SUPPLIER SUSTAINABILITY HANDBOOK

Federation of Tour Operators

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A note from the Federation of Tour Operators.

The move towards greater social responsibility and improved environmental performance is being felt in all industries. Tourism is about people and places, and the relationships between them, this is the very nature of our business. We cannot ignore the strong link between the long term success of the tourism business and how we all manage those people and places.

As members of the UK Federation of Tour Operators (FTO) we have made a commitment to improving the way we do business, in relation to society and the environment. Our aim is to improve performance, ours and yours. Not just to manage the obvious risks, but because this **makes good business sense.**

To meet this commitment we aim to make progress in two areas:

1. **Our internal management of the direct impacts of our operations**. (This may include reducing the amount of energy and water consumption or waste produced, improved employment policies and raising staff and customer awareness.)
2. **Working with our suppliers**; accommodations, transport operators, car hire outlets, visitor attractions, excursions and ground operators in destinations.

Your role as a key partner in our supply chain is a fundamental one. We are confident that the good working relationship we have developed working with you on Health and Safety standards in recent years will prove to be good basis for the introduction of this new Supplier Sustainability Handbook – A Preferred Code of Environmental and Social Practice (hereafter the Handbook). Like you, we are at different stages in the process of 'greening' our business; and we accept that effecting a real change in the way we do business will take time and real commitment.

We are convinced of three factors:

1. **This makes long term business sense.** As the statistics in the handbook illustrate, environmental and social issues are becoming more and more important in the holiday decisions of our customers. We must respond to these issues to ensure we survive in a competitive market.
2. **To deliver the right balance we must work together.** You, as our supplier, are at the sharp end of the holiday experience. What happens in the destination matters most; from the warm welcome and the quality of the local environment to the services available. In other words, the balance between the local economy, nature and the community.
3. **The FTO is not alone.** A recent global survey found that 70% of tour operators consider 'sustainable' tourism important to the quality of experience they are able to offer their customers. We are working with other EU Tour Operators to synchronise efforts.

This handbook for Sustainable Tourism has been developed to respond to these three factors. Our aim here is to clarify the many crucial issues relevant to our business and to give you a useful source of reference.

We hope that this handbook will help us to work together to meet the increasing expectation of our customers and other interested groups in the future.

Yours Sincerely

Andrew Cooper – Director General

What is Sustainable (or Responsible) Tourism?

Tourism that:
- Minimises its negative impacts on the **environment** by, for example, reducing consumption of energy, waste and water.
- Provides employment opportunities and **economic benefits** for the destination by, for example, sourcing goods and services locally
- Maximises social benefits to local **communities,** by, for example, employing local people.

Customer Expectations

87% of British Tourists think it is important that their holiday does not damage the environment and 70% consider that the reputation of their holiday company on environmental issues is either very or fairly important.[1] We anticipate that this will increase.

Sustainable Tourism Means Sustainable Suppliers

As Tour Operators, we do not pretend that we have all the solutions to the challenge of delivering a more sustainable holiday product to our customers. Mostly we are at the start of this process and taking important first steps in our own businesses. We have a duty of care towards the environment and society in which we operate and to encourage suppliers to actively work with us to promote social responsibility and good environmental performance.

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[1] ABTA, 2002

One size never fits all – How will this Code work?

It is important to recognise what you are already doing. You will realise by referring to the Code just how much you are already doing and we hope it will also provide some ideas for future steps to improve performance and standards.

Environmental and Social priorities will vary for some businesses and by destination. Only you can evaluate the priorities for your business and we hope that this Code will help you to address them.

We see this process as a **partnership.** You will be aware of the tourism issues that are relevant to your local area. We want to work with you on these and your feedback is an important part of this process.

The wide range of issues in this code will not be relevant to all suppliers because:
- It is aimed at a wide range of suppliers, from very small operations with only one or two letting rooms to large hotel developments with hundreds of rooms.
- Our suppliers operate in a range of countries and priorities differ very significantly by destination.

Most of the recommendations specified in this guide are simple to implement. Due to local infrastructure or the relative cost of technology, some actions will be relevant in some areas and not in others. You can adopt a flexible approach according to the destination and size of the business. This information is intended as a guide only. While it is believed to be correct at the time of going to print, FTO cannot be held responsible for any actions taken solely on the basis of the advice contained within it.

We want to be practical and the Code is set in three column sections to show

Key Issues:	Best Practice:	Other actions and exceptional practice:
A key issues in tourism requiring action	What you can do – examples of best practice	Additional steps and actions that can be taken to tackle this issue.

What happens next?

Once you have read the guide, it is up to you to decide how best to use your knowledge. We recommend keeping:
- Accurate up-to-date records to illustrate any measures you are implementing and to provide a baseline for improvements.
- Customers informed about what they can do e.g using towels for more than one day, dressing appropriately in line with local culture and saving water.

Certification Schemes

If you choose to consider one of the many sustainable or responsible tourism certification programmes you could gain national or international recognition for your business. Annex 1 lists some of them.
And don't forget as a result of your initiative…
You will show leadership, creativity and enhance your business' image as well as save time and money.

Your direct feedback is important: please email **feedback@fto.co.uk**

Please note:

Many sources have been used in the development of this Code. A full list is given at the back of the Code. The actions specified in this guide will improve the environmental and social performance of your business and contribute to the quality of the destination, thus improving the overall quality of the service you offer. The FTO advises you to check with relevant specialists (including where necessary your quality standards agency and your health and safety advisors) when making major changes.

SECTION 1 - ORGANISATION, REPORTING AND MANAGEMENT

Why is "organisation, reporting and management" important?

Companies set targets because they wish to be focused, efficient and able to achieve significant, measurable results. Success depends on setting clear aims, gaining the full support of staff, monitoring performance and giving feedback. Targets make progress possible and achievements recognisable to customers, the media and others.

Which organisation, reporting and management issues does the Code cover?

We do not expect you to adopt formal environmental management systems – we just ask you to implement three core elements
- write an environmental and social policy or a responsible business statement
- train staff to achieve the improvements recommended in the Code
- measure results.

This will help you use resources efficiently manage and monitor the work you do gain insight into your business and add value to what you do.
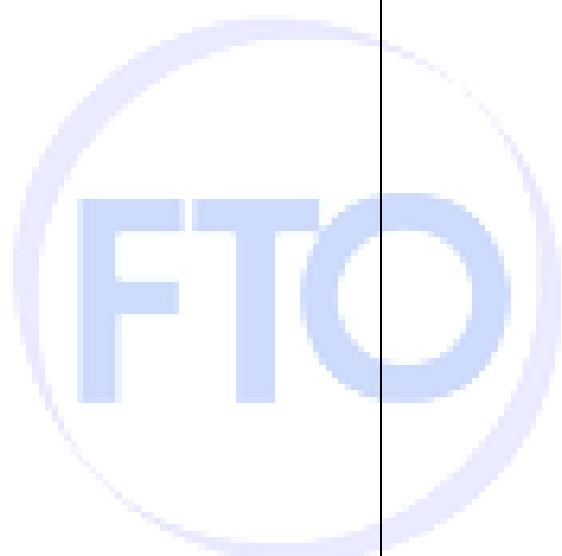
Should my business join a tourism certification or other formal environmental management system?

Tourism certification programmes and environmental management systems may benefit some businesses. The steps described in this guide will also be helpful to a business that may wish to adopt a formal environmental management system in the future.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
Policy Statement			
RT01.01.01	A business should have a written policy statement which expresses: • its aims towards the environments (for example, to minimise its environmental impacts) • the way in which it aims to treat the people it employs (for example from the Health and Safety of employees through to upholding equal opportunities and other fundamental human rights) • the way in which it aims to integrate into the community in which it is based and co-operate on any significant local issues that impact the business (for example to support initiatives which benefit from customer awareness such as child protection or drugs).	One policy statement could cover all of these issues or you could have separate policy statement for each aspect. Sample policy statements are included in Annex 3. Policy Statements can be: • displayed in the back of house area (e.g. on the staff notice board, in staff training materials, in staff newsletter and can be communicated in staff payslips). • displayed in the reception area of the hotel and available to guests on request, via in-room guest materials, the internet or in brochures	Working with the tourist board or local authority to develop and implement a sustainable tourism policy statement about environmental, employee and community issues.
RT01.01.02	Employees should be made aware of these policies through: a. An induction programme when they start work b. Other staff training which aims to integrate these policies into the business c. Staff posters, general staff emails and other less formal means.	Policies work best when staff understand their responsibilities in achieving the policy objectives. Training can be formal or informal according to the nature of the organisation and its staff. Ideally training will include resort specific issues which may include: • how to ensure water management standards are maintained • how to manage local community problems such as child	Informal 'focus week' campaigns on a particular aspect of a policy is a good way to involve staff and guests such as inviting voluntary staff support for a local project, such as a beach clean up for example.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		protection • how to manage security issues such as theft	
RT01.01.03	People within the business should be given responsibility for managing: a. environmental issues b. the welfare of employees c. social and community issues	Select the staff and departments to be given responsibility for achieving the objectives. Progress can be shown by reporting your successes. In larger businesses, these roles will often be located in: • the facilities management or maintenance department • the human resources or personnel department • the purchasing department • the marketing department In smaller businesses the manager or owner will usually lead these initiatives.	• Establishing a green team or group of staff and/or community member. • Sharing information and training activities with businesses, colleges and schools to encourage awareness and bring focus • Subscribing to publications and internet resources to keep abreast of key issues and innovations • Supporting community and conservation based organisation where you can bring benefit
	Recording and reporting results		
RT01.01.04	Regular progress reports (at least annual) appropriate to the size of the business should be made on: a. environmental issues b. employees relations c. the way the business integrates with the community	By recording results and monitoring environmental performance, many businesses have achieved a reduction in operational costs of 20% or more. A simple list of goals achieved can be an effective way to demonstrate progress to staff and customers. Appropriate means of external communication on social and environmental issues for larger businesses may be : • an sustainability report • the annual company report and accounts	Ways of recording progress and reporting results internally include: • monitoring and benchmarking energy, fresh and waste water and waste • Monitoring and bench marking equal opportunities in terms of gender, race, age, status in company, remuneration, average length of service etc of staff. • Publication of information about sponsorship, apprenticeship, extra skills training and staff initiatives etc. • Information about the number of contracts issued to local suppliers, sponsorship of local events and donations made to charities.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		• the company's website See the column on the right for internal/less formal alternatives	• Number/frequency of staff training sessions. You can also: • Build on good results by setting targets for further achievement. • Ensure that annual reports of performance provide information about lessons learned and less successful initiatives • Highlight initiatives in the local press and/or guest publications • Seek to mentor other tourism businesses in the area and encourage them to implement better business practices.
Involvement with Community/environmental business groups.			
RT01.01.05	Businesses are encouraged to join or participate in: a. an environmental forum, for example, a green business or waste minimisation club b. a business association, for example, the local hotel association c. a community forum, for example, the local authority d. a sustainable tourism programme (see annex 3).	Business networks offer access to new ideas and partnerships so that key issues about destination quality can be assessed. In joining a forum, businesses can encourage a more sustainable approach to tourism.	In areas where business forums do not exist or businesses are geographically isolated, community groups, conservation bodies and internet forums may be useful. Ensuring communications help to build community awareness of the business' sustainability policy. Working with resort or destination partners to raise awareness of local issues. Working with other resorts or destinations can also encourage a more sustainable approach to tourism.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.01.06	Local planning procedures should be followed for new developments (renovations, new buildings, etc) undertaken either in the last five years or planned to take place in the future.	Planning regulations usually protect the overall quality and appeal of a destination. Increasingly, they also specify the energy and water efficiency and so on. All developments should meet the regulatory standards in place during their construction.	Where planning regulations are not enforced or well developed, businesses should take responsibility for ensuring that new plans and developments are designed in a way that contributes to the overall quality of the destination. Completing environmental and/or social impact assessments before starting new developments – outlining key requirements to be met by contractors and – crucially identifying the negative impacts of the development together with appropriate mitigation measures. Inviting loyal community members to review and comment on plans. Monitoring feedback and actions through regular meetings. Using recycled and reclaimed materials for construction whenever possible, in keeping with the characteristics of the destination. Using local materials when it is environmentally beneficial and feasible. Using local labour and services during construction and operation. Maintaining good site safety for all construction workers. Taking energy, water efficiency, waste and other environmental management issues into account during planning, design, construction and operation. Choosing materials to minimise environmental pollution and impact upon site workers/building users and the area during construction and operation.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
			Offering furniture to community charities following refurbishment. Purchasing local furniture, art and crafts. Assessing the impact of water consumption on the availability of the local area's water reserves and take steps to ensure fair access.
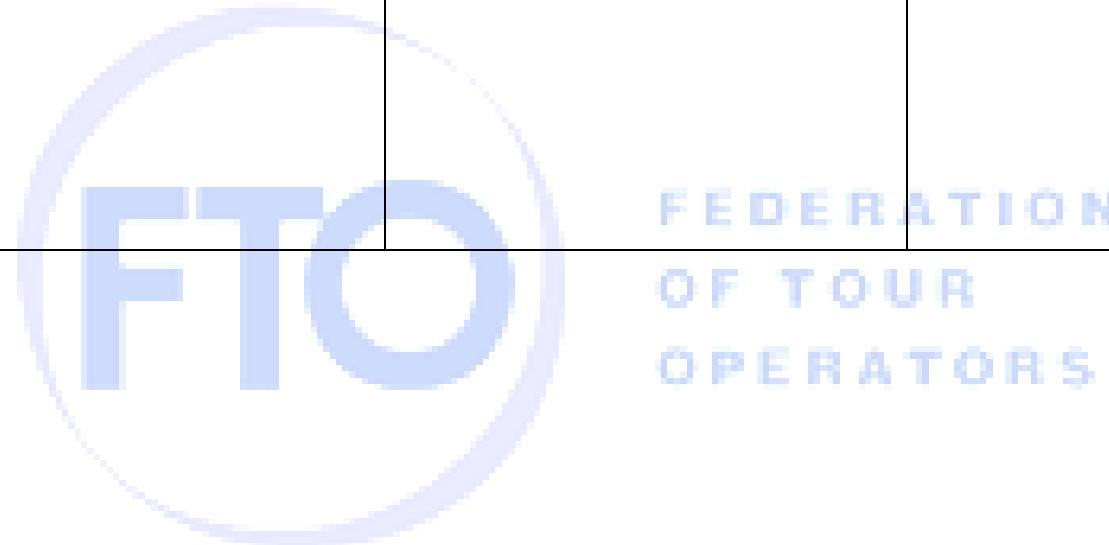
SECTION 2 – MINIMISING ENVIRONMENTAL IMPACTS

Why are environmental issues important?

Market research shows consistently that our customers want to stay in accommodation that minimises their impacts on the environmental. The quality of the environment around the hotel and in the resort is also absolutely essential to the quality of the holiday we are able to offer. In Britain, 87% of tourists interviewed in 2002 stated that it was either "very" or "fairly important" that their vacation does not damage the environment. It is important to remember that the use and abuse of environmental resources can have an effect on the quality of life for the local community. In Britain 83% of British customers indicated that dirty beaches and a polluted sea would prevent them from choosing or recommending travel destinations. (Goodwin 2001. Goodwin and Francis 2003)

Which environmental issues does the Code cover?

- The way in which your business manages its energy consumption and seeks to use renewable energy
- The approach your business takes to minimising water consumption
- The way in which your business treats its waste water
- The steps your business takes to minimise waste production and – in countries where appropriate facilities exist – to recycle waste
- The steps your business takes to conserve nature and biodiversity in the destination

Why are questions on these particular issues included in the Code?

Because these are environmental impacts that any tourism business will have and over which it can exert a direct influence. Reports from hundreds of businesses around the world illustrate that by implementing appropriate management processes described in Section 1. They have:
- Reduced energy and water consumption costs by more than 20 per cent
- Reduced solid waste and waste water disposal costs by more than 15 per cent
- Improved the quality of the environment in which they operate
- Improved staff motivation
- Improved community relations
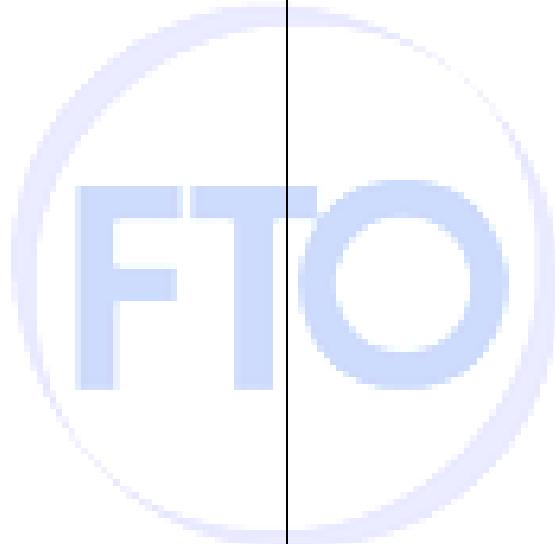
Should my business invest in the technologies specified?

Only if you have investigated them thoroughly and are sure they will deliver cost savings with no reduction in the quality of service you offer. Before you invest, check whether your business is already implementing one or more of the actions described in the best practice or other actions and exceptional practice columns. A combination of these actions may be cheaper than the technology specified. Many of the technologies specified can, realistically, only be installed during a refurbishment and so the actions suggested in the right hand column may help you reduce operating costs until you start refurbishment.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		Energy Management	
RT01.02.01	Energy Consumption and Cost	Consider the importance of energy management compared to the other environmental aspects of your business. There are many ways to achieve reductions in energy consumption even when a high proportion of energy is from renewable sources, e.g. solar power.	Preventative maintenance will reduce costs and energy use. Post awareness-raising information on staff notice boards. The preventative maintenance procedures and maintenance request forms can be used as examples when included in staff training materials.
RT01.02.02	Energy Efficient Lighting	Energy efficient lamps can be up to 80 per cent more efficient than their filament equivalents and can last up to 20 times longer. In areas lit for long hours, energy efficient lamps can pay for themselves in just a few months. Energy efficient lighting comprises: • Fluorescent tubes, preferably with high frequency ballast • Compact fluorescent tubes • Tri-phosphor lamps near food production areas • High pressure sodium or metal halide lamps for outdoor areas • Halogen lamps for spot lighting where necessary In front-of-house areas, energy-efficient light bulbs are best installed in consultation with a qualified lighting specialist or engineer. Some types do not work effectively on dimmer switches or motion detectors.	Energy efficient lamps are not universally available. The following may be alternative options: • The use of natural as opposed to artificial light wherever possible. For example, the installation of photocells on suitable fixtures (photocells cannot be used with some types of energy efficient lamps), schedules to clean windows and light fixtures at least weekly to ensure maximum light penetration. • Ensure that lights are switched off in areas that are not occupied. For example, motion detectors fitted in areas of infrequent use by staff and public such as washrooms in public areas, timers in

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		They may require specialist ballast and require work on wiring circuits that may be best done during a refurbishment. Compact fluorescent lamps are the most commonly used energy efficient lamps in front-of-house areas. Installing these lamps generally requires little to no modification to existing incandescent light fixtures. For example, screw-in CFLs (which have a ballast integrated in the base of the lamp) are direct replacement for incandescent lamps.	• areas of regular usage (timing devices and motion detectors do not work with some energy-efficient lamps), and signage in front and back of house areas to encourage staff and guests to switch lights off when they leave an area. Note that in public areas such as washrooms one light should not be attached to a motion detector.
RT01.02.03	Automatic control of heating and air conditioning in guest rooms.	Automatic devices switch off air conditioning and/or heating when windows or external doors are opened. They are usually fitted in guest rooms where they can produce significant savings, but sometimes are also used in other public areas. It is useful to ensure that room thermostats are set at the right level for guest comfort, to reduce the need to open door and windows while air conditioning or heating is on.	Usually, automated devices can only be fitted during refurbishment but there are effective alternatives: • The installation of photocells, infra-red motion detectors or equivalent technology to partially shut down energy consuming equipment in rooms that are unoccupied for a pre-determined period • The use of computerised building management systems to manage energy consumption throughout the hotel. When these are installed, an engineer should be trained in their use. • Visible signage encouraging guests to switch off lighting, independent air conditioning units, equipment not operated by motion detectors, and so on as they leave their room • By creating zones that allow staff to reduce energy consumption significantly in specific areas of the business during

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
			low season periods such as shutting down sections of the property (e.g., guestroom wings or floors) during times of low occupancy • Training to encourage staff to ensure that TVs and other energy-consuming equipment are switched off during routine cleaning. This should not be done if the TV system is designed to report an error when a set is switched off. • Recording energy consumption on at least a monthly basis, logging the details on a chart either locally or at head office, actively comparing performance year-on-year, investigating changes in consumption or setting targets for annual improvement. Performance should be monitored by calculating both the total energy consumption of the property and its energy consumption index (i.e., the amount of energy consumed per guest-night or room-night). • Applying energy efficiency criteria to the selection of new plant and equipment. Businesses can demonstrate compliance through the specifications for recent purchases of large plant, through the specification for energy saving criteria. • In climates where air conditioning is standard, the construction of new hotel facilities or new annexes using natural methods – such as Venturi, solar stack, cross ventilation and thermal links and designed to take advantage of local wind conditions.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
			• The installation and maintenance of devices to recover hot and cold waste for use again in another situation such as using the waste heat from ac systems to pre-heat the domestic water consumed by a hotel.
RT01.02.04	Key cards as control switches and other devices used to switch off electricity when guest rooms are vacated.	Key card systems switch electricity on or off as guests enter or leave their room and can produce significant savings. There are other systems to turn heating/ac systems and lights off when a guestroom is not occupied. For example, there are systems based on infrared and door sensors which operate automatically without guest intervention. These systems are more effective than the traditional key card systems because they cannot be "tricked" by the guests (i.e., by placing a telephone card in the key card switch to operate the ac system 24 h/day).	
	Renewable Energy		
RT01.03.01	Energy supplies and sources	By buying energy from renewable sources or generating energy from these sources on site, tourism businesses can make a significant contribution to reducing the impact of greenhouse gas emissions from fossil fuels used or power stations. In some countries regulations specify that businesses should buy all their energy from a specified supplier and question on the use of renewable energy are not	

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		relevant in these countries.	
RT01.03.02	Renewable Sources of energy	Businesses that are able to demonstrate direct investment in one or more of the following renewable energy sources will be reducing pollution and saving money, although the payback period for some of these technologies can be lengthy. Ideally, any energy generated by renewable sources should make a demonstrable contribution to the hotel's overall energy usage. Renewable energy sources and methods include: • Photovoltaic cells – solar panels and solar roof tiles – to generate electricity • Using heat from the sun to pre-heat or heat hot water. Water systems heated by the sun and stored in tanks should have a back up source of heat to keep temperatures above 60ºC to avoid the risk of legionella infection • Using the sun to heat hot water for space heating • Using the sun to heat swimming pools, saunas and Jacuzzis	Businesses that do not have the resources to invest in renewable energy generation on site, and where technologies are not available or are not proven can still demonstrate their commitment to renewable energy by: • Buying energy from companies that use renewable sources. Renewable resources of energy include electricity generated from hydro-electric, solar, wind, wave and geothermal sources. • Using technologies that significantly improve the efficiency of energy generation or buying energy from companies that use these technologies. These include waste-to-energy plant, district heating systems and combined heat and power units. • Converting vehicles to use electricity and liquid petroleum gas instead of petrol, and processed vegetable oil (bio fuel) instead of diesel. • Investing in solar powered stand-alone external lighting, signage and similar units Investing in programmes that off-set the hotel's carbon dioxide emissions, such as initiatives to plant trees through organisations that invest money in projects to increase biodiversity and protect habitats and the environment.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
	Purchase renewable energy to use on site.	• Using wind turbines to generate electricity • Using environmentally beneficial fuels including electricity, bio fuels and liquid petroleum gas to power the hotel's vehicle fleet.	Where possible, using renewable resources to meet all electricity, hot water, space heating or motor-fuel demands. Providing surplus renewable energy to support local community needs, in countries where this is acceptable. Informing visitors and staff about the issues associated with energy consumption or about their investment in renewable energy.
Water Management			
RT01.04.01	Water Consumption and cost	Reductions in water consumption may be a high priority for businesses. In some places water is paid for twice, for supply and sewerage, so reducing demand will save water costs on sewerage charges too. Compare the relative priority of water management issues with the other environmental aspects of your business.	Maintenance has important role checking for leakages in taps, pipes etc. Staff should be trained to recognise and identify such instances and know how to report to get them rectified immediately.
RT01.04.02	Water saving devices including flow restrictors, aerators.	These devices can deliver significant savings in water consumption and can generally be installed in areas with reasonable water pressure. They are said to produce no noticeable change in the level of service received by guests. Percussion taps in public areas should be set to flow for five seconds and low-flow shower head (e.g., 9,5 L/min for a showerhead) should ideally be tested – preferably on the top floors of the hotel before being installed in all guest	In buildings where water pressure is exceptionally low – either throughout or on upper floors – it is likely that these devices will be ineffective. Effective steps to reduce water consumption will probably be best focused on staff and guest awareness-raising initiatives. See points RT01.04.03 and RT01.04.05

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		rooms. Flow restrictors generally cannot be used in Businesses that operate with low water pressure. They are designed for buildings that operate with more "standard" pressure conditions (2 to 4 bar, or 30 to 60 psi). Buildings with a pressure of 1 bar should generally use special showerheads (e.g., pressure-compensating showerheads) that are able to provide a satisfactory flow when operating at low pressure.	
RT01.04.03/4	Grey Water Recycling	Grey water is water that has already been used once for such things as vegetable washing, hand washing and clothes washing, but can still be used again for such things as toilet flushing or garden irrigation. Grey water can also be reclaimed through the hotel's drainage system and treated through a waste water treatment plant. Such systems are expensive to install but their use of water can bring significant cost savings. A number of other technologies are also available for example there are washing machines that use the water from the last rinse for the first wash in the next cycle.	

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.04.05/6	Encourage guests to use their towels and bed linen more than once before laundering.	The use of information cards in guest rooms to encourage the re-use of towels and or linen can deliver significant cost savings in terms of water consumption and detergent use. The cards usually refer to the environmental impact of hotel businesses and explain where towels for the re-use should be left. Guest cards should be supported by appropriate training for all housekeeping staff and the amount of laundry washed should be monitored and communicated to staff to ensure effectiveness of the programme.	If a hotel is worried that such initiatives could have a negative effect on guests, they should consider alternatives such as: • Encouraging guests using the health suite and pool to re-use towels from their room rather than requesting new ones. • Investment in eco efficient machines and monitoring of efficiency. Such machines are those that use water efficiently and have a high-speed (or high-G) extraction cycle. Washing machines with high-G extraction cycles remove more water from the washed linens and therefore reduce the operating time and energy consumption of the dryers (dryers are among the largest energy users in a laundry). For example, a washer with a 350-G extraction cycle will reduce the drying energy costs by 45% compared to a washer with a standard 80-G extraction cycle. A washer with a 1000-G extraction cycle will reduce the drying time and energy consumption by up to 80%. • Investment in washing machines that also re-use waste water and, preferably, recapture waste heat (see also RT 01.04.04) • Investment in managed waste water treatment plant and re-use the water for laundry operations (see also RT01.04.04) Using detergents that readily biodegrade in the aquatic environment.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.04.07	Mixer taps and temperature control.	Mixer taps, when used correctly, can reduce water consumption by ensuring that water is delivered at the temperature required.	In some premises it is not cost effective – and may not meet the design requirements of the premises in question – to fit mixer taps. Cost savings, can still be made by ensuring that hot water tanks are set to 60ºC, the minimum to ward of legionella, and water at the tap should be set at the recommended temperature for the country in question. Usually, this is 50ºC. See FTO Preferred Code of Practice on Health and Safety for more details on recommended hot water settings.
RT01.04.08	Reducing WC water consumption	Water saving devices in WC cisterns include 'bottles' and 'hippos' to reduce capacity and the installation of low flush WCs providing six litres per flush. They can deliver significant cost savings especially in areas of high water cost. They can also be installed into back of house areas.	The following can also deliver significant reduction in water consumption and cost: • Timers to reduce flush frequency known as cistern misers or waterless urinals in staff and public washrooms. • "Composting toilets" in remote areas • Systems that allow the use of sea water, river water or rain water in countries where regulations allow and proper checks have been carried out to ensure compatibility with existing technology • The use of treated waste water for toilet flushing. NB.Treated waste water can be associated with a stale odour that may be unsuitable for some buildings. Regulations in some countries do not allow such use and some businesses believe it would detract from the image of the property.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.04.09	Irrigation systems for grounds and gardens and the use of: Treated waste water (from mechanical or biological plants or – for small landscapes – from kitchen vegetable washing etc) Timing devices – usually these will be set to come on during cool times of the day thus reducing evaporation. Moisture sensors to ensure they water on demand. Systems that deliver water below the ground.	In countries where it is permitted and rainfall is plentiful, rain water captured in holding tanks or water butts may be used for irrigation, making sure that the containers cannot be mistaken for drinking water.	• Recording fresh water consumption, at least on a quarterly basis, logging the details on a chart [either at the hotel or at head office, comparing performance year-on-year, investigating any changes in consumption that cannot be explained and setting target for annual improvement. Signs of this activity will include awareness-raising information on staff notice boards, water bills and benchmark charts stored electronically or in hard copy, preventative maintenance procedures in staff training materials, and reports of water wastage being acted on quickly • Including water efficiency criteria in the selection of new plant equipment. Businesses can demonstrate commitment to this by producing the specifications for recent purchases of large plant. • Constructing the new hotels or new annexes using appropriately sized waste water treatment systems in climates where water is scarce. • Making treated waste water available to the local community for irrigation and so on.
		Waste Water Management	
RT01.05.01	Treating Waste Water	Poorly treated waste water is the world's deadliest pollutant and untreated sewage is a key and deterrent to tourists in coastal areas. We are aware that the infrastructure for water treatment varies around the world and ask that water be treated to	In countries where such standards do not exits but where businesses use waste water treatment systems, they may be able to demonstrate that: • The treated waste water is monitored on a daily basis to ensure that the plant is operating properly.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		meet the minimum standard specified by the country concerned or the standards specified by the World Health Organisation (W.H.O).	• An up-to-date certificate is held • Chemicals used will not kill off the bacteria that are essential to the operation of the system • The treated waste water matches the specification provided by the manufacturer of the plant.
RT01.05.02	Disposing of waste water through: a. On-site storage (septic) tanks/soak-a-way's b. Package treatment plants c. Connections to public sewers, effluent conveyed to waste water treatment plant d. Sewerage treatment lagoon system e. Other methods	Businesses treating their waste water will be using one or all of these options. Others may be treating some of their own waste water while discharging sewerage to the mains and some will discharge all waste water to the mains sewer. Some businesses – usually those with less than 20 guest rooms – may use septic tanks. Where public sector plant is known to be inefficient or ineffective there should be records' showing that the hotel is ensuring its waste water is adequately treated.	Ensuring that waste water from the establishment is disposed of appropriately is a key responsibility. Where a hotel is discharging its waste water into the mains sewer or other publicly owned system that does not treat the water effectively steps should be taken to encourage the local authorities or water treatment company to improve the infrastructure. Where alternative water treatment options exist, it is useful to investigate the feasibility of investing in these. Treating water from a nearby community or other businesses through the hotel's waste water treatment plant (To minimum regulatory standards). Working in partnership to reduce pollution of water supplies in countries where implementation of waste water quality standards is poor. Implementation of the Blue Flag standard for beaches is an internationally recognised strategy for sustainable operations, community enhancement and good corporate citizenship.
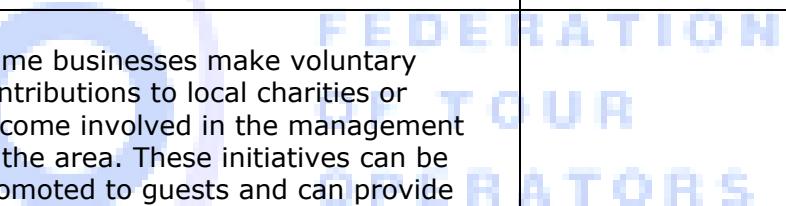
Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
			Partnerships with other local businesses involved in tourism and other activities to encourage them to minimise pollution of water supplies. Providing guests with easily biodegradable personal toiletries during their stay.
Solid waste minimisation and management.			
RT01.06.01	Reducing the volume of solid waste produced and waste disposal costs.	Reduction in waste production may be a high priority for businesses in some environments, especially those where waste disposal choices are limited. Compare the importance of solid waste management with other aspects of your business.	Reduction and reuse of for example paper consumption in the office through re-using one sided printed paper as scrap paper, printing both sides of the paper, using electronic mail to send and receive messages where possible should also be encouraged. Find ways of reducing and reusing in all departments.
RT01.06.02	Solid waste disposal.	Most businesses will use a waste disposal company or a local authority to collect their trade waste. However, once collected, solid waste can often be dumped in un-authorised places where it becomes an environmental pollutant and a health hazard. Specific waste must be removed to a licensed public sanitary landfill, properly transported via road worthy trucks.	Where properly managed waste disposal facilities do not exist, businesses can show leadership by: • working with other businesses and or the local authority to get them established. • working with charities, conservation groups and the local authority to clean up degraded landscapes affected by litter.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.06.03 RT01.06.04	Local disposal and recycling facilities Separating waste	Clearly, not all destinations have facilities, free or paid for, through which businesses can recycle their solid waste. If facilities are not available, recycling opportunities will be minimal, however, if waste is sorted, either in preparation for a recycling scheme or to find alternative uses for it, the hotel will have shown its commitment to solid waste management.	Where recycling facilities are not available, businesses can illustrate innovative ways of finding markets and other disposal options for waste products, including: • giving unwanted furniture, computers and bed linen to charities, schools or local community groups • working with other businesses and schools who can make other uses for products such as waste paper and boxes. • composting uncooked vegetable waste either for use on the supplier's grounds or given to community groups and local farmers (where local regulations allow) • encouraging suppliers to minimise packaging, re-use packaging and to use packaging with recycled content (except for food packaging). Businesses should consider buying products with recycled content including: • paper products used in the housekeeping department • paper products used in reception and marketing departments • toners and printer cartridges that can be refilled • recycled and recyclable plastic containers (PET, PETG, HDPE) • chairs and tables made from recycled plastic.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.06.05 RT01.06.06	Glass recycling Paper recycling Plastics recycling Metal recycling Food composting or recycling	As a priority reduce and reuse waste. In countries where recycling facilities exist – and especially where costs for recycling are comparative with trade waste costs – it is beneficial for businesses to recycle. If recycling facilities do not exist, separate waste.	
RT.01.06.08	Bulk purchasing and re-usable containers	Bulk buying and the use of refillable containers for example in guest bathrooms have the dual benefits of reducing packaging and reducing the number of deliveries required, which also reduces emission from delivery behicles. Even the smallest business can reduce the amount of packaging purchased – cardboard packaging alone can comprise 30 per cent of the total waste in terms of volume from some businesses. Purchasing policies must take into account "shelf-life" and health/safety concerns.	Alternatives to bulk-buying include: • asking suppliers to take their packaging back – for example crates on which bakery products are delivered • asking suppliers to deliver products using reusable packaging, such as wooden crates instead of plastic bags for vegetables. • Stock-takes to remove products that are no longer in use • Refill and reuse wherever feasible • Working with other businesses and associations to stimulate the market for recycled products • Working with charities and local authorities to clean up waste that spoils the tourism environment. • Supporting local craftspeople (who use recycled materials) • Making compost available to the local community and farmers where regulations allow • Telling guests about the importance of disposing of wastes responsibly.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
Responsible purchasing and chemical management				
RT01.06.09	Cleaning materials with low environmental impact	A wide range of cleaning chemicals can be replaced with low impact alternatives that have cost saving and environmental benefits for the bottom line and environment. The use of the following can illustrate commitment to purchasing low impact chemicals: • non-chlorine bleach – although this may not be appropriate in humid climates with mould and mildew problems • ozone in preference to chlorine in swimming pools. Pools must be professionally converted to these systems. (Under no circumstances should chlorine cease to be used without an alternative system being installed) • phosphate-free soaps and detergents • vinegar rather than chemical window cleaners • pump-action sprays rather than aerosols • biodegradable natural personal toiletries in guest rooms rather than chemical ones • Where chemicals are still in use, staff should be trained in dosing or dosing systems should be installed and supplied with appropriate Personnel Protection Equipment (PPE)	All businesses will be able to source or make some low impact materials, such as replacing chemical window cleaners with vinegar.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		• Dosing systems, for example to prevent legionella bacteria in hot water systems. A system will ensure chemicals are used in appropriate quantities. Bottles of chemicals, the dosing system itself, and so on will be taken as signs of this activity.	
RT01.06.10	A policy to manage, maintain and replace equipment containing CFCs or HCFCs Identify equipment Repair immediately Have a replacement plan	CFCs were widely used as the principal coolant in air conditioning systems, refrigeration units and electronic circuits until the early 1990s when they were largely replaced by HCFCs. The use of CFCs, which are no longer made, is now regulated by international conventions. In most countries, new systems do not contain CFC as the coolant. To reduce the maintenance costs associated with equipment containing CFC, and to protect the environment, businesses should be able show: A. they know which, if any, pieces of equipment use CFC or HCFC as their principal coolant. New equipment purchased in the last five years almost certainly does not contain CFC B. they check the equipment regularly and identify potential leaks – usually indicated by a leak of oil or reduction in the performance of the equipment C. there is a policy and plan to replace equipment with non-CFC/HCFC alternatives and to dispose of the	In countries where regulations concerning the use and disposal of CFCs are less well enforced, businesses can: • work with suppliers to use alternatives to CFC as the coolant gas in existing equipment • make it the policy not to buy equipment that uses CFCs or HCFCs • developing an environmental checklist asking suppliers about their environmental programmes, changing to more responsible suppliers or working with suppliers to improve environmental programmes. • buying products certified as produced by sustainable means, such as buying wood products that carry the Forestry Stewardship Council stamp, or buying fish products certified by the Marine Stewardship Council. Alternatively buy products that have EU ecolabels or locally recognised certification systems .e.g. papers and cleaning products • buying products that have been ethically traded as illustrated by the Fair Trade mark and buying products that have environmental design as a core concept. These include energy star or other low

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		coolant gas responsibly (in countries where the facility exists).	energy rated appliances, energy efficient cars and so on.
Nature conservation and biodiversity			
RT01.07.01	Actively protecting the natural environment in your area	Businesses based in large and bustling cities, or in countries with robust environmental protection laws, may be less involved than those that wish to attract eco-tourists or rely on their appeal as a beach resort. Consider whether your business is in a destination where environmental protection is particularly important.	
RT01.07.01	Contributing to the upkeep of the environment or community through: corporate donation (by donating money per lobster meal sold) other donations (weekly guest raffles, staff pay roll giving schemes) in kind support through activity (such as organising a beach clean up using staff volunteers)	Some businesses make voluntary contributions to local charities or become involved in the management of the area. These initiatives can be promoted to guests and can provide positive PR. Consider ways in which the business can contribute directly to the local community. Direct contribution may include: • litter picks or clean-up campaigns involving staff • hosting fund-raising events at discounted rates • financial donations to a local environmental charity or environmental improvement programme	

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		• committing time / expertise to the development of conservation plans or support for a specific project • visitor pay-back schemes inviting visitors to make a voluntary donation or by adding a surcharge to specified activities.	Other ways in which the business can contribute towards the upkeep of the destination include: • participation in or contributing to joint initiatives with other businesses which encourage tourists to explore the environment/contribute to its upkeep • working with other businesses to reduce the pressure on busy areas by, for example, offering guests the opportunity to buy tickets for visits at pre-arranged times, co-ordinating excursions to ensure different arrival times, and working to reduce seasonal peaks and troughs through off-season marketing campaigns • planting native species in the grounds and landscaping • using native species for flower arrangements and decoration • creating nature reserves in the grounds with features like ponds, bat boxes and turtle breeding areas, to encourage wildlife.
RT01.07.02	Minimising the use of chemicals known to cause damage to health and/or the environment (see attached list of chemicals considered by international regulation to have the potential to harm human health and/or the environment).	Chemicals known to have significant impacts on human health and or the environment are still widely used for landscape management. These are listed on the PIC (Prior informed Consent) list published by the United Nations Food & Agriculture Organisation (Annex 6). Businesses with large estates may still use some of these chemicals. Where they are used for pest control dosing systems should be in place.	• joining local associations that market regional products to tourists • joining in local initiatives to avoid buying products out of season or during periods of when natural stocks are low • working with charities who encourage tourists to explore the landscape • encouraging guests to use local transport & walk/cycle on days out.

SECTION 3 – TREATING PEOPLE FAIRLY

Why are the employment practices of my company important to Sustainable tourism?

Everyone has the right to fair treatment and by doing the right thing in terms of social responsibility we will improve stability and performance in businesses. Generally, the first local people your customers have an opportunity to talk to are your staff, so they naturally become ambassadors for the destination and also for your business.

Business with good employment practices report:
- improved productivity
- increased trust
- an enhanced image in the local community
- enhanced potential to recruit high performing people

Which issues about employment does the Code cover?

This part of the Code is based on relevant international standards – the International Labour Organisation conventions as set out in the Ethical Trading Initiative Base Code. The base Code was developed by a group of companies, trade union organisations and governmental organisations in the UK to set a standard in labour practices along the supply chain in the retail sector. The FTO has adapted this Base Code for suppliers to the tourism industry.

Why are questions on these issues included in the Code?

The feedback from guests about the attitudes of staff and local people in their chosen destination are usually very positive. Occasionally, employment practices are highlighted in the media, particularly the rights and working conditions of local employees in some areas of the world. FTO members want to support a consistent standard among suppliers. Alternative: Although most countries have ratified most ILO Conventions, common practice often diverges from these principles and we would welcome your feedback on how workable this section of the Code of Practice is for you.

All ILO member states, regardless of ratification, are obliged to respect, promote and realise the principles

contained in the core ILO Conventions. ILO Member states include Antigua, Barbuda, Barbados, Brazil, Bulgaria, Croatia, Cuba, Cyprus, Dominican Republic, Egypt, the Gambia, Greece, Iceland, India, Italy, Jamaica, Kenya, Malta, Mauritius, Mexico, Morocco, Portugal, St Lucia, Seychelles, Slovenia, Spain, Sri Lanka, Switzerland, Thailand, Trinidad + Tobago, Tunisia, Turkey, UK, USA. Many of the ILO Conventions have been ratified by these countries which means that they are required to incorporate these principles into national law and ensure the implementation of the law. For more info on which states have ratified which conventions, see www.ilo.org

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
Employment and Employee Relations N.B – These recommendations represent a minimum standard. Where legal requirements exceed these expectations they should be adhered to.			
RT01.08.01 RT01.08.02	Employees in the business. Ensure all employees in your business have formal written contracts of employment.	Regular employment should be based on recognised employment relationships. Within the International Labour Organisation Conventions (ILO), it is important that employees have specific and agreed conditions under which they work. This is best achieved through a written contract based on national or international law.	
T01.08.03	Aim to give security of employment wherever possible.	It is important to fulfil obligations to employees under labour and social security laws and these should not be avoided through the use of labour only contracting, sub-contracting, or apprenticeship schemes where there is no real intention to impart skills or provide regular employment. Equally the excessive use of fixed term contracts of employment is not acceptable.	Encourage staff to return each season. The ratio of permanent staff to seasonal staff will vary according to the size of the business. Consider offering year round employment contracts with a minimum income in the low season and guaranteed employment in the high season.
RT01.08.04	Employees must enter employment through their own choice. Employees must be free to leave your employment when they choose, without penalty	Employees should not be required to lodge 'deposits' or their identity papers with their employer and should be free to leave after reasonable notice. There should be no forced, bonded or involuntary employment.	If necessary, advertise jobs locally to show that people can choose to apply to work for the company rather than being told that they must work for the company. Clear contracts setting out the hotel's terms and conditions will specify the notice period required.

| Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.08.05	Living wages are paid	Many people around the world do not earn enough to meet their basic needs. Wages and benefits paid for a standard working week must at least meet national legal standards or industry benchmark standards, whichever is higher. Wages should always be sufficient to meet basic needs with money left over. Clear, written information about employment and rates of pay should be available. Deductions from wages as a disciplinary measure should not be permitted. Deductions should only be taken off for benefits (travel, meals, saving scheme etc) when agreed with the employee concerned and recorded.	In countries where there is a legal minimum wage, aim to: • achieve payment of a living wage for all job levels • offer other benefits to employees • monitor national average pay levels and set standards accordingly • have a clear policy for gratuities and ensure all staff is aware of it.
RT01.08.06	Working Hours	Many people in the tourism industry regularly work excessive hours. Employees should not be required to work more than 48 hours a week and should have at least one day off every seven days on average. Overtime should be voluntary and it is recommended that it does not exceed 12 hours a week.	Offer flexible working arrangements and job sharing.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.08.07	Overtime pay.	Overtime should be compensated at a higher rate of pay. Working hours should comply with national or international law or benchmark industry standards, whichever affords employees most protection.	
RT01.08.08	Employee benefits beyond those legally mandated.	Additional benefits to establish a secure and committed workforce and to allow for working unsocial hours may include the following: • free uniforms (recognising different cultural needs by providing a choice of skirts or trousers for women) • free laundering of uniforms • free meals • sick pay • maternity/paternity pay • compensation for accidents that happen at work • opportunities to develop skills (e.g language classes, continued professional development, annual training reviews) • free transport for staff who have to work unsocial hours	Offer other benefits beyond those mentioned such as gym membership, subsidised parking, pension or medical insurance.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.08.09	Disciplinary records and procedures	All people should be treated with respect and not subjected to cruelty whether physical, verbal and sexual abuse, forms of intimidation or other harassment.	Set up complaints procedures so that employees can raise grievances – including complaints concerning harassment – and seek a fair result. To ensure a consistent response, document disciplinary procedures, clearly stating that abuse is prohibited.
RT01.08.10	Staff Representation	Good employee relations depend on good communications. A formal process by which staff can express their view to senior management ensures that staff are heard at senior management level.	A review scheme, staff groups, staff councils and mentoring schemes will all support good communications.
RT01.08.11	Membership of Trade unions and similar organisations.	Everyone should have the right to raise concerns and protect their employment by negotiating solutions with management. All employees should have the right to join or form a trade union of their own choice and to bargain collectively. Where freedom of association and the right to collective bargaining are restricted by law, other ways of encouraging independent and free association and bargaining should be sought. Employee representatives should not be discriminated against and should be allowed to carry out their roles as representatives in the work place.	Ensure employees know they have the right to form and join an association. No one should be forced to belong to an association. Adopt a cooperative attitude towards the activities of employees, trade unions and the process of representation. Allow a member of staff to be a representative with the right to bargain collectively on behalf of colleagues.

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
RT01.08.12	People should not be discriminated against with regard to employment and access to training and senior positions	Observing equal opportunities and fundamental human rights are in a company's best interest, bringing people with diverse backgrounds and experience into the business. Discrimination based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation is not acceptable. There should be no discrimination practised in hiring, pay, access to training, promotion, termination or retirement.	Consider: • advertising senior positions in popular local media • advertising senior positions in the native local language, providing feedback to applicants. • working with local schools to help children understand the skills required to work in tourism • building partnerships with colleges to offer management training at relevant levels • developing partnerships that will lead to participation in lectures and seminars • ensuring staff are aware of – and able to apply for – management positions when they become available • working with professional associations to offer continued development and training.
RT01.08.13	A formal complaints procedure	A formal complaints procedure during which employees should be able to raise grievances (including those about harassment) and seek a fair outcome.	

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
	Health and safety policies and practices	Health and safety management strengthens a company, reducing risks and increasing productivity. Working conditions must be safe and hygienic bearing in mind any specific industry hazards. Protective clothing should be supplied to staff working with hazardous materials.	
		Responsibility for health and safety should be assigned to a senior manager. Regular health and safety training including specific First Aid and Fire Training should be recorded and repeated for staff in a new role. Accommodation, where provided, should be clean, safe and meet the basic needs of staff. To meet the challenge HIV/AIDS presents in the workplace refer to the International Hotel and Restaurant Initiative and United Nations "Guide for the Hospitality Industry on HIV/AIDS". (see resources section or annexe for the website address)	
RT01.08.14	The legal age, below which children are not allowed to work in your country.	This may be achieved by: Limited hours for children under the age of 14. Special working times and conditions	In some countries and under some circumstances child labour already exists. Should you have children already in your workforce then you must respond with careful consideration. Any action taken

Reference	Key Issue	Best Practice	Other Actions + Exceptional Practice
		for children under the age of 14. There should be no recruitment of child labour. Companies should ensure that only people above the age set by international or local law are employed, in line with local legislation.	should be in discussion with relevant organisations such as local authorities and NGO's and always be in the best interests of the child. Actions could include the following: • ensure they are offered and not prevented from attending educational opportunities. • provide educational opportunities if necessary • limit the hours they are allowed to work • ensure they do not work at night • ensure they are protected from doing jobs that are dangerous, require a high level of skill, or undermine their human rights.
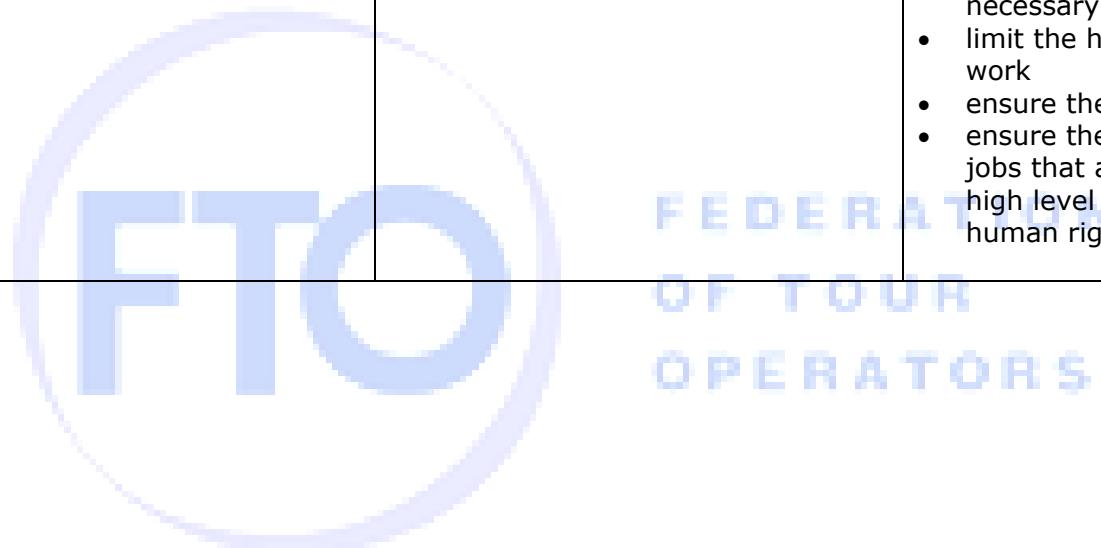
SECTION 4 – SOCIAL AND COMMUNITY ISSUES

Why is the community in which my business is based important?

The local community sets the scene for an enjoyable holiday. Good quality resorts and the best hotels reflect the culture in which they are based. Supporting the local economy by buying regional products and services will lead to rewarding business and community relationships. In turn, this will inspire customer confidence, build good reputations and encourage repeat business. Local communities are your resource and if relations turn sour the success of your business could be jeopardised.

Which issues about community relations does the Code cover?

Local involvement is important. We wish to recommend ways of approaching these issues and to find out whether we can help or learn from your experiences.
Your relationship with suppliers, and your guests' sensitivity to local culture and community, are increasingly important.

Should my business join a tourism forum to explore these issues further?

By joining a Local Agenda 21 network or a local authority tourism group, you can influence relationships between tourism and the community.

Reference	Key Issues	What you can do	Other actions and exceptional practice.
		Choosing Suppliers	
RT01.09.01	Choosing local products and services in preference to imported ones wherever possible	Choosing local products and services in preference to imported ones wherever possible	
RT01.09.02	Using local suppliers of: • meat and fish • bread and pastries • vegetables and fruit • art and craftwork	The definition of the term local is much debated. In this code, a hotel can be considered to be buying locally if it is buying within a 100 mile radius of the hotel. On islands which have sufficient supplies, the island itself forms the boundary. • Buy meat and fish each week from a farmer or fisherman, cooperative, or independent supplier • Regularly buying bread and pastries from a farmers cooperative or from an independent baker • Regularly buying fresh vegetables and fruit from a farmer, farmers cooperative, or independent greengrocer	• When purchasing is centralised, identify products that can be sourced locally and add them to central purchasing supplier lists. • Encourage international suppliers of products to make them available locally e.g. energy efficient light bulbs. • Join international initiatives to promote agricultural links between small farmers and other businesses. • Develop menu options that promote the use of local produce, reflect the local culture and promote the use of indigenous seasonal varieties. • Choose produce that is in season.

Reference	Key Issues	What you can do	Other actions and exceptional practice.
RT01.09.03	Promoting other local products and services to guests by recommending guides, restaurants, markets and craft centres.	• Offer retail space to local craftspeople, taxis, excursions and guides • Provide promotional space in the form of leaflets, advertising boards or on the hotel website to promote local activities • Organise and promote trips to local craft fairs and other events. • Organise joint promotions with other local tourist attractions – with discounts for multiple use.	• Helping smaller suppliers understand purchasing policy and quality standards, possibly through on site demonstrations and visits • Ensure invoices from local suppliers are paid on time and or shorten payment times plus be flexible – for example, extend delivery times to facilitate local delivery • Working with local authorities or business partners to advise on emerging enterprises and create business opportunities for young people • Hosting local business events and participating in the Chamber of Commerce – or other business network – to stimulate and strengthen the business community • Provide technical advice, staff time or other direct support to local tourism related businesses • Donate staff time, financial donations or other in kind support.
	Benefiting Communities and Vulnerable Groups		
RT01.10.01	Providing services or facilities within the community that would not otherwise be available.	A significant contribution can be made to community life by offering facilities to be used by local people, in or out of season. Examples include: • Swimming pool, • Restaurant, • Conferences and meetings • Facilities with access for disabled people.	• Support community initiatives, walks, green spaces, parks, exhibits and areas for tourists and residents. • Make financial contributions towards the upkeep of facilities valued by residents.
RT01.10.02	Access for local people to facilities and resources which were in public ownership		

Reference	Key Issues	What you can do	Other actions and exceptional practice.
		• Businesses should also: provide local trades people with space from which to trade and avoid beach selling • Protect community access rights, for example, where fishermen need to launch boats from a beach. • Take steps to ensure tourism cannot be criticised for depriving local people of access to resources that were previously freely available to them for example, beaches, waterholes etc.	
RT01.10.03	Protecting children from tourism related sexual exploitation.	A commitment to child protection on your premises and within the community should be underpinned with a written policy or statement. The policy will clearly denounce the sexual exploitation of children. See Annex 5. Nominate a member of staff to be the focal point responsible for implementation and if the sexual exploitation of children is known to occur in your destination ensure that: • regular contact is made with the local specialised group or non government organisation • relevant staff are trained to be aware of how to recognise abuse and protect children	Child protection is a major concern in many tourism destinations and the effective implementation and communication of a simple policy internally with staff and externally to customers and community will help to build much needed awareness about what can be done to protect children at risk.

Reference	Key Issues	What you can do	Other actions and exceptional practice.
		• telephone numbers for relevant authorities are available	
RT01.10.04	Areas where indigenous and tribal people live: • Traditional access rights across land • Discrimination • Contact & communication	The rights of indigenous people, especially where land rights are not documented, are a sensitive issue for tourism. Ensure contact and communication is established in areas with an indigenous population and that indigenous people are not discriminated against in employment terms.	
RT01.10.05	Consulting local people, including employees, residents, local businesses, local authorities and indigenous communities where relevant.	• Consult and communicate with other businesses and residents prior to starting new developments. Where possible exceed basic compliance with planning law. • Undertake a social impact study when planning new developments. For more information on how to do this see the annex.	• Work with local authorities on the development of local strategic plans • Work with other tourism businesses and local authorities to develop tourism plans. • Working with local people to manage local issues and improve the impact of tourism • Working to increase the number of businesses that are open all year by promoting off season tourism, local resident use or specific packages
	Nurturing Understanding		
RT01.11.01	Providing customers with guidance on, for example: • Appropriate behaviour (e.g. dress codes, local regulations, alcohol)	The information will be consistently available provided in documentation in rooms and in central lobby areas, the hotel website. Staff will often be able to access this	• Work with tour operators to distribute this information through holiday brochures and welcome meetings. Assist Local Authorities and attractions to make this information readily

Reference	Key Issues	What you can do	Other actions and exceptional practice.
	• Local issues which benefit from customer awareness such as taking sensible precautions against crime, vendor harassment and child protection issues • Environmental protection in the destination (e.g. water use, littering, protecting turtle nesting sites and fire prevention).	information and pass it on to guests.	available
RT01.11.02	Encouraging customers to explore the destination beyond the boundaries of the property	Information encouraging guests to explore can be placed in rooms and on public display boards. They can cover: • Local attractions • Local history • Nature parks • Markets • Walking routes, cycling routes, boat trips • contact information for local guides.	• Community and cultural groups could be invited to provide entertainment or interpretations of their culture • Libraries and other resources can be used to encourage guests to explore the area • Maps and tour books can be made available to guests • Hotels can organise guided tours of the destination (preferably undertaken by local businesses). • Hosting cultural or special interest talks for guests and staff • Working with other businesses to broaden the range of cultural activities available to guests • Supporting cultural sites that are suffering from erosion as a result of tourist pressures by publicising recommendations for preservation and protection • Supporting local issues

ANNEX 1 – Sample policy statements

Accor Hotel

See the website for information on the Accor sustainable development organisation. www.accorhotels.com

Grecotel Environmental Statement

We at Grecotel believe that the quality of the natural resources and the way they are managed are very important factors defining both short-term profitability and long term sustainability of tourism development. Since the early 1990's, the company was the first resort group to create a professional Environmental & Cultural Department, and it is now considered as the leader in the Mediterranean hotel industry for its environmental implementations. From recycling to organic farming – many small steps have been taken in this long journey to reduce the impact of tourism on our environment. After all, holidays are about beautiful places as well as impeccable hotels.

Policy statement suggested by the English Tourism Council and Countryside Agency for Small businesses.

We are committed to the care of the environment and have undertaken the following suggestions for operating our business:
We have appointed _____insert name_____to be responsible for our programme of environmental improvement
We have identified all of the light bulbs that are suitable for changing to low energy equivalents and have changed at least 25% of them.
We have checked our heating thermostats to ensure that they are not set too high.
We have checked dripping taps and replaced washers as necessary.
We invite visitors/guests to save water.
We buy recycled paper whenever possible.
Where facilities are available, we recycle glass and plastic.
We have maps and timetables for visitors to encourage walking and the use of public transport.
We have started a programme to reduce waste.
We have a green notice board or bedroom browser.
We encourage our visitors to consider the importance of improving and protecting the environment for future generations and invite you to make suggestions about how we may improve our environmental performance. www.grecotel.gr

Hilton Group PLC – Corporate Social Responsibility Vision

At Hilton Group, we operate to high standards of performance and advocate socially and environmentally Sustainable business practice. Our aim is to bring a positive benefit to the societies in which we operate, through high quality services, economic growth, environmental protection, community involvement and, of course, employment.

Hilton Group PLC – Environmental Policy Statement

We recognise that our activities have an impact on the world around us. We are committed to protecting the environment through prevention of pollution and efficient use of resources. We will strive for continual improvement of our environmental performance.
www.hiltonhotel.co.uk/corporateinfo

Taj Hotels Resorts and Palaces

Environment Policy Statement.

The Taj Group of Hotels is committed to protect, conserve and restore our natural environment for the benefit of present and future generations: Towards this end it shall endeavour to:

- Set sound environmental objectives and targets, and integrate a process of review, as essential elements of the environmental initiatives of the group.
- Comply with all applicable environmental laws, statutes and regulations.
- Build manage and maintain hotels, food service, facilities and other allied services to operate more efficiently and profitably, using fewer resources and generating minimal waste.
- Continuously improve environmental performance and reduce environmental impact of our activities.
- Create environmental awareness among our employees, customers, suppliers and the community at large.
- This policy should be applicable to all facilities owned, managed and run by The Taj group of Hotels.

This policy has been communicated to all employees of the Taj Group of Hotels and shall be made available to the public and interested parties on demand.

ANNEX 2- Reporting – a simple guide.

Once you have made a commitment to be a more responsible and sustainable business then it is important to recognise and communicate the benefits to your staff, customers and the local community. This type of reporting is generally described as a Sustainability Report and it reflects those aspects of business which we have referred to as sustainable tourism, namely the economic, environmental and social impacts of a business. The type of report you choose to produce will vary according to the size of your business. The purpose of Annex 2 is to offer a step by step guide and practical approach to creating a Report based on The Code. The report can bring value to your business and business relationships, in its simplest format it can be short, concise, and only communicated internally to influence and facilitate change. By reporting you will be effectively 'taking stock', measuring the benefits and successes and reflecting your business mission. You must be open and honest in your report in order to genuinely assess the progress you are making. This can also promote good relationships with the stakeholders to your business, both internally and externally.

Context

1. The first step is to set the context. Describe in one or two sentences your business, the sector, the size and the products and services you provide. E.g turnover, profit, number of employees, countries in which you operate.

Overview of activities

2. Set out a brief review of your activities in terms of the sections of The Code.   Give an overview of the main focus, goals and vision. It is important to consider the challenges you have faced and the priorities you have set as well as future goals. If possible include key data which indicates your progress in managing your environmental impacts.

Stakeholders

3. Who does your business affect or influence? Make a list of all the people and companies and other groups or organisations that fall into the category of stakeholders including customers, employees, owner, manager, suppliers, neighbours and non government organisations.

Priority of information

4. For each stakeholder write down the interest they hold in your business and the information that may be relevant to them. Consider which stakeholders are key to your business; this will help you to prioritise the information and the focus of the report.

State the Facts

5. Keep the text factual. Work through each section starting with Organisation and Management giving the policy or statement which is the cornerstone of the actions you are reporting on.
6. Finally add any additional comments on what you have learnt through the year and key challenges and partnerships.

Businesses adopt environmental policies and programmes for a wide range of different reasons. Whether your business has implemented an environmental programme because of the cost savings it will deliver or from a desire to protect the environment, you may wish to achieve a recognised certified standard.

In recent years, an increasing number of businesses have chosen to join certification programmes (eco-labels) as a result, the number of these programmes has multiplied in recent years and there are now more than 40 initiatives in Europe from the Green Suitcase in Germany to the Green Acorn in the New Forest.

All of these certification programmes have one thing in common. They provide a logo to those companies that exceed a baseline standard the relative value that a business stands to gain from certification programme varies significantly. If you are considering joining a tourism certification programme, the questions below may help you to select the one that is best for your business.

Choosing the certification programme that is right for your business

Step 1. HOW RELEVANT IS THE SCHEME TO YOUR BUSINESS? Identify whether a certification programme is really relevant to your business. Any credible certification programme will require a specific level of effort from the business in developing and implementing environmental policies and monitoring results. It is only worthwhile joining such a programme if you have resources within the business that can take the programme forward. If resources are stretched to breaking point, or if your customers are unlikely to be swayed by your environmental programme, it is unlikely that you will be able to implement the certification programme and so it may be worth exploring other avenues such as government sources of support for environmental actions.

Step 2. HOW WELL RECOGNISED IS THE LABEL Identify whether the programme is likely to be known to and influence the decision of your customers. Some programmes (e.g. ISO 14001) are particularly well known to corporate purchasers and thus may be relevant if your businesses is wanting to obtain this type of certification. It is important to make sure the scheme will deliver business benefits and offer competitive advantage in future years.

Step 3. DOES THE SCHEME INCLUDE SOCIAL ASPECTS? Ensure all the elements of sustainability are addressed by the scheme, including the social aspects of your business, for example the pure environmental issues of energy, waste and water management, and the wider ranging issues associated with integration into the local community, employing people from different backgrounds and contributing to the maintenance of the environment away from the business. Identify whether you wish to select a certification programme that awards commitment or achievement. As a general rule:

- Commitment based schemes are easy to join. Once an application is made (often requiring the development of an environmental policy statement) and relevant fees are settled, a company can use the logo of the certification scheme to illustrate its environmental commitment to customers. These schemes are favoured by companies because they require little effort at the outset, but are often considered to have little value by consumers unless the commitment is actually implemented.
- Achievement based schemes are generally less preferred by companies but are considered more credible by consumers. These schemes award the use of a logo once core criteria have been met (for example, as soon as the company can illustrate that all staff are trained in environmental issues and they are consistently reducing energy consumption, the company will be able to use the logo.

    Is the scheme prescriptive? Will you be given a list of items and expected to meet a certain level to be rewarded with the logo? Or can you decide what priority areas are most relevant to your operation. Generally speaking:

- **Schemes that provide a menu and specify that a certain minimum number of criteria should be met are performance based**. These specify the actual amount of impact a business may have on the environment (sometimes in quantitative terms e.g. the amount of waste produced per visitor). Performance based criteria may, for example, specify the number of staff that have been trained, the amount of energy or water consumed (or number of efficiency actions implemented) by the business or the total weight of waste produced. Only the less environmentally impacting businesses can generally join these schemes.

- **Schemes that allow you to decide on the actions that are relevant to your business are process based.** These specify that the business has gone through certain management processes to establish a relevant environmental management programme. Process based criteria may include selecting an individual with responsibility for the environmental programme, training staff about the environmental programme and have a system in place for measuring key issues, such as energy consumption. Process based programmes include a wide range of companies including some that are relatively environmentally polluting.

Step 4. CHECK THERE IS NO CONFLICT WITH OTHER STANDARDS. Check that the criteria within the scheme will not conflict with any quality grading that you currently hold or with health and safety requirements of your business.

Step 5. HOW MUCH WILL IT COST? Identify how much you are able to pay (a) to join the programme and (b) to maintain your membership. Some certification programmes have an annual membership fee and then a set of charges that are necessary as you progress through the programme. These may cover, for example, staff training and audit and assessment visits. Other schemes will provide all of these services within the annual membership fee. Beware of schemes that cannot tell you how much it will cost you to progress to different levels – they often have hidden costs that can rapidly escalate.

Step 6. HOW IS THE SCHEME PROMOTED? Including what it will do to promote your business. Some schemes have web sites, others belong to "directories" that advertise businesses that gain their logo. Many programmes have a very small marketing budget and you may wish to explore whether the marketing budget is sufficient to meet the aims of the programme and generate the profile your business desires. Explore whether the scheme has a high percentage of businesses participating in your destination and is willing /able to promote the destination within its materials or whether it promotes across a range of countries in which you are interested. VISIT, for example, promotes a range of different European certification schemes to consumers via dedicated publications.

Step 7. HOW ARE PROFITS USED? Ask how the scheme distributes any profits that it makes. Programmes that distribute income from the scheme into other sustainable/environmental activities especially in your destination can have significant business benefits.

Step 8. DOES IT GIVE SUPPORT AND GUIDANCE? Ask whether the scheme provides guidance/has experience within your sector in particular. Some schemes advertise their availability across the tourism industry as a whole, but have only developed detailed guidance for a small number of sectors within the industry such as hotels. Are there links with Government Agencies or charities that are able to provide free of very cheap advice. Are there links with Government Agencies or charities that are able to provide free or low cost advice?

Step 9. IS THERE AN AWARD SCHEME? Does the scheme provide annual award ceremonies that will provide an opportunity to network with other like minded businesses?

This information is intended as a guide only. While it is believed to be correct at the time of going to print, FTO cannot be held responsible for any actions taken solely on the basis of the advice contained within it.

ANNEX 4. THE CODE PROTECTION OF CHILDREN FROM SEXUAL EXPLOITATION IN TOURISM

A particularly sensitive issue in the tourism industry is the growth in the commercial sexual exploitation of children, mainly in developing countries, by tourists coming often from developed countries.

A positive response to this social challenge is to cooperate with a non-governmental organisation such as ECPAT (End Child Prostitution, Child Pornography and the Trafficking of Children for Sexual Purposes) International which has contributed to the development of The Code of Conduct for the Protection of Children from Sexual Commercial Exploitation in Travel and Tourism.

Suppliers of tourism services adopting this Code commit themselves to implement the following six criteria:
- To establish an ethical policy regarding commercial sexual exploitation of children.
- To train the personnel in the country of origin and travel destinations. See www.thecode.org for more details.
- To introduce a clause in supplier contracts with your suppliers, stating a common repudiation of commercial sexual exploitation of children.
- To provide information to travellers by means of catalogues, brochures, in-flight films, ticket-slips, home pages, etc.
- To provide information to "key persons" locally and work with local organisations.
- To report annually, ensuring staff and customers are aware of the positive steps you are taking.

By signing and implementing the Code in your business you will actively contribute to the protection of children from sexual abuse.

ANNEX 5 Relevant International Standards

United Nations Universal Declaration of Human Rights

This is the most comprehensive Human Rights Standard
www.unhchr.ch

International Labour Organisation

Responsibility for setting international labour standards involving employers' and employees' representatives as well as governments and relevant technical expertise is the work of the ILO.
www.ilo.ch

Ethical Trading Initiative

The ETI is an alliance of companies, trade union organisations and non governmental organisations (NGO's) committed to working together to identify and good practice in the implementation of codes of labour practice, including the monitoring and verification.

The purpose of the ETI is to identify, develop and promote good practice with respect to implementing codes of labour practice. The members believe that a collaborative approach provides the opportunity for significant progress in promoting the observance of internationally recognised labour standards. www.ethicaltrade.org

ANNEX 6 – Chemicals included on the UN FAO PIC list.

Chemical (CAS number(s))	Decision Guidance Document English French Spanish			Information on alternatives; submitted by governments	Information on additional evaluations; submitted by governments
Aldrin (309-00-2)	**E**	**F**	**S**		
Binapacryl (485-31-4)	**E**	**F**	**S**		
Captafol (2425-06-1)	**E**	**F**	**S**		
Chlordane (57-74-9)	**E**	**F**	**S**		
Chlordimeform (6164-98-3)	**E**	**F**	**S**		
Chlorobenzilate (510-15-6)	**E**	**F**	**S**		
DDT (50-29-3)	**E**	**F**	**S**		
Dieldrin (60-57-1)	**E**	**F**	**S**		
Dinoseb and dinoseb salts (88-85-7)	**E**	**F**	**S**		
DNOC and its salts (such as ammonium salt, potassium salt and sodium salt) (534-52-1; 2980-64-5; 5787-96-2; 2312-76-7)	**E**	**F**	**S**		

Chemical (CAS number(s))	Decision Guidance Document English French Spanish			Information on alternatives; submitted by governments	Information on additional evaluations; submitted by governments
1,2-dibromoethane (EDB) (106-93-4)	E	F	S		additional reviews
Ethylene dichloride (107-06-2)	E	F	S		
Ethylene oxide (75-21-8)	E	F	S		
Fluoroacetamide (640-19-7)	E	F	S		
HCH (mixed isomers) (608-73-1)	E	F	S		
Heptachlor (76-44-8)	E	F	S		
Hexachlorobenzene (118-74-1)	E	F	S		
Lindane (58-89-9)	E	F	S		
Mercury compounds including inorganic mercury compounds, alkyl mercury compounds and alkyloxyalkyl and aryl mercury compounds (CAS numbers)	E	F	S		
Pentachlorophenol (87-86-5)	E	F	S		
2,4,5-T (93-76-5)	E	F	S		
Toxaphene (8001-35-2)	E	F	S		

| Chemical *(CAS number(s))*	Decision Guidance Document *English French Spanish*			Information on alternatives; submitted by governments	Information on additional evaluations; submitted by governments
Dustable powder formulations containing a combination of : benomyl at or above 7 per cent, carbofuran at above 10 per cent, thiram at or above 15 per cent *(17804-35-2; 1563-66-2; 137-26-8)*	**E**	**F**	**S**		
Methamidophos (Soluble liquid formulations of the substance that exceed 600 g active ingredient/l) *(10265-92-6)*	**E**	**F**	**S**		
Methyl-parathion (emulsifiable concentrates (EC) with 19.5%, 40%, 50%, 60% active ingredient and dusts containing 1.5%, 2% and 3% active ingredient) *(298-00-0)*	**E**	**F**	**S**		
Monocrotophos (Soluble liquid formulations of the substance that exceed 600 g active ingredient/l) *(6923-22-4)*	**E**	**F**	**S**		
Monocrotophos (all formulations) *	**E**	**F**	**S**		
Parathion (all formulations - aerosols, dustable powder (DP), emulsifiable concentrate (EC), granules (GR) and wettable powders (WP) - of this substance are included, except capsule suspensions (CS)) *(56-38-2)*	**E**	**F**	**S**		
Phosphamidon (Soluble liquid	**E**	**F**	**S**		

Chemical (CAS number(s))	Decision Guidance Document English French Spanish	Information on alternatives; submitted by governments	Information on additional evaluations; submitted by governments
formulations of the substance that exceed 1000 g active ingredient/l *13171-21-6* (mixture, (E)&(Z) isomers) *23783-98-4* ((Z)-isomer) *297-99-4* ((E)-isomer))			
Asbestos **Crocidolite** *(12001-28-4)* **Actinolite** *(77536-66-4)* **Anthophyllite** *(77536-67-5)* **Amosite** *(12172-73-5)* **Tremolite** *(77536-68-6)*	**E** **F** **S**	Alternatives from United States	
Polybrominated biphenyls (PBB)*(36355-01-8* (hexa-) *27858-07-7* (octa-) *13654-09-6* (deca-))	**E** **F** **S**		
Polychlorinated biphenyls (PCB) (*1336-36-3*)	**E** **F** **S**		
Polychlorinated terphenyls (PCT) *(61788-33-8)*	**E** **F** **S**		
Tris (2,3-dibromopropyl) phosphate *(126-72-7)*			

FREQUENTLY ASKED QUESTIONS

WHAT IS RESPONSIBLE TOURISM?	Many terms are used, such as green tourism, sustainable tourism, eco-tourism, soft tourism and low impact tourism. Sustainable tourism means tourism that: • minimises its negative impacts on the **environment** by, for example, reducing consumption of energy, waste and water. • provides employment opportunities and **economic benefits** for the destination by, for example, employing local people. • maximises social benefits to local **communities**, by, for example, introducing new facilities and sourcing goods and services locally.
IS RESPONSIBLE TOURISM RELEVANT TO MY BUSINESS?	Responsible tourism is relevant to all business operations no matter how small or in what sector of the travel industry. Surveys of UK travellers have illustrated that 87% of UK travellers think that it is important that their holiday doesn't damage the environment.
IS MY BUSINESS TOO SMALL TO HAVE A RESPONSIBLE TOURISM PROGRAMME?	All businesses will benefit from responsible tourism even very small businesses (for example, they are often locally owned and employ local people). It is important to ensure that priorities are clear relevant and achievable.
WHAT IS A SMALL BUSINESS?	For the purposes of this document, we consider the following to be small businesses: • any serviced accommodation unit with less than 50 rooms available for guest accommodation • any self catering unit with less than 100 beds available for guest accommodation.
MY BUSINESSES IS NOT AN ACCOMMODATION PROVIDER – IS THE CODE RELEVANT TO ME?	Yes. Tour operators intend that this Code be useful for all suppliers.
WHAT HAPPENS IF MY BUSINESS IS NOT CURRENTLY DOING ANYTHING?	Just get started. It is in the interests of your business to start becoming aware of the issues and taking some steps towards a more responsible approach.
MY BUSINESS HAS QUALIFIED FOR AN AWARD/LOGO TO ILLUSTRATE ITS ENVIRONMENTAL CREDENTIALS – WILL THE CODE BE RELEVANT TO ME?	Depending on the certification scheme or award, businesses that have achieved a recognised standard should find they can easily demonstrate that they are completing all the basic steps described in this code. Other aspects of the code should offer fresh ideas for new initiatives.

MY BUSINESS IS LOCATED IN A COUNTRY THAT HAS VERY LIMITED ACCESS TO ENVIRONMENTAL TECHNOLOGIES AND EXPERTISE. WILL THIS AFFECT MY ABILITY TO USE THE CODE OF PRACTICE?	No. Most of the actions specified in the checklists do not rely on expert knowledge. When they do, they specify low technology alternatives that are appropriate (for example, training staff to switch equipment off when it is not in use).
WHAT IF MY CUSTOMERS ARE NOT INTERESTED IN RESPONSIBLE TOURISM?	Over the last decade, an increasing number of surveys have been undertaken about the demand for responsible tourism. Generally most customers do not know how to define responsible tourism. The important factor is, when asked, clients consistently state a preference to stay in destinations that are not polluted and/or where they can observe or participate in the community (i.e. our customers actions speak louder than their words).
IF TOUR OPERATORS I USE DOES NOT PLAN TO VISIT MY PROPERTY OR WITHDRAW CONTRACTS ON THE BASIS OF THE CHECKLIST RESULTS SO WHY SHOULD I CARE?	If the consumer trend continues to favour destinations that offer the best experiences through good environmental quality and vibrant communities, it is likely that those businesses that promote these attributes will benefit.
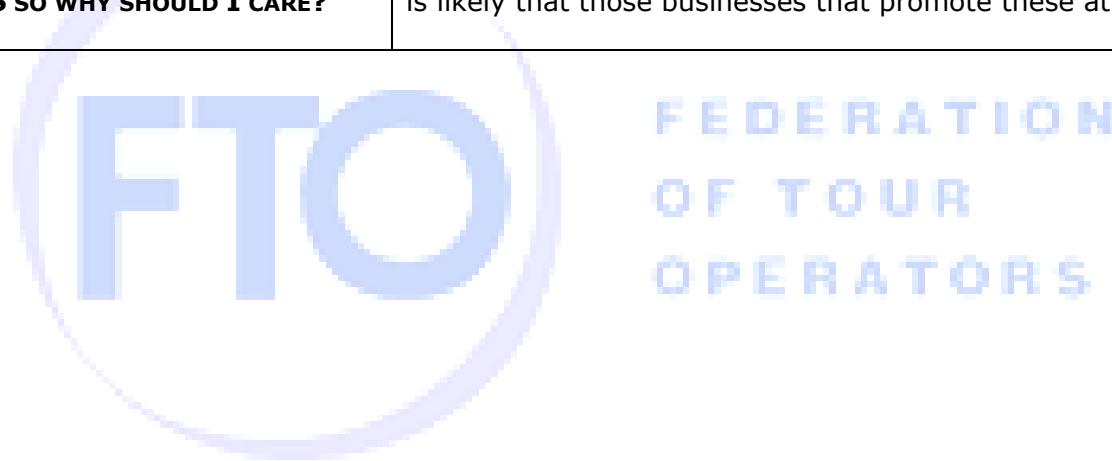
A Practical Guide to Good Practice (TOI and CELB).

Suppliers Self-Check Journal Travel Foundation

Social and Environmental Checklist (FTO)

Environmental Action Pack for Hotels. International Hotels & Restaurant Association, International Hotels Environment Initiative, UNEP,

International Hotels Environment Initiative "Environmental Management for Hotels – The industry guide to best practice"

IHEI Practical Guide to Environmental Management

IHEI benchmarking work Social Indicators – IHEI benchmarking

Green Globe 21

Caribbean Alliance for Sustainable Tourism
http://www.cha-cast.com/

EMAS, Green Business.

Ethical Trading Initiative Base Code

Global Code of ethics for Tourism UN & WTO

UN Norms -The human rights and responsibilities of companies.

New Human Rights Criteria for the FTSE4Good Indices

Draft Universal Rights guidelines for companies. Appendix 111

Companies and Human Rights Amnesty International

Core labour standards and Human rights in the workplace WSSD GRI and Tour
Operators Supplement. Tour Operator Initiative

Human Rights is it Any of Your Business? IBLF Amnesty

The Incidence of Sexual Exploitation of Children in Tourism WTO

Labour Standards, Social Responsibility and Tourism. Tourism Concern report.

Netregs http://www.environment-agency.gov.uk/netregs/

Hospitable Climates http://www.hcima.co.uk

Waste Counts – A handbook for Accommodation Operators http://www.greentourism.org.uk/

Destinet – the sustainable tourism information portal http://destinet.ewindows.eu.org/

United Nations Environment Programme Tourism http://www.uneptie.org/pc/tourism/home.htm

Switched On: Renewable Energy Opportunities in the Tourism Industry

Green Hotelier http://www.greenhotelier.com/

Chartered Institute of Building Service Engineers http://www.cibse.org/

World Tourism Organisation http://www.world-tourism.org/

The International Ecotourism Society http://www.ecotourism.org/

World Health Organisation www.who.int/water

The Challenge of HIV/AIDS in the Workplace
IHRA & UN Programme on HIV/AIDS www.ih-ra.com

GLOSSARY

CFC's & HCFC's
Chemical **compounds** originally developed for use in refrigeration systems, now used widely in industry. When released into the air, these compounds break down and release **chlorine**, which causes damage to the **Earth**'s **ozone layer** and is responsible for creating the **ozone hole**.

CHILD
Any person less than 14 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age applies. If local law is set at 14 years of age in accordance with developing countries exceptions (under ILO convention No: 138) then the lower will apply.

CHILD LABOUR
Any work by a child or young person younger than the age specified above which doesn't comply with the relevant ILO standard. Child labour is a term applied to any work which is likely to be hazardous, interfere with education, or be harmful to a young person's health, physical, mental, spiritual, moral or social development.

DISCIPLINARY PROCEDURE
A simple fair and consistent internal procedure is necessary to manage disciplinary matters. All employees will be made aware of the type of misconduct that will lead to disciplinary action. Disciplinary matters must be dealt with as quickly as possible. The employee must be made advised of the nature of the allegation.
No action will be taken until all allegations have been investigated. At all stages of the disciplinary procedure employees will be given the opportunity to explain their case fully, usually at a formal interview. Employee will have the right to give written documented evidence if they wish to.

DISCRIMINATION
The office of Equal Employment Opportunity (EEO) defines discrimination as:
Discrimination is defined in civil rights law as unfavourable or unfair treatment of a person or class of persons in comparison to others who are not members of the protected class because of **race**, **sex**, **colour**, **religion**, **national origin**, **age**, **physical/mental handicap**, **sexual harassment, sexual orientation** or **reprisal** for opposition to discriminatory practices or participation in the EEO process.

GREY WATER is defined as any wastewater, except from the toilet, produced from baths and showers, clothes washers.

GREENHOUSE GASES

Some Greenhouse Gases (or GHG) occur naturally in the atmosphere, while others result from human activities. Naturally occurring greenhouse gases include water vapour, carbon dioxide, methane, nitrous oxide, and ozone. Certain human activities, however, add to the levels of most of these naturally occurring gases. Carbon dioxide is released to the atmosphere when solid waste, fossil fuels (oil, natural gas, and coal), and wood and wood products are burned. Methane is emitted during the production and transport of coal, natural gas, and oil. Methane emissions also result from the decomposition of organic wastes in municipal solid waste landfills, and the raising of livestock. Nitrous oxide is emitted during agricultural and industrial activities, as well as during combustion of solid waste and fossil fuels. Very powerful greenhouse gases that are not naturally occurring include hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulfur hexafluoride (SF6), which are generated in a variety of industrial processes.

HIGH EFFICIENCY PARTICULATE AIR (HEPA)

Filter: a design for very fine air filters usually exceeding 98 percent atmospheric efficiency.

IMPACT ASSESSMENT

The process of identifying, predicting, evaluating and mitigating the environmental, social and other relevant effects of development proposals prior to a major decision being taken and commitments made.

INTEGRATED PEST MANAGEMENT

An environmentally sound system of controlling landscape pests, which includes well-timed non-toxic treatments and understanding of the pests' life cycles.

LIFE CYCLE COST (LCC)

The costs accruing throughout the service life of a material or product. Life-cycle costs address the capital costs involved in production, maintenance, and disposal, and also include other environmentally related costs concluding with any recovery, recycling, or waste management options.

NATIVE VEGETATION

A plant whose presence and survival in a specific region is not due to human intervention. Certain experts argue that plants imported to a region by prehistoric peoples should be considered native.

PET (PolyEthylene Terephthalate) is a strong but lightweight form of clear polyester. It is used to make containers for soft drinks, juices, alcoholic drinks, water, edible oils, household cleaners, and other food and non-food applications. It is fully recyclable.

PHOTOVALTAIIC

Generation of electricity from the energy of sunlight, using photocells.

RECYCLED MATERIAL

Material that would otherwise be destined for disposal but is diverted or separated from the waste stream, reintroduced as material stock, and processed into marketed end-products.

RENEWABLE ENERGY

Renewable energy is an energy resource that is replaced rapidly by natural processes. Some examples of renewable energy resources are sunlight, wind, geothermal, micro scale hydropower, and wood. When you use some sunlight to warm your building, more is made almost immediately available. Water flowing in the river or creek is continually replaced by rainfall. If you chop down a tree and burn its wood in your campfire, it takes awhile for the forest to grow enough to replace that wood, but it will happen within your lifetime.

WATER RECLAMATION

Reuse of effluent from wastewater treatment facilities through irrigation, land application, or other recycling m e t h o d s
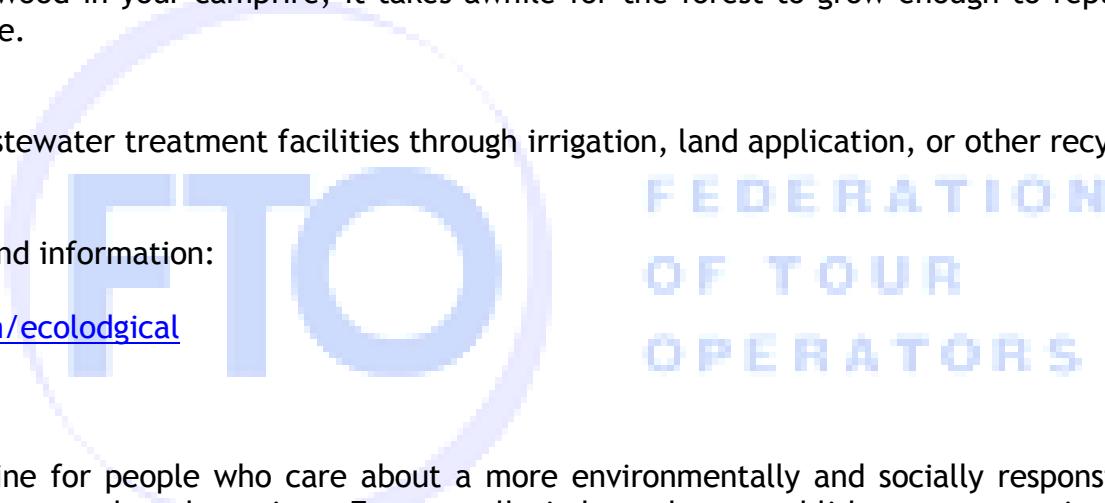
Useful websites for tools and information:

www.yourhomeplanet.com/ecolodgical

www.greenhotelier.com

Green**hotelier** is a magazine for people who care about a more environmentally and socially responsible hotel industry and its contribution to sustainable travel and tourism. From small, independent establishments to major international companies, green**hotelier** aims to inspire, educate and challenge everyone connected with the hospitality industry to achieve more sustainable operation.