

# **Sustainable Tourism Certification Grant Application for SME Sector 2023**

**Sri Lanka Tourism Development Authority in partnership with  
UNDP Sri Lanka extends an invitation to SME sector in Tourism to  
take part in Sustainable Tourism Certification.**

# General Instructions:

1. This application is to offer a grant for obtaining National Sustainable Tourism Certification (NSTC) | Good Travel certification for the SMEs in tourism sector in Sri Lanka. The selected applicants will be asked to get registered online, by submitting the relevant material evidence.

The information provided on this application will be used to select the institutions that will benefit from the external financial support for certification process. It will not exclude any institute from applying for the certification on their own.

2. NSTC | Good Travel certification is a combined certification offered by the Sri Lanka Tourism Development Authority (SLTDA) and Green Destinations.
3. The SMEs are defined as the accommodation up to 10 guest rooms and employees upto 10 persons (both permanent and contracted)
4. The primary objective of this grant programme is to promote sustainability in the tourism SME sector. Therefore, the grants programme has given priority for environmental aspects with a special focus on sustainable use of biodiversity through reducing threats to environment and promoting environmental friendly practices in SMEs in the tourism sector.
5. The information given in this application will not be used for any other purposes. The applicants are expected to study the application and provide correct information with evidence. You will be given a training on how to fill the application.

Further, the District promotion officers at the District Secretariats and the nominated officers at the Provincial Tourism offices will assist you in filling the application. The list of the contact persons is attached as annex A.

6. Filling this application does not provide any entitlement for the grant. The selection will be done by an independent committee. This programme shall pay the certification fee for NSTC | Good Travel for the selected applicants for a two years period. For the next renewal i.e. end of 2<sup>nd</sup> year, the applicants are expected to pay the certification fee by themselves for the 3<sup>rd</sup> and 4<sup>th</sup> year.

**A. Administrative Information**

- a. Reference No :.....
- b. Date of filling :.....
- c. Checked by :.....

**B. Informant's information**

- a. Name :.....
- b. The relationship to the business owner :.....
- c. NIC/Passport No:.....
- d. Telephone No :.....

**C. Business information**

- a. Registered business name :.....
- b. Type of the business :.....
- c. Business registration details (Attach a photocopy of the business registration).
  - I. Company registration:.....
  - II. Local government registration :.....
  - III. Provincial Council registration :.....
  - IV. SLTDA registration :.....
- d. Ownership of the business (Please put a tick in front of relevant field)

	Joint Venture	Sole Authority	Leased	Rented
Business				
Venue				

**D. Locational Information**

- a. District :.....
- b. Divisional Secretariat Division : .....
- c. Grama Niladhari Division :.....
- d. Location address:.....
- e. Nearest Tourist Destination / Activities :.....

**E. Other Information**

Please assess your current practices against each of the criteria. If you are fully in line with the criteria please select 100%. If you have no such practice within your institute, you should select 0%. Depending on the level of practice, please select a suitable percentage and put **X** in the relevant box. If you have documented evidences, attach the evidences in numerological order.

For example: Evidence for first criteria in Annexure 1, evidence for second criteria in Annexure 2 etc. If you have more than one evidence for a given criteria number them as 1.1, 1.2 etc

Criteria No.	Criteria Title	0%	25%	50%	100%
<b>1</b>	<b>Purchasing &amp; Sales, F&amp;B</b>				
<b>1.1</b>	<b>Responsible offer:</b> When purchasing and offering goods and services, the organization gives priority to local, eco-friendly and fair-trade suppliers whenever these are available and of sufficient quality. (Summarize what you do and provide examples. Attach supporting pictures or documents.)				
	i. We purchase local food & fruits, materials and services from the same local area.				
	ii. Most of basic things like vegetables & fruits are from our harvest.				
<b>1.2</b>	<b>Environmentally preferable purchasing:</b> Purchasing policies favor environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables. (Summarize your sustainable purchasing policy and provide examples. Attach supporting pictures or documents.)				
	i. We reduce as much polythene and plastic from our packaging.				
	ii. We ensure that our suppliers do production and transport in an environmentally friendly manner.				
<b>1.3</b>	<b>Efficient purchasing:</b> Carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste. (Describe how your purchasing policy/ practices to minimize waste. Attach supporting pictures or documents.)				
	i. We consider reducing waste and pollution when we purchase goods and services.				
<b>1.4</b>	<b>Good food on offer:</b> Offers vegetarian, vegan, gluten-free, dairy-free and other special dietary options upon request. (Describe the food options offered and provide examples. Attach supporting pictures or documents.)				
	i. We recognize, respect, make available, communicate and offer dietary options based on health, socio-religion and other demands.				
<b>1.5</b>	<b>Info on good food:</b> Communicates which F&B options are local and which are Fairtrade, vegetarian, vegan, or organic. (Describe how you communicate F&B options and add link to webpage if applicable. Attach supporting pictures or documents.)				
	i. We recognize, respect, make available, communicate and display available dietary options based on health, socio-religion and other demands. (Vegetarian menu etc.)				

Criteria No.	Criteria Title	0%	25%	50%	100%
1.6	<b>Reducing meat consumption:</b> Takes initiative to reduce the offer/purchase of meat products and offers no products from endangered fish, seafood or other species. (Describe your approach to reduce the consumption of meat products. Attach supporting pictures or documents.)				
	i. As a practice, we do not offer food or other products of from endangered fish, seafood or other species, and meat of illegal poaching.				
	ii. We are aware the environmental impact of meat based food and offering food of endemic and endangered species.				
1.7	<b>Local art &amp; craftwork:</b> Local art/craft is reflected in design and furnishings. (Describe the local art and craftwork used and how it was sourced. Attach supporting pictures or documents.)				
	i. To what extent you have utilized local arts/craft/ products for your business.				
<b>2</b>	<b>Social well-being</b>				
2.1	<b>Legal compliance:</b> Is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects. (State whether you comply with all legislation and regulations, if applicable describe any cases of non-compliance. Attach supporting pictures or documents.)				
	i. We are aware about the national / provincial and local level legal requirements to run this business.				
	ii. We are adhering the relevant national / provincial and local level legal requirements in running this business.				
2.2	<b>Responsible social contribution:</b> Actively supports initiatives for local infrastructure and social community development. Examples of initiatives include education, training, health and sanitation, and projects which address the impacts of climate change. Social conflicts - caste / class are not. (Summaries what you do and provide examples, including links to webpages if applicable. Attach supporting pictures or documents.)				
	i. Describe what you have done to supports initiatives for local infrastructure and social community development within last ten years (CSR)				

Criteria No.	Criteria Title	0%	25%	50%	100%
2.3	<b>Community services:</b> Activities do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighboring communities. (Describe the situation. Attach supporting pictures or documents if applicable.)				
	i. We do not overuse natural resources that disturb and create conflict among the local communities.				
	ii. We do not privately occupy and hinder public access to the common areas/resources.				
2.4	<b>Local livelihoods:</b> Activities do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing. (Describe the situation. Attach supporting pictures or documents if applicable.)				
	i. We do not privately occupy and hinder public access to the common areas/resources that affect their socioeconomic life.				
2.5	<b>Involuntary resettlement:</b> Acquisition and expansion of the property has not lead, nor is leading to, the involuntary resettlement of residents. (Describe the situation. Attach supporting pictures or documents if applicable.)				
	i. No land and property related issues over the business premises.				
	ii. No resettlements have been occurred due to business / business premises.				
2.6	<b>Guests hosted by resident:</b> The host of the B&B lives in the apartment/ apartment is not entirely rented out to tourists. (Describe the situation. Attach supporting pictures or documents if applicable.)				
	i. Applicable only to the homestay category				
2.7	<b>Local ownership:</b> The owner is a local resident actively participating in the business. (Describe the situation. Attach supporting pictures or documents.)				
	i. The business owner is from the same Divisional Secretariat Division.				
2.8	<b>Local entrepreneurs:</b> Supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history, and culture. (Summaries what you do and provide examples. Attach supporting pictures or documents.)				
	i. Our business supports local production, and businesses in the supply chain.				
2.9	<b>Destination engagement:</b> Is involved with sustainable tourism planning and management in the destination, where such opportunities exist. (Summaries what you do and provide examples. Attach supporting pictures or documents.)				
	i. We are engaging in the sustainable management of the area tourism and promotion of the service quality (describe).				

Criteria No.	Criteria Title	0%	25%	50%	100%
2.10	<b>Destination engagement - Cruise operators:</b> Prevents adverse cultural and socio-economic impacts on destination and their local communities through involvement with sustainable tourism planning and management in visited destinations. Ensures destinations visited have the necessary carrying capacity of local infrastructure to host the large influx of visitors. (Summaries what you do and provide examples. Attach supporting pictures or documents.)				
2.11	<b>Local student internships:</b> Offers internships to local students. (Describe the internships offered. Attach supporting pictures or documents.)				
	i. We provide trainings opportunities to the local students/community (Describe)				
<b>3</b>	<b>Good Employment</b>				
3.1	<b>No human exploitation:</b> Has implemented a policy against commercial, sexual or any other form of exploitation or harassment. (Summarize your policy and how it is enforced. Attach supporting pictures or documents.)				
	i. As a practice we do not employ underage children.				
	ii. As a practice, we assure protection and care for female employees.				
3.2	<b>Good employment:</b> Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. (Summarize your policy regarding labour rights and how it is enforced. Attach supporting pictures or documents.)				
	i. We provide EPF & ETF for the employees.				
	ii. We have made available health and security guidelines and relevant equipment/materials for health and safety of employees at the work place.				
3.3	<b>Local employment:</b> Local residents are given equal opportunities for employment and advancement, including in management positions. (Describe your policy regarding the employment of local residents and state how many of the current employees are local. Attach supporting pictures or documents.)				
	i. The percentage of local employees in your business, in detail including sex/age/disability, etc. against the employment category (Example: Middle management -50% female)				
3.4	<b>Equal employment:</b> Offers employment opportunities, including management positions, without discrimination by gender, race, religion, disability or in other ways. (Summarize your policy regarding equal employment. Attach supporting pictures or documents.)				
	i. The percentage of different categories of employees in our business, in reference to their gender, race, religion, disability or other divisions.				

Criteria No.	Criteria Title	0%	25%	50%	100%
3.5	<b>Training:</b> Employees are offered regular training, experience and opportunities for advancement. (Describe the training and other opportunities offered to employees and provide examples. Attach supporting pictures or documents.)				
	i. Describe the number of training opportunities you have given for employees in last few years.				
	ii. Describe the percentage of training opportunities given to employees based on their sex category/age/ and the job.				
3.6	<b>Employee insurance:</b> Employee contracts show support for health care and social security. (Describe how the employee contracts support healthcare and social security. Attach a copy of an employee contract or insurance policy.)				
	i. Describe the social security and healthcare insurance support provided through the employment				
3.7	<b>Employee well-being:</b> Focuses on ways to prevent physical and mental strain of employees by including complaint management systems. Employees have regular breaks and do not work excessive hours. (Describe how you ensure employee well-being and provide examples. Attach supporting pictures or documents.)				
	i. Describe the above.				
3.8	<b>Employee engagement:</b> Employees are engaged with development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery. (Describe how employees are engaged with the sustainability management system. Attach supporting pictures or documents.)				
	i. Level of engagement of the employees with development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery				



Criteria No.	Criteria Title	0%	25%	50%	100%
<b>4</b>	<b>Health &amp; Safety</b>				
<b>4.1</b>	<b>Ensure health &amp; safety:</b> Never causing health or safety hazards. Any risk factors are identified and addressed. (Describe the situation and measures taken. Attach supporting pictures or documents.)				
	i. We have identified the potential causes of health and safety hazards within the work spaces (Having health and safety policy and displaying at the workplace)				
	ii. We have taken steps to minimize potentials for health and safety disasters within the work spaces (providing safety equipments)				
<b>4.1 A</b>	Availability of natural disaster mitigation and preparedness measures				
	i. What are the natural disasters occurred in your area during last five years.				
	ii. Is your business location exposed to any natural disasters, and do you have pre plan for disaster mitigation? if yes detail them.				
	iii. Is your business location expected to have NBRO certification.				
<b>4.2</b>	<b>Safe location:</b> Location and immediate surroundings are safe, e.g. with security guards, security cameras, surveillance, or locks. (List the safety measures in place. Attach supporting pictures or documents.)				
	i. Describe the above.				
<b>4.3</b>	<b>Emergency protocols:</b> Emergency procedure is established regarding e.g. first aid, safety training, and emergency exits. (Summaries your protocols and training. Attach supporting pictures or documents.)				
	i. If your business location has been identified as a disaster risk area, have you display any notice about it.				

Criteria No.	Criteria Title	0%	25%	50%	100%
4.4	<b>Virus-awareness:</b> Implements all legally required measures against virus transmission (Virus-Aware Seal can be obtained upon separate check) (Summarize the protocols and measures in place. Attach supporting pictures or documents.)				
	i. We are implementing all the legally required measures against virus transmission				
4.5	<b>Swimming pool:</b> Regularly checks the water quality and safety of the swimming pool. (Describe how the water quality and safety is monitored. Attach supporting pictures or documents.)				
	i. Conduct regular checkups for water quality and safety of the swimming pools				
4.6	<b>Diver to dive master ratio:</b> Ensures that the diver to dive master ratio safeguards proper and responsible supervision of underwater diver behavior. (Explain how the ratio is determined and how divers are monitored underwater. Attach supporting pictures or documents.)				
	i. If you provide such services, please describe above.				
5	<b>Accessibility</b>				
5.1	<b>Access for All:</b> Provides access and information for persons with special needs, where appropriate. (Describe how access and information is provided for persons with special needs. Attach supporting pictures or documents.)				
	i. We have arranged physical access facilities (ramp, sign boards, etc.),				
	ii. we have arranged facilities for persons with disabilities inside premises (facilities in toilets, sign boards, etc.)				
5.2	<b>No discrimination:</b> Welcomes all guests without discrimination by gender, race, religion, culture, disability etc. while respecting local communities. (Summaries your policy regarding the non-discrimination of guests. Attach supporting pictures or documents.)				
	i. Describe above.				

Criteria No.	Criteria Title	0%	25%	50%	100%
5.3	<p><b>Transport:</b> Seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations (e.g. by informing about the availability of local public transportation)</p> <p>(Describe how transportation requirements are reduced and how sustainable transport alternatives are promoted. Include link to webpage if applicable. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				
5.4	<p><b>Info on accessibility:</b> Clear and accurate information is provided on the level of accessibility. (Describe how information on accessibility is provided. Include link to webpage if applicable. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				
5.5	<p><b>Property rights &amp; access:</b> Acquisition of land and water rights of property is legal and complies with local communal and indigenous rights, including their free, prior and informed consent. User and access rights for key resources, including land and water, are documented where applicable. (Summaries your policy regarding the acquisition and access rights of your property and key resources. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
5.6	Refrain from Illegal encroachment and occupation of Natural Resources like beaches, water fronts and reservations.				
	i. We have not conducted any Illegal encroachment and occupation of Natural Resources like beaches, water fronts and reservations related government regulation in construction or maintenance of the property				
	ii. We have not conducted any Illegal encroachment and occupation of Natural Resources like beaches, water fronts and reservations related government regulation in conducting business activities				
<b>6</b>	<b>Energy and Climate</b>				
6.1	<b>Climate-friendly:</b> Minimizes energy consumption and does not waste energy (e.g. no terrace heaters in open air) (Describe the measures taken to reduce energy consumption. Attach supporting pictures or documents.)				
	i. What are the steps taken to minimize energy consumption and reduce wastages of energy within the business premises				
	ii. Have you taken any actions to minimize energy consumption and reduce wastages of energy outside the business premises				
6.2	<b>Energy consumption:</b> Energy consumption is measured by type and steps are taken to minimize overall consumption. (Describe how energy consumption is measured and provide reports showing energy consumption. Demonstrate how steps taken have minimized overall consumption. Attach supporting pictures or documents.)				
	i. We keep records of monthly energy consumption by different type (ex-grid electricity, renewable energy sources etc)				

Criteria No.	Criteria Title	0%	25%	50%	100%
6.3	<p><b>Greenhouse gas emissions:</b> Significant greenhouse gas emissions from all sources controlled by the organization are identified, calculated where possible and procedures implemented to avoid or to minimize them. Effective compensation of the organization's remaining emissions is encouraged. (Summarize and provide evidence of how greenhouse gas emissions are identified, calculated, and avoided or minimized. Describe how remaining emissions are compensated. Attach supporting pictures or documents.)</p>				
	<p>i. We are aware of the greenhouse gas emission contributions due to our business operations</p>				
	<p>ii. We have calculated the greenhouse gas emissions happening due to our business operations</p>				
6.4	<p><b>Renewable energy:</b> Makes an effort to increase its use of renewable energy. Describe what steps have been taken to increase your use of renewable energy. Attach supporting pictures or documents (e.g. copy of energy contract/invoice).</p>				
	<p>i. Describe above.</p>				
6.5	<p><b>Energy saving practices:</b> Implements equipment and practices that minimize energy use. (Describe your energy-saving equipment and practices like proving LED bulbs and energy saving tips etc. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
6.6	<p><b>Renewable energy producer:</b> Produces its own renewable energy (solar, wind, bio) or applies solar water heaters. (Describe the type and amount of renewable energy produced. Attach supporting pictures or documents.)</p>	i. Describe above.			
6.7	<p><b>Electric cars:</b> Only uses fully electric cars, powered by renewable energy. (Describe how many of the vehicles used are fully electric and what type of energy they use. Attach supporting pictures or documents.)</p>	i. Describe above.			
6.8	<p><b>Crypto-currencies:</b> No usage of crypto-currency transactions because of their high energy use. (State whether any crypto-currency transactions are used. Attach supporting pictures or documents.)</p>	i. State whether you accept crypto currency transactions in business processes.			
6.9	<p><b>Net Zero certified:</b> Confirms actual current carbon footprint, a net zero reduction plan and is able to achieve and demonstrate Net Zero to the company's stakeholder through a Net Zero certificate from an independent certification or insurance report. (Provide detailed information regarding the Net Zero Certification. (Attach the independent certification or assurance report confirming that the company is net zero.)</p>	i. Describe above.			

Criteria No.	Criteria Title	0%	25%	50%	100%
6.10	<p><b>Climate adaptation:</b> Measures are implemented to combat the expected impacts of the climate emergency and to enhance climate resilience and adaptation, in a socially and environmentally friendly way. (Describe what measures are implemented to combat the expected impacts of the climate emergency and to enhance climate resilience and adaptation, in a socially and environmentally friendly way. Attach supporting pictures or documents.)</p> <p>i. Describe above.</p>				
7	<b>Waste</b>				
7.1	<p><b>Minimizing disposables:</b> Prevents the use of single-use disposables (especially plastic) and offers reusable alternatives instead (e.g. cutlery). (Describe how the use of disposables is minimized and what alternatives are offered. Attach supporting pictures or documents.)</p> <p>i. We mostly use locally available and produced products (plates, dustbins, etc.), and use no plastic when it is possible.</p> <p>ii. We consider the lifetime of products to reduce the waste.</p>				
7.2	<p><b>Waste reduction:</b> Waste, including food waste, is measured and mechanisms are in place to reduce waste. (Describe how waste is measured and reduced. Attach supporting pictures or documents.)</p> <p>i. Describe above. (We measure our food waste and reduce by staff awareness.)</p>				
7.3	<p><b>Waste separation:</b> Mechanisms are in place to reuse or recycle waste where reduction is not feasible. (Describe how and what type of waste is reused and recycled. Attach supporting pictures or documents.)</p> <p>i. We separate waste, compost organic waste, and sell or give to waste collectors.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
7.4	<p><b>Waste disposal:</b> Any residual waste disposal has no adverse effect on the local population or the environment. (Describe the method of residual waste disposal and how adverse effects are avoided. Attach supporting pictures or documents.)</p> <p>i. Describe how hazardous waste are managed.</p>				
7.5	<p><b>Engine oil usage:</b> Responsible oil storage, recycle, re-use, and disposal of engine oil. Ensures no oil is spilled into the (ground)water. (Describe how engine oil is stored, recycled, re-used, or disposed of. Attach supporting pictures or documents.)</p> <p>i. Describe above.</p>				
7.6	<p><b>Waste storage &amp; disposal:</b> Waste is safely stored, separated, and disposed in a responsible manner, with no adverse effect on the local population or the environment. (Describe how waste is stored, separated, and disposed of. Attach supporting pictures or documents.)</p> <p>i. Waste is separated and sold or hand over to the collectors.</p>				
7.7	<p><b>No single-use bottles:</b> Promotes drinking of (safe) tap water and provides access to refill reusable bottles, does not offer bottled water. (Describe whether the drinking of tap water is promoted and if plastic or reusable water bottles are offered. Attach supporting pictures or documents.)</p> <p>i. We use glass/paper water bottles, cups, etc., and have common water facilities to reduce plastic bottles, cups, etc.</p>				



Criteria No.	Criteria Title	0%	25%	50%	100%
7.8	<p><b>Recycling actions:</b> Actively organizes or participates in recycling actions which go beyond basic waste separation. (Describe the recycling actions. Attach supporting pictures or documents.)</p> <p>i. Describe providing examples on how recycling has been done in last few years.</p>				
8	<b>Water</b>				
8.1	<p><b>Water conservation:</b> Takes steps to minimize water consumption and prevents water pollution. (Describe the steps taken to minimize water consumption and prevent water pollution. Attach supporting pictures or documents.)</p> <p>i. Describe the sources of water.</p>				
	ii. We use rainwater harvesting.	Yes	No		
8.2	<p><b>Water consumption:</b> Water risk is assessed, water consumption is measured by type, and steps are taken to minimize overall consumption. Water sourcing is sustainable and does not adversely affect environmental flows. In areas of high water risk, context-based water stewardship goals are identified and pursued. (Summaries and provide evidence of how water risk is assessed, monitoring of water consumption by type, whether water sourcing is sustainable, and, if applicable, water stewardship. Attach supporting pictures or documents.)</p> <p>i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
8.3	<p><b>Sewage treatment:</b> Connected to sewage water treatment system (or safe septic tank/soakage pit option). (Describe how sewage water is disposed of. Attach supporting pictures or documents.)</p> <p>i. Describe above.</p>				
8.4	<p><b>Water saving devices:</b> Are devices such as toilets, taps, and showers reducing the consumption of water. (List the water saving devices. Attach supporting pictures or documents.)</p> <p>i. Describe above.</p>				
8.5	<p><b>Towel/linen washing policy:</b> Guests are encouraged to indicate when towels and linen should be changed (preferably after the duration of their stay), otherwise it should be limited to twice a week. (Summarize the towel/linen washing policy. Attach supporting pictures or documents.)</p> <p>i. We practice the above and notices are displayed in the rooms.</p>				
8.6	<p><b>Good use of water:</b> Wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects to the local population or the environment. (Describe how wastewater is effectively treated and safely reused or released. Attach supporting pictures or documents.)</p> <p>i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
<b>9</b>	<b>Pollution and Nuisance</b>				
<b>9.1</b>	<p data-bbox="279 331 1428 427"><b>No pollution:</b> Implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants. (Summaries the practices implemented to minimize any form of pollution. Attach supporting pictures or documents.)</p> <p data-bbox="279 461 502 488">i. Describe above.</p>				
<b>9.2</b>	<p data-bbox="279 882 1428 978"><b>No air pollution:</b> Identifies potential causes of air pollution and takes steps to prevent or minimize them. (List any potential causes of air pollution and what steps were taken to prevent or minimize them.)</p> <p data-bbox="279 1012 502 1039">i. Describe above.</p>				
<b>9.3</b>	<p data-bbox="279 1433 1428 1592"><b>Harmful substances:</b> The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available by innocuous products or processes. All storage use, handling, and disposal of chemicals are properly managed. (Identify any harmful substances used and how they were minimized or substituted. Attach supporting pictures or documents.)</p> <p data-bbox="279 1626 502 1653">i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
10	<b>Nature and Scenery</b>				
10.1	<p data-bbox="277 331 1430 495"><b>Nature friendly:</b> Supports and contributes to biodiversity conservation. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management. (Describe how you support and contribute to biodiversity conservation and the protection of natural ecosystems. Attach supporting pictures or documents.)</p> <p data-bbox="277 524 1430 936">i. Describe to what extent you directly benefited out of nature and biodiversity.</p> <p data-bbox="277 958 1430 1429">ii. Describe how you contribute to conservation locally and beyond.</p>				
10.2	<p data-bbox="277 1458 1430 1592"><b>Invasive species:</b> Takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes. (List any non-native species used on the property and the measures taken to avoid the introduction of invasive species. Attach supporting pictures or documents.)</p> <p data-bbox="277 1621 1430 2063">i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
10.3	<p><b>Animal welfare:</b> No species of wild animal is acquired, bred or held captive, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law. Housing, care and handling of all wild and domestic animals meets the highest standards of animal welfare. (Describe whether any species of wild animal is acquired, bred, or held captive and if housing, care, and handling of all animals meets animal welfare standards. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				
	<p>ii. We do not display any items made out of threatened / vulnerable species of fauna or flora.</p>				
10.4	<p><b>Wildlife interactions:</b> Interactions with free roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild. (Summarize your policy regarding wildlife interactions and how this is communicated to visitors. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				
10.5	<p><b>Visits to natural sites:</b> Follow appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitor fulfilment. (Summarize the guidelines followed regarding visits to natural sites and how these are communicated to visitors. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
10.6	<p><b>Biodiversity management:</b> Has an appropriate management of biodiversity on its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. (Describe how biodiversity on the property is managed, and if it includes protected areas and areas of high biodiversity value. Attach supporting pictures or documents.)</p>				
	<p>i. We don't use invasive species for any activity within the business premises</p>				
	<p>ii. We have not altered the natural habitats of the fauna and flora species that live in the geographical area to the extent that they can't live in the business premises anymore</p>				
10.7	<p><b>Wildlife trade:</b> Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local and international laws. (State whether any wildlife species are harvested, consumed, displayed, sold, or traded. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above.</p>				
10.8	<p><b>Local conservation work:</b> Participates in wildlife conservation and monitoring activities led by government or private or community organizations. (Describe any wildlife conservation and monitoring activities you participate in. Attach supporting pictures or documents.)</p>				
	<p>i. Describe above detailing what have been done.</p>				

Criteria No.	Criteria Title	0%	25%	50%	100%
10.9	Contribute towards raising awareness of biodiversity				
	i. We display awareness raising posters in our premises, and aware about them to describe correctly.				
	ii. Describe how you participate/contribute to awareness raising on biodiversity.				
10.10	<b>Buildings and infrastructure:</b> Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure take account of the capacity and integrity of the natural and cultural surroundings, and use locally appropriate and sustainable practices and materials. (Describe how the natural and cultural surroundings were considered in the development of the building and infrastructure. Attach supporting pictures or documents.)				
	i. Describe above.				
11	<b>Cultural Heritage</b>				
11.1	<b>Culture friendly:</b> Has not seriously damaged local heritage in favour of modern business development over the past 5 years. (State whether you have caused damage to local heritage in the past 5 years. Attach supporting pictures or documents.)				
	i. We promote our culture and heritage protecting its authentic value (Dance, art and craft)				
11.2	<b>Protecting cultural heritage:</b> Contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents.				
	i. We contribute to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance.				

Criteria No.	Criteria Title	0%	25%	50%	100%
11.3	<b>Authentic experiences:</b> Values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops, while respecting the intellectual property rights of local communities. (Describe how authentic elements of local culture are incorporated into your operations and decor. Attach supporting pictures or documents.)				
	i. We promote and protect authentic cultural experience without changing any aspect.				
	ii. We protect and value intellectual property rights of local communities.				
11.4	<b>Cultural interactions:</b> Follows international and national good practice and locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimize adverse impacts and maximize local benefits and visitor fulfilment. (Describe what good practice and guidance is followed to minimize adverse impacts and maximize benefits from visits to indigenous communities and culturally or historically sensitive sites. Attach supporting pictures or documents.)				
	i. We follow international and national good practices and locally agreed guidance for the management, and promotion, also visits indigenous communities and culturally or historically sensitive sites.				
11.5	<b>Cultural interactions - Cruise operators:</b> Obtains consent from indigenous communities and residents near cruise ship home ports and destinations. Promotes good practice of visitors when visiting culturally or historically sensitive sites. (Describe whether consent was obtained from indigenous communities and residents near ports visited, and how good practice is promoted among visitors. Attach supporting pictures or documents.)				
11.6	<b>Artefacts:</b> Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law. (Describe whether any historical or archaeological artefacts are sold, traded or displayed. Attach supporting pictures or documents.)				
	i. Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.				
12	<b>Information</b>				
12.1	<b>Sustainability reporting:</b> Publicly communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support. (Describe how you publicly communicate your sustainability policy, actions, and performance. Include link to webpage if applicable. Attach supporting pictures or documents.)				
	i. We practice sustainable reporting in our organization (Energy usage and Garbage generation)				
	ii. We display our sustainable policies for all our guests, employees and suppliers				



Criteria No.	Criteria Title	0%	25%	50%	100%
12.2	<b>Sustainability management system:</b> Has implemented a long-term sustainability management system that is suitable to its size and scope, addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement. (Summarize your long-term sustainability management system and describe its scope, goals, themes, and issues addressed. Attach evidence of the sustainability management system.)				
	i. We have a sustainable management system for long term sustainable operations.				
12.3	<b>Sustainability report:</b> The sustainability report of this certification procedure (or any previous certification) is made publicly available via the internet or openly available to clients (applicable from the second year onwards). (Describe how your sustainability report was (or will be) made publicly available. Include link to webpage if applicable. Attach supporting pictures or documents.)				
	i. Sustainability report available in our website				
12.4	<b>Accurate promotion:</b> Promotional materials and marketing communications are accurate and transparent with regard to the organization and its products and services, including sustainability claims. They do not promise more than is being delivered. (Describe how accuracy and transparency, especially regarding sustainability, is ensured in promotional materials and marketing communications. Attach supporting pictures or documents.)				
	i. Our Promotional materials and marketing communications are accurate and transparent with regard to the organization and its products and service.				
12.5	<b>Info on nature &amp; culture:</b> Provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation of appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites. (Describe how you provide information about local nature and culture, as well as behavior guidelines for visitors. Include link to webpage if applicable. Attach supporting pictures or documents.)				
	i. We provide information about and interpretation of the natural surroundings, local culture, and cultural heritage.				
	ii. We provide an explanation of appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites.				
12.6	<b>Info on sustainability:</b> Visitors are informed about sustainable options concerning accommodations, restaurants, F&B, excursions, trips & tours and transportation to and within the destination. (Describe how you provide information about local sustainable activities, businesses and transportation. Include link to webpage if applicable. Attach supporting pictures or documents.)				
	i. Visitors are informed about sustainable options concerning accommodations, restaurants, F&B, excursions, trips & tours and transportation to and within the destination.				

Criteria No.	Criteria Title	0%	25%	50%	100%
12.7	<b>Info on health &amp; safety:</b> Visitors are informed about any risks and precautions related to health and safety matters in the destination. (Describe how you provide information about health and safety in the destination. Include link to webpage if applicable. Attach supporting pictures or documents.)				
	i. Visitors are informed about any risks and precautions related to health and safety matters in the destination.				
12.8	<b>Customer experience:</b> Customer satisfaction, including aspects of sustainability, is monitored and corrective actions are taken. (Describe how you monitor customer satisfaction, especially regarding sustainability, and provide examples of how corrective action is taken. Attach supporting pictures or documents.)				
	i. We are taking customer feedback, monitors and corrective actions are taken				
12.9	<p>What more do you do? What other important action or measure have you taken that is not legally required or covered by any of the previous criteria? You may report on any other sustainability-related actions or measures you take that have not been mentioned.</p> <p>Attach supporting pictures or documents.</p>				



