	Solid Waste Management	Environmentally harmful substances
No poverty					✓					
Zero hunger			✓	✓	✓	✓				
Good health & well-being	✓		✓	✓	✓	✓	✓	✓	✓	✓
Quality education					✓					
Gender equality					✓					
Clean water & sanitation			✓		✓	✓		✓	✓	✓
Affordable & clean energy	✓	✓				✓				
Decent work & economic growth					✓					
Industry, innovation & infrastructure	✓	✓		✓	✓	✓				
Reduced Inequalities					✓					
Sustainable cities & communities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Responsible consumption and production	✓	✓	✓	✓	✓	✓		✓	✓	✓
Climate action	✓	✓		✓	✓	✓	✓			✓
Life below water		✓	✓	✓				✓		✓
Life on land	✓	✓		✓		✓	✓	✓	✓	✓
Peace, justice & strong institutions					✓	✓				
Partnerships for the goals					✓	✓				

## ORGANISATION DETAILS & CONTEXT

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 Details

Turnover last year

(Include amount & currency)

---

Corporation details

i.e. nature of ownership<sup>1</sup>

---

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

---

Number of full time equivalent staff<sup>2</sup>

---

Number of staff who live on site<sup>3</sup>

---

Number of guest rooms (if accommodation)

---

---

<sup>1</sup> Nature of business ownership e.g. Owned, Leased, Franchised etc.

<sup>2</sup> Where staff numbers are seasonal work out an average

<sup>3</sup> 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 impact and the subsequent documentation requirements.

Please select all fields relevant to the setting of your organisation (within a 0.5 kilometre radius).

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

**Explanatory Note:** If you have ticked any of the above underlined locational settings, your operation will likely be in a sensitive environment.

### 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.

**\*A Scope Statement template is available online via your MyEarthCheck Resources page\***

**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 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, size (gallons/litres)</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)	

## Context of the Organisation

The organisation shall undertake a review to identify all internal and external issues which are relevant to the organisation’s operations, thereby establishing the context of the organisation. This process requires an annual review of the aspects and actions that could be considered to lessen the impact of your organisation on the environment, including direct and indirect consequences, legal requirements, and all other effects on stakeholders that the EMS & EnMS and Action Plan will have.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation undertaken an annual review to determine fully the external and internal issues that are relevant to the context of the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation undertaken an annual review to identify interested parties/stakeholders, to understand their needs and expectations and which of these, if any, will be adopted as a compliance obligation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Explanatory Note:** *The context of your organisation should inform all further documents of your sustainability management system.*

# 1.COMMITMENT & POLICY

**Explanatory Note:** This section outlines the first step in an organisation’s journey towards Sustainability & Energy Efficiency. It addresses the requirements of the organisation to establish a Green Team/Sustainability Team to lead the program, and develop a Sustainability & Energy Efficiency Policy.

## 1.1 Appoint Representation

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

### 1.1.1 Responsibilities

The EarthCheck Coordinator will have responsibility and authority for:

- a) Ensuring that the long term Sustainability & Energy 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/email 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 & Energy Efficiency Approach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation’s Green Team/Sustainability Team been established and trained to support the EarthCheck Coordinator?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 1.1.2 Staff Awareness and Training

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

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation promoted awareness of environmental & energy management to all workers; to ensure all workers are aware of the sustainability & energy requirements associated with their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation identified competencies and training needs for job requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does staff induction include the Policy, Risk Assessment, and the overall long-term Sustainability & Energy Efficiency Approach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the staff induction include specific environmental and energy 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 and energy management responsibilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 1.1.3 Management Awareness and Leadership

The organisation shall ensure management know of, understand and support the organisation’s commitment to, and responsibilities for, implementing a long term Sustainability & Energy Efficiency Approach.

Checklist Item	Y	N	n/a	Comment/Explanation
Management demonstrates knowledge, understanding and support to the organisation’s long-term Sustainability & Energy Efficiency Approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management ensures that resources are available to achieve the intended outcomes of the Sustainability & Energy Efficiency Approach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 1.2 Develop Policy

The organisation shall have a documented Sustainability & Energy Policy that addresses the scope of the organisation’s operations including; location and sensitivity of the local environment; environmental and social impacts; external and internal issues; compliance obligations; organisational units, functions and physical boundaries; activities, products and services; and facilities.

**\*A Policy template is available online via your MyEarthCheck Resources page\***

Checklist Item	Y	N	n/a	Comment/Explanation
The organisation has a written Environmental, Energy 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"/>	

### 1.2.1 Environmental Protection

Organisations are required to commit to protection of the environment to ensure the prevention of adverse environmental impacts through pollution, and to protect the natural environment from harm and degradation arising from the organisation’s activities, products and services. It is important to reduce the consumption of natural resources and pollution, thereby making an active contribution to conservation and biodiversity.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the Policy include a commitment to protect the environment (e.g. water quality, energy efficiency, recycling, air quality, climate change mitigation, biodiversity protection, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 1.2.2 Continual Improvement

Organisations are required to commit to continual improvement in environmental, energy 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, energy efficiency and annual Benchmarking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 1.2.3 Legal Compliance

Organisations are required to commit to the requirements of relevant national, state and local legislation and have mechanisms in place to ensure compliance on an ongoing basis.

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



### 1.2.4 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"/>	

### 1.2.5 Products and Services

Organisations are required to make a commitment to give preference to products and services of local origin, 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, energy efficient equipment, sustainable energy, other consumables and services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 1.3 Adopt Policy

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

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"/>	

## 1.4 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
Is there a process in place to identify key stakeholders on an ongoing basis?	<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"/>	
Has the Policy been communicated to all current key stakeholders?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 1.5 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
Is the Policy on display in prominent public places for staff, customers/guests and suppliers on 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"/>	

## 1.6 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 Sustainability Policy should be linked to the organisation's Risk Assessment and Sustainability Approach.*

## 1.7 Staff Training on Commitment & Policy

The organisation shall ensure all staff has received training as necessary in order to meet the requirements of this section with respect to their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation promoted awareness of and offered training to all staff on the 'Commitment & Policy' section to ensure all workers are aware of the Sustainability & Energy Efficiency requirements associated with their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the EarthCheck Coordinator and Green Team/Sustainability Team appropriately trained to be able to fulfil the requirements of the 'Commitment & Policy' section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 2. BENCHMARKING & PERFORMANCE

**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.*

*This section also addresses the requirements of an organisation's environmental, energy 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.*

## 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 year.

**\*A Benchmarking Methodology template is available online via your My EarthCheck Resources page\***

Checklist Item	Y	N	n/a	Comment/Explanation
Is there a Benchmarking methodology in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
The organisation has Energy Consumption records that allow the calculation of Greenhouse Gas Emissions (Scope 1 and Scope 2 <sup>4</sup> )?	<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"/>	
Is the organisation's Community Commitment data accurately recorded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<sup>4</sup> 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 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 the organisation's Cleaning Product usage data accurately recorded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the organisation's Pesticide Product usage accurately recorded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the organisation's Corporate Social Responsibility (CSR) data 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 only measured and required for some specific industry components. For example, there are no EarthCheck Sector Specific Indicators relevant for the Accommodation Sector.

### 2.1.2 Optional Indicators

Organisations may nominate Optional Indicators by choice in order to demonstrate compliance to other frameworks subscribed to<sup>5</sup>. These indicators can be used by your organisation to track and monitor performance over time for a number of internal key areas, for example; the number of trees planted; quantity of recycled coffee capsules; or number of turtle hatchlings released to the wild.

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"/>	
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 Documented Information

All documented information 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 documented information, the organisation shall retain the first and second year's documented information.

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

**Explanatory Note:** *When an organisation has performed below Regional Average 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 documented information for at least three years (or since initial Benchmarking)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<sup>5</sup> 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
Can evidence be provided for the calculation of the organisation's Activity Measure data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is documented information available for the calculation of each of the Core Benchmarking Indicators?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is documented information 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 Regional Average performance in the organisation's Risk Assessment and long-term Sustainability & Energy Efficiency Approach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a regular maintenance schedule in place that is consistent with the company's internal policy, objectives, targets and action plans, in order to ensure that the organisation's significant energy uses are carried out under specified conditions and operational criteria?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 2.3 Management of Environmental Issues

### 2.3.1 Greenhouse Gas Emissions

The organisation measures greenhouse gas emissions from all sources and implements procedures to minimise impact, and where feasible, offset carbon emissions.

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 carbon emissions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 2.3.2 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
An energy efficiency program is in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Has the site's renewable energy (wind, solar, micro-hydro) generation potential been evaluated?	<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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
When using timber for heating, cooking or fireplaces, is the supply sustainable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is 'green' power (wind, solar, hydro) available for procurement from the electrical grid suppliers?	<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"/>	
Is there a preference to procure efficient, low greenhouse gas emission energy sources ('green' power from the grid, bio-diesel or natural gas)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is energy efficient lighting utilised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is natural lighting maximised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is natural ventilation maximised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is natural cooling maximised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are smart controls (such as movement detectors, photo sensors and timers) used for lighting systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is passive solar design used? If so, please provide examples of measures in place.				
Where required, are energy efficient heating and cooling systems used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are smart controls in place to avoid heating/cooling unoccupied spaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there use of desiccant dehumidification systems for air conditioning?	<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"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Are there efficient chillers systems for air conditioning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there efficient air handling systems for air conditioning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are energy efficient appliances utilised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are smart controls for refrigeration, air conditioning and pump systems implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are variable speed drives for refrigeration implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are variable speed drives for air conditioning implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are variable speed drives for pump systems implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In areas that are heated or cooled, is roof and wall insulation installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In extremely cold areas is double glazing installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is heat recovery used where possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is cogeneration equipment used where possible?	<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"/>	

### 2.3.3 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 fresh water for the organisation from a sustainable source(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A water conservation program is in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a regular maintenance schedule implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Checklist Item	Y	N	n/a	Comment/Explanation
Is all plumbing checked for leaks on a regular basis? Please provide frequency details.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have low/dual flush toilets been installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have low flow tap/faucet fittings been installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have low flow shower fittings been installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are baths provided in guest rooms? If so, what percentages of the rooms are installed with bathubs?	<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? Please provide volume of collected rainwater.	<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"/>	
Are swimming pools covered to reduce water loss?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are outdoor landscaped areas irrigated at night to reduce evaporation rates?	<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"/>	

**2.3.3.1 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"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
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"/>	

**2.3.4 Ecosystems Conservation and Management**

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

**Explanatory Note:** *Criteria 2.3.4.1 – 2.3.4.2 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"/>	

**2.3.4.1 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
There is no disturbance of natural ecosystems due to activities undertaken by the organisation (e.g. light pollution, invasive species, unauthorised removal of local flora and/or fauna, etc.)?	<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"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
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"/>	

### 2.3.4.2 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"/>	

### 2.3.4.3 Protected Species

The organisation shall ensure all artefacts, 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"/>	

### 2.3.4.4 Materials and Vehicles

The organisation shall ensure maintenance, refurbishment, replacement and construction materials, 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
Are sustainable building/construction/maintenance materials used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are energy efficient vehicles, vessels, plant and machinery used? (as a guide select electric vehicles, fuel/electric hybrid-drive, ethanol based fuels (e10), bio-diesel, natural gas or LPG before diesel or petrol-powered vehicles).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vehicle selection for activities and operations considers group sizes, terrain and road conditions for maximum efficiency.	<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"/>	

### 2.3.5 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
Has the EarthCheck <i>Building Planning and Design Standard</i> (BPDS) been used during the planning and construction phases of new areas within your operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any local/state/federal land zoning/management plans for the property?	<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"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
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 towards, 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"/>	

### 2.3.6 Air Quality, Noise & Light Controls

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"/>	
Noise emissions from building facilities or operations that may affect guests, the community or wildlife are minimised or avoided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light emission from building facilities or operations that may affect guests, the community or wildlife are minimised or avoided.				

### 2.3.7 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 must be congruent with 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"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Is wastewater treated to a standard to mitigate impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 2.3.8 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 material where possible. 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 material use is 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.

**\*A Waste Management Plan template is available online via your My EarthCheck Resources page\***

**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"/>	
Are strategies in place to manage 'e-waste' (electronic waste)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 2.4 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.*

### 2.4.1 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"/>	
Is the making and selling of local artisanal goods 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 artefacts 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 or service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 2.4.2 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 adopt and promote 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 employ local people in staff and management positions and/or have some open consultation mechanism with the local community. The approach and extent of contribution to local and indigenous society will depend upon the scope and nature of the tourism organisation.*

*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"/>	
As much as possible, the organisation contributes positively to the needs and aspirations of local and/or indigenous people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 2.4.3 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"/>	
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"/>	
Have 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"/>	

### 2.4.4 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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are local people employed for management positions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



### 2.4.5 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 people (including 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"/>	

### 2.4.6 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 procurement of local products and services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Where possible, does the organisation promote the procurement of sustainable local 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"/>	

## 2.5 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"/>	
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"/>	
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"/>	
Does your organisation have on hand the necessary personal protective equipment (PPE) for the staff who handles harmful substances?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 2.5.1 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"/>	

### 2.5.2 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"/>	

### 2.6 Staff Training on Benchmarking & Performance

The organisation shall ensure all staff has received training as necessary in order to meet the requirements of this section with respect to their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation promoted awareness of and offered training to all staff on the 'Benchmarking & Performance' section to ensure all workers are aware of the Sustainability & Energy Efficiency requirements associated with their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the EarthCheck Coordinator and Green Team/Sustainability Team appropriately trained to be able to fulfil the requirements of the 'Benchmarking & Performance' section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 3. GOVERNANCE

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

#### 3.1 Compliance Obligations

The organisation shall be aware of and comply with all applicable regulatory requirements (including but not limited to environmental, energy, 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 taken<sup>6</sup>.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation determined its compliance obligations and how these apply?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
Has the organisation established and implemented a process to control, approve, review and evaluate internal documents and establish the organisation’s level of conformance with its compliance obligations, recording the results?	<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.

**\*A Legislation Register template is available online via your MyEarthCheck Resources page\***

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"/>	

<sup>6</sup> It is vital that an organisation maintains a culture of diligent legal compliance.

Checklist Item	Y	N	n/a	Comment/Explanation
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"/>	

### 3.3 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 Assessment<sup>7</sup>.

**\*A Risk Assessment template is available online via your MyEarthCheck Resources page\***

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation follow a process that determines risks and opportunities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	

#### 3.3.1 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. 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:

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

<sup>7</sup> Organisations may refer to the Risk Assessment templates available through 'My EarthCheck'. Other useful references include the World Tourism Organisation (WTO) ([www.unwto.org](http://www.unwto.org)) and PATA's sustainability website ([sustain.pata.org](http://sustain.pata.org)).

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.

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"/>	
Has the organisation identified and evaluated its environmental aspects and impacts, and identified the risks and opportunities associated with adverse and beneficial impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have major external influences been identified and potential impacts assessed where appropriate, considering a life cycle perspective?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have risks and opportunities been considered with regard to the context of the organisation?	<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"/>	
Have key stakeholders been identified and consulted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there ongoing liaison with key stakeholders to identify actual and/or potential impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 3.3.2 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"/>	

### 3.3.3 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"/>	
Have risks and opportunities been considered with regards to the needs and expectations of interested parties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 3.3.4 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"/>	
Has the organisation developed prevention and/or mitigation measures to manage these risks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation established and implemented a process/processes specifying how it will respond to potential environmental emergency situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation test the established process to respond to emergency situations on a regular basis (e.g. emergency drills)?	<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.*

### 3.3.5 Review Annually

The organisation shall review, update and date 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"/>	

## 3.4 Staff Training on Governance

The organisation shall ensure all staff has received training as necessary in order to meet the requirements of this section with respect to their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation promoted awareness of and offered training to all staff on the 'Governance' section to ensure all workers are aware of the sustainability requirements associated with their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the EarthCheck Coordinator and Green Team/Sustainability Team appropriately trained to be able to fulfil the requirements of the 'Governance' section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## 4. SUSTAINABILITY & ENERGY APPROACH

**Explanatory Note:** This section outlines the criteria for an organisation’s long term Sustainability & Energy Approach.

*Sustainability & Energy Approach is the way in which an organisation manages and improves its overall environmental, energy 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 impact.*

### 4.1 Sustainability & Energy Approach

The organisation shall implement, maintain and monitor a long-term Sustainability & Energy Approach to meet the objectives of the Policy and address risks identified while still being suitable to the scope of its operations.

The Sustainability & Energy Approach shall be documented by way of a Sustainability & Energy Action Plan, including targets and objectives, which shall address all relevant Key Performance Areas. Whereby an organisation’s environmental impact is deemed as high, a documented Environmental Management System (EMS) and an Energy Management System (EnMS) is required.

Checklist Item	Y	N	n/a	Comment/Explanation
Does the organisation have a commitment to implement its Policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a clearly stated set of objectives and targets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a process in place that ensures it meets its objectives and targets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### 4.1.1 Environmental Impact

The organisation shall identify its level of environmental impact in order to document a Sustainability & Energy 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 500 metres of an environmentally and/or culturally sensitive area<sup>8</sup>; 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.

<sup>8</sup> 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.

The organisation shall be deemed High Impact and a documented EMS & EnMS in addition to the Risk Assessment and Action Plan is required. All other organisations will be deemed Low Impact and require a Risk Assessment and Sustainability & Energy Action Plan addressing all relevant Key Performance Areas.

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 impact are subject to ratification by EarthCheck.

## 4.2 Sustainability Action Plan

The organisation shall develop a Sustainability & Energy 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. The Sustainability & Energy Action Plan should be consistent with the Policy and linked to the Risk Assessment, to ensure harmonisation and alignment to the commitments made by senior management of the organisation, including continual improvement.

**Explanatory Note:** The Sustainability 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 Sustainability Action Plan shall be documented and updated at least annually.

**\*A Sustainability Action Plan template is available online via your MyEarthCheck Resources page\***

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation established a Sustainability Action Plan to address the identified risks and opportunities and determined how these specifically apply to the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Sustainability Action Plan linked to the organisation's Risk Assessment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the Sustainability Action Plan reviewed on an annual basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 4.2.1 Retain Documented Information

The organisation shall retain for at least three years, appropriate documented information 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"/>	

### 4.2.2 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 Sustainability & Energy Action Plan reviewed and updated annually?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the effectiveness of the organisation's Sustainability & Energy Approach assessed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 4.3 Environmental Management System (EMS) & Energy Management System (EnMS)

**Explanatory Note:** An Environmental Management System (EMS) & Energy Management System (EnMS) is a detailed Sustainability & Energy 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 Impact organisations that require a documented EMS & EnMS. Low Impact organisations can opt for an EMS & EnMS by choice or otherwise should at least consider aspects within EMS & EnMS that may improve your current management system. This may include implementation of internal audit to ensure environmental, energy and social improvement targets are being met, and procedure for dealing with non-conformity.*

**\*An EMS Tool is available online via your MyEarthCheck Resources page\***

Checklist Item	Y	N	n/a	Comment/Explanation
Has top management demonstrated its commitment to establishing an EMS & EnMS and effective leadership in the continual improvement of the system?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation assigned responsibilities and authorities in respect of the EMS & EnMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation provided adequate resources (including human, technological and financial) for the establishment, implementation, maintenance and continual improvement of the EMS & EnMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation taken the necessary steps to determine the competence of persons, undertaking work under its control, which can affect EMS & EnMS performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### 4.3.1 EMS Relevance

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

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation determined the boundaries and applicability of the Environmental & Energy Management System (EMS & EnMS)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation established an Environmental & Energy Management System (EMS & EnMS)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the documented EMS & EnMS relevant to the scope of the organisation's operation, including activities, products and services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### 4.3.2 EMS Documentation

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

- The organisational structure and resources for meeting the objectives of the Policy;
- Description of the scope of the EMS & EnMS, its main elements and their interaction including related documents; and
- Documented information determined by the organisation to ensure the effective planning, monitoring, measurement, analysis and control of processes that relate to the EMS & EnMS.

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

#### 4.3.3 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"/>	

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation determined, planned and implemented control of the processes to meet the requirements of the EMS & EnMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation considered the life cycle perspective by including relevant environmental & energy requirements where appropriate when procuring products and services, designing its products and services, communications with contractors and end users?	<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.

#### 4.3.4 Monitoring and Measurement

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

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation determined details, methods and frequency of areas of operation that need to be monitored, measured, analysed and evaluated in order to establish the performance and effectiveness of the EMS & EnMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation monitor performance against set improvement targets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### 4.3.5 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
Has the organisation established, implemented and maintained an EMS & EnMS internal audit program and documented evidence of the results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has the organisation identified appropriate Indicators for monitoring and measuring its environmental and energy performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the Indicators reviewed and compared to the environmental and energy baseline as appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 4.3.6 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
Does the organisation have a documented procedure in place for dealing with non-conformity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation react effectively to any nonconformity identified and maintain documented information where appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### 4.3.7 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"/>	

### 4.3.8 Management Review

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

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation undertaken management reviews of the EMS & EnMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the output of the review include opportunities to improve the integration of the EMS & EnMS into other business processes if necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation continually improve its EMS & EnMS to enhance its environmental and Energy performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 4.4 Staff Training on Sustainability Approach

The organisation shall ensure all staff has received training as necessary in order to meet the requirements of this section with respect to their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation promoted awareness of and offered training to all staff on the 'Sustainability & Energy Approach' section to ensure all workers are aware of the sustainability requirements associated with their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the EarthCheck Coordinator and Green Team/Sustainability Team appropriately trained to be able to fulfil the requirements of the 'Sustainability & Energy Approach' section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 5. COMMUNICATION

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

**\*A Communication Action Plan template is available online via your My EarthCheck Resources page\***

### 5.1 Policy and Performance

The organisation shall implement a comprehensive Communications Strategy to inform all stakeholders on the:

- Environmental, Energy and Social Sustainability Policy, Programs and Initiatives;
- Sustainability & Energy performance based on its EarthCheck Benchmarking Performance Report;
- Related activities as a result of participating in the EarthCheck Program.

The organisation's public information (including promotional materials) must be accurate and complete and not promise more than can be delivered. All promotional tools should provide an honest representation of what services an organisation provide, and should reflect the responsible and sustainable strategies that the organisation undertakes. All public materials must be maintained and updated regularly.

It is important that all stakeholders including management, employees, customers and the local community understand the organisations goals and objectives, why they're important, and how they can positively contribute to the organisation's efforts in each of their individual roles.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation planned, implemented and maintained a communication process operating internally and externally taking into account compliance obligations and ensuring consistency with information generated by the EMS & EnMS/Action Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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 and promotional material?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is your organisation able to provide an example of: 1) EarthCheck Logo use in promotional material. 2) EarthCheck Logo use in print advertising. 3) EarthCheck Logo use in one other form of media (TV, Film, Social, etc.)?	<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"/>	

## 5.2 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.

**\*A Complaints Policy/Procedure template is available online via your My EarthCheck Resources page\***

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 & energy 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"/>	

## 5.3 Maintain Documented Information

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



organisation may choose to create additional documented information for purposes of transparency, accountability, continuity, consistency, training or to assist with auditing.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation established, maintained and sufficiently controlled documented information as required by the standard and as determined necessary by the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has consultation with stakeholders of documented information been maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### 5.4 Encourage Participation

The organisation shall encourage customers and suppliers to engage in the organisation's environmental, energy 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, energy 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, energy efficiency and its EarthCheck commitment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### 5.5 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 or clients on local culture and customs (for example 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"/>	

## 5.6 Raise Awareness

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

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 and/or key stakeholder (tourists, the local community, suppliers etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 5.7 Staff Training on Communication

The organisation shall ensure all staff has received training as necessary in order to meet the requirements of this section with respect to their duties.

Checklist Item	Y	N	n/a	Comment/Explanation
Has the organisation promoted awareness of and offered training to all staff on the 'Communication' section to ensure all workers are aware of the sustainability requirements associated with their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the EarthCheck Coordinator and Green Team/Sustainability Team appropriately trained to be able to fulfil the requirements of the 'Communication' section?	<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

**Regional Average Level:** Level of an EarthCheck Indicator that if exceeded demonstrates an organisation is achieving sound environmental and social performance. This level is derived from extensive worldwide research into available and appropriate case studies, industry surveys, engineering design handbooks, energy, water and waste audits, and climatic and geographic conditions. It is used to gauge the regional or national situation and environmental performances that an operation is based in, and hence what are reasonable levels to expect the operation to achieve.

**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.

**Regional Leader Level:** Level of an EarthCheck indicator that demonstrates the organisation is achieving exemplary performance. This level is derived from extensive worldwide research into available and appropriate case studies, industry surveys, engineering design handbooks, energy, water and waste audits, and climatic and geographic conditions. It is used to gauge the regional or national situation and environmental performances that an operation is based in, and hence what are reasonable levels to expect the operation to achieve.

**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.

**Context:** The organisations context is its business environment, including all issues, factors and conditions which could or be influenced by the Environmental Management System (EMS).

**Compliance Obligation:** Includes laws and regulations, as well as voluntary compliance obligations such as contractual commitments, community and industry standards, and ethical codes of conduct, good governance guidelines, as well as laws and regulation.

**Documented Information:** Information that the organisation needs to operate and all the information that is used to document the results that are achieved (aka records). These must be controlled and maintained regularly.

**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.

**Eco-label:** An ecolabel is a label or logo supported by a national or international accredited body that identifies a product and its by-products as meeting prescribed environmental impact standards. It is a guide for consumers to choose products and services that cause less damage to the environment. It makes a positive statement that identifies a product or service as less harmful to the environment than similar products or services used for a specific function.

**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 (CO<sub>2</sub>), 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.

**Interested Party:** Any person, group, or organisation who can affect, be affected by, or believe that they are affected by a decision or activity related to the environmental performance of an organisation.

**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.

**Life Cycle:** Consecutive and interlinked stages of a product system from the acquisition of raw materials to end-of-life disposal. Also includes associated activities, products and services and may include produced goods and services as well as end-of-life treatment, decommissioning, and disposal. The life cycle stages that are applicable will vary depending on the activity, product or service controlled or influenced by the organisation.

**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.

## APPENDIX 1: SUSTAINABLE DEVELOPMENT GOALS AND THE EARTHCHECK COMPANY STANDARD

	1. No Poverty	2. Zero Hunger	3. Good Health & Well-being	4. Quality Education	5. Gender Equality	6. Clean water & Sanitation	7. Affordable & clean energy	8. Decent work & economic growth	9. Industry, innovation & infrastructure	10. Reduced inequalities	11. Sustainable cities & communities	12. Responsible consumption & production	13. Climate action	14. Life below water	15. Life on land	16. Peace, justice & strong institutions	17. Partnerships for the goals
1.1.1 Responsibilities				✓												✓	
1.1.2 Staff awareness & Training	✓			✓				✓			✓	✓					
1.1.3 Management awareness & leadership	✓			✓				✓			✓	✓					
1.2 Develop Policy									✓				✓				
1.2.1 Environmental protection						✓	✓					✓	✓	✓	✓		
1.2.2 Continual improvement			✓			✓	✓					✓	✓	✓	✓		

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1.2.3 Legal compliance			✓					✓								✓	
1.2.4 Local employment	✓			✓	✓			✓		✓	✓						
1.2.5 Products and services	✓	✓	✓					✓		✓	✓						
1.3 Adopt policy								✓								✓	
1.4 Promote policy								✓	✓							✓	✓
1.5 Publically available								✓	✓							✓	✓
1.6 Review policy																✓	
1.7 Staff training on commitment & policy				✓	✓			✓		✓	✓	✓					
2.1 Data collection				✓		✓	✓		✓		✓	✓	✓	✓	✓	✓	
2.1.1 Sector specific indicators	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2.1.2 Optional indicators	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2.2 Benchmarking documented information				✓		✓	✓		✓		✓	✓	✓	✓	✓	✓	
2.3.1 Greenhouse gas emissions							✓					✓	✓				
2.3.2 Energy efficiency, conservation & management						✓	✓		✓		✓	✓	✓	✓	✓		

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
2.3.3 management of freshwater resources						✓					✓	✓		✓			
2.3.3.1 Stormwater management						✓					✓			✓	✓		
2.3.4 Ecosystems conservation & management											✓	✓			✓		
2.3.4.1 Minimise eco-disturbance											✓				✓		
2.3.4.2 Wildlife												✓			✓		
2.3.4.3 Protected species											✓	✓		✓	✓		
2.3.4.4 Materials & vehicles									✓		✓	✓					
2.3.5 Land use planning & management											✓	✓			✓		
2.3.6 Air quality, noise & light controls			✓								✓				✓		
2.3.7 Waste water management						✓					✓	✓		✓	✓		
2.3.8 Solid waste management											✓	✓			✓		
2.4.1 Cultural sensitivity				✓						✓	✓					✓	
2.4.2 Cultural engagement				✓						✓	✓					✓	
2.4.3 Cultural awareness				✓						✓	✓					✓	



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
2.4.4 Local Employment	✓	✓		✓	✓			✓	✓	✓	✓						
2.4.5 Employment conditions	✓	✓	✓	✓	✓			✓	✓	✓	✓						
2.4.6 Local goods & services	✓	✓	✓					✓	✓	✓	✓	✓					
2.5 Management of environmentally harmful substances			✓			✓							✓	✓	✓		
2.5.1 Substance disposal			✓			✓							✓	✓	✓		
2.5.2 Rectification of harmful substances			✓			✓							✓	✓	✓		
2.6 Staff training on benchmarking & performance				✓					✓		✓	✓	✓				
3.1 Compliance obligations																✓	
3.1.1 Legislation register																✓	
3.2 International standards																✓	✓
3.3 Risk assessment			✓					✓		✓	✓		✓				
3.3.1 Aspects & impacts			✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
3.3.2 Likelihood & severity			✓													✓	
3.3.3 Stakeholder views										✓	✓					✓	

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
3.3.4 Emergency planning & response			✓													✓	
3.3.5 Review Annually																✓	
3.4 Staff training on governance				✓						✓	✓					✓	
4.1 Sustainability & Energy approach								✓								✓	
4.1.1 Environmental impact								✓	✓	✓	✓				✓		
4.2 Sustainability action plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
4.2.1 Retain documented information																✓	
4.2.2 Review																✓	
4.3 Environmental management system (EMS) & Energy Management System (EnMS)																✓	
4.3.1 EMS Relevance																✓	
4.3.2 EMS Documentation																✓	
4.3.3 Operational controls																✓	✓

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
4.3.4 Monitoring & assessment																✓	
4.3.5 Internal audits			✓	✓				✓								✓	
4.3.6 Corrective & preventative action			✓					✓								✓	
4.3.7 Control of documentation																✓	
4.3.8 Management review				✓												✓	
4.4 Staff training on sustainability approach			✓	✓	✓			✓	✓	✓						✓	
5.1 Policy & performance				✓												✓	
5.2 Customer satisfaction			✓													✓	
5.3 Maintain documented information			✓													✓	
5.4 Encourage participation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5.5 Inform customers				✓					✓		✓					✓	✓
5.6 Raise awareness				✓					✓		✓					✓	✓
5.7 Staff training on communication				✓				✓			✓					✓	