

Sustainable Seychelles Certification Assessors' Manual for Tour Operator



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1. Introduction

This manual provides detailed guidance to assessors for evaluating tour operators under the Sustainable Seychelles certification program. It outlines the assessment process, scoring system, and specific criteria to ensure compliance with sustainability goals.

2. Assessment Process

The assessment process follows these steps:

1. **Communication:** Engage with tour operators and explain the certification benefits.
2. **Application:** Review the self-assessment form submitted by the operator.
3. **On-Site Assessment:** Verify compliance with criteria through interviews, documentation review, and observations.
4. **Verification:** Submit findings to the Sustainable Seychelles secretariat for review.
5. **Certification Decision:** Recommendations are presented to the Awards Panel for final approval.

3. Scoring Criteria

Each criterion is assigned a maximum score, reflecting the effort and impact required to implement it. Mandatory ("MUST") criteria must be met as applicable to achieve certification

Scoring Descriptions:

- **0:** Not implemented or non-compliant.
- **1:** Moderate implementation and effort.
- **2:** Significant implementation and effort.
- **3 (or maximum):** Outstanding implementation with high impact.

4. Detailed Guidance for Each Criterion

Theme 1: Management Criteria

1. Management Criteria

Criterion 1.1 - Sustainable Tourism Policy

- **Criterion:** The enterprise has a sustainable tourism policy appropriate to the size of the business, including a vision statement, goals (covering at least three areas: waste, water, energy, staff, conservation, community, or guests), and performance measures communicated publicly or to guests.
- **Assessment Guidelines:** Assess the existence of a documented policy and its alignment with sustainability goals. Verify public communication of the policy.
- **Scoring Description:**

- **MUST:** Mandatory criterion. The policy must be present and meet the specified criteria.
- **What to Look For:**
 - Vision statement and goals in at least three focus areas.
 - Evidence of communication (e.g., posters, brochures, website updates).

Criterion 1.2 - Comprehensive Policy

- **Criterion:** The enterprise’s sustainable tourism policy addresses environmental, social, cultural, economic, quality, health, safety, human rights, and risk management issues. It engages stakeholders, sets targets, and monitors results.
- **Assessment Guidelines:** Verify the policy’s comprehensiveness and its alignment with these critical aspects.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No policy or missing key aspects.
 - **1:** Policy exists but lacks clear action plans or monitoring results.
 - **2:** Policy is comprehensive, includes an action plan, and monitors results.
- **What to Look For:**
 - A documented policy and engagement efforts with stakeholders.
- **Examples of Scoring:** Elements contained in the policy, meeting minutes, stakeholder surveys, or action plans tied to the policy.

Criterion 1.3 - Anti-Exploitation Policy

- **Criterion:** The enterprise has implemented a policy against sexual exploitation and harassment, ensuring equal opportunities for vulnerable groups.
- **Assessment Guidelines:** Review the policy and confirm staff training and implementation.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No policy in place.
 - **1:** Policy exists and is actively implemented.
- **What to Look For:**
 - Documentation of the policy.
 - Training materials for staff and evidence of implementation.

- **Examples of Scoring:** Policy documents and evidence of its communication to employees.

Criterion 1.4 - Crisis Management Plan

- **Criterion:** The enterprise has a crisis management plan suited to its scale.
- **Assessment Guidelines:** Review the plan’s relevance, including evacuation procedures and climate change considerations.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No crisis management plan.
 - **1:** Basic plan with limited scope.
 - **2:** Comprehensive plan addressing evacuation and climate impacts.
- **What to Look For:**
 - Detailed evacuation plans and training for staff.
 - Procedures addressing natural disasters and climate impacts.
- **Examples of Scoring:** A written plan in place.

Criterion 1.5 - Climate-Aware Crisis Management

- **Criterion:** The crisis management plan includes an evacuation plan and addresses climate change impacts.
- **Assessment Guidelines:** Assess whether the crisis plan is updated to include climate-related risks.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No specific focus on climate change.
 - **1:** Evacuation plan includes measures for climate risks.
- **What to Look For:**
 - Climate-focused measures in crisis planning.
- **Examples of Scoring:** Evacuation maps and communication plans for extreme weather events.

Criterion 1.6 - Sustainable Procurement Policy

- **Criterion:** The enterprise favors purchasing environmentally sustainable goods and services, including consumables, disposables, and building materials.
- **Assessment Guidelines:** Verify procurement policies and records for sustainable practices.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No sustainable procurement policies.
 - **1:** Basic policy with limited scope.
 - **2:** Comprehensive policy with measurable goals and tracking.
- **What to Look For:**
 - Procurement records and vendor contracts.
- **Examples of Scoring:** Evidence of purchase of sustainable goods.

Criterion 1.7 - Sustainability Certification

- **Criterion:** The enterprise has valid certifications like ISO 14001, EMS, or Green Globe.
- **Assessment Guidelines:** Confirm validity and relevance of certifications.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No valid certification.
 - **2:** Certification is valid and aligns strongly with sustainability goals.
- **What to Look For:**
 - Certification documentation.
- **Examples of Scoring:** ISO or Green Globe or other certificates on display or available.

Criterion 1.8 - Year-Over-Year Improvement

- **Criterion:** The enterprise has scored 10% more points than in the last assessment.
- **Assessment Guidelines:** Compare current scores to previous assessment.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No improvement.
 - **3:** Improvement in scoring of 10% or more.
- **What to Look For:**
 - Historical assessment scores.
- **Examples of Scoring:** Score comparison reports.

Criterion 1.9 - Public Display of Assessment Results

- **Criterion:** The enterprise publicly displays a summary of its SSTL assessment results.
- **Assessment Guidelines:** Verify public communication of results.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No public display of results.
 - **1:** Results are displayed clearly and widely accessible.
- **What to Look For:**
 - Display boards, online summaries, or brochures.
- **Examples of Scoring:** Posted in reception areas, public area, on the website etc.

Criterion 1.10 - Transparent Marketing

- **Criterion:** The enterprise's promotional materials and marketing communications are accurate, transparent, and complete, including sustainability claims, and do not promise more than can be delivered.
- **Assessment Guidelines:** Review promotional materials for consistency and accuracy, particularly around sustainability claims.
- **Scoring Description** (Maximum Points: 1):
 - **0:** Promotional materials contain false or exaggerated claims.
 - **1:** Materials are accurate, transparent, and aligned with sustainability efforts.
- **What to Look For:**
 - Marketing materials, such as brochures, websites, and advertisements.
 - Alignment of claims with actual enterprise practices.
- **Examples of Scoring:**
 - **0:** Materials overstate achievements (e.g., "100% sustainable" without evidence).
 - **1:** Transparent and fact-based communication (e.g., "80% of products sourced locally").

Criterion 1.11 - Destination-Level Sustainability

- **Criterion:** The enterprise is involved with sustainable tourism planning and management in the destination, where such opportunities exist.
- **Assessment Guidelines:** Confirm active engagement in destination-level initiatives or planning efforts.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No involvement in destination-level sustainability planning.
 - **1:** Active involvement with measurable contributions.
- **What to Look For:**
 - Participation records in local sustainability initiatives.
 - Collaborations with tourism boards or local authorities.
- **Examples of Scoring:**
 - **0:** No engagement in destination sustainability planning.
 - **1:** Membership in local sustainability committees or partnerships with NGOs.

Monitoring Criteria

Criterion 2.1 - Water Consumption Monitoring

- **Criterion:** The enterprise monitors the quantity of water it consumes.
- **Assessment Guidelines:** Verify water monitoring systems, such as meters or logs.
- **Scoring Description:**
 - **MUST:** This is a mandatory criterion. The enterprise must demonstrate water monitoring practices.
- **What to Look For:**
 - Water usage records or metering systems.
 - Evidence of regular tracking and review.

Criterion 2.2 - Energy Consumption Monitoring

- **Criterion:** The enterprise monitors the quantity of energy it consumes.
- **Assessment Guidelines:** Assess energy monitoring systems, such as electricity usage logs or renewable energy tracking.
- **Scoring Description:**

- **MUST:** This is a mandatory criterion. The enterprise must demonstrate energy monitoring practices.
- **What to Look For:**
 - Energy usage logs or renewable energy records.
 - Documentation of regular tracking and review.

Criterion 2.3 - Waste Monitoring

- **Criterion:** The enterprise monitors the quantity of waste it produces.
- **Assessment Guidelines:** Inspect waste monitoring logs and systems in place to quantify waste generation.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No waste monitoring in place.
 - **1:** Basic tracking of some waste categories.
 - **2:** Regular tracking of most waste categories with documented results.
 - **3:** Comprehensive tracking with actionable insights for waste reduction.
- **What to Look For:**
 - Waste audit reports, logs, or waste segregation data.
- **Examples of Scoring:**
 - **0:** No tracking systems in place.
 - **3:** Regular audits with trends and improvement actions.

Criterion 2.4 - Public Communication of Monitoring Results

- **Criterion:** The enterprise publicly communicates its monitoring results.
- **Assessment Guidelines:** Confirm public sharing of monitoring results (e.g., water, energy, waste) via reports or displays.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No results communicated publicly.
 - **1:** Limited communication through select channels.
 - **2:** Results are shared publicly and comprehensively.
- **What to Look For:**
 - Displayed reports, newsletters, or website updates.
- **Examples of Scoring:**
 - **0:** No communication of results.

- **2:** Results shared on the website and through community meetings.

Compliance and Environmental Management

Criterion 3.1 - Compliance with National Legislation

- **Criterion:** The enterprise complies with all national legislation (e.g., health, fire, environment, safety, labor) and has a current tourism license.
- **Assessment Guidelines:** Verify compliance documentation, such as licenses, permits, and inspection reports.
- **Scoring Description:**
 - **MUST:** This is a mandatory criterion. The enterprise must demonstrate compliance with all legal requirements.
- **What to Look For:**
 - Valid tourism licenses and inspection reports.
 - Evidence of compliance with health and safety standards.
- **Examples of Scoring:**
 - **0:** Missing licenses or violations of regulations.
 - **1:** Complete documentation and compliance.

Criterion 3.2 - Environmental Disputes

- **Criterion:** There have been no environmental disputes related to this enterprise during the last year.
- **Assessment Guidelines:** Verify any records of disputes or legal actions regarding environmental concerns.
- **Scoring Description** (Maximum Points: 2):
 - **0:** Ongoing or unresolved environmental disputes.
 - **1:** Minor disputes resolved satisfactorily.
 - **2:** No disputes in the past year.
- **What to Look For:**
 - Legal or environmental compliance records.
- **Examples of Scoring:**
 - **0:** Active legal disputes.
 - **2:** Clean record with no disputes.

Criterion 3.3 - Refrigeration Irregularities

- **Criterion:** There are no irregularities in refrigerators and freezers, including temperature or door seals.
- **Assessment Guidelines:** Inspect refrigeration units for functionality, temperature consistency, and door seal integrity.
- **Scoring Description** (Maximum Points: 2):
 - **0:** Significant irregularities in equipment.
 - **1:** Minor irregularities addressed quickly.
 - **2:** Fully functional and compliant refrigeration units.
- **What to Look For:**
 - Temperature logs and inspection reports.
- **Examples of Scoring:**
 - **0:** Non-functioning units or poor maintenance.
 - **2:** Properly maintained refrigeration systems.

Criterion 3.4 - Compliance with Ozone Standards

- **Criterion:** All refrigerant appliances are in line with ozone-depleting substances requirements.
- **Assessment Guidelines:** Verify compliance with relevant ozone regulations for refrigerant appliances.
- **Scoring Description** (Maximum Points: 2):
 - **0:** Appliances are non-compliant.
 - **1:** Some appliances meet standards, others do not.
 - **2:** All appliances are compliant.
- **What to Look For:**
 - Equipment specifications, refrigerant logs, and compliance certificates.
- **Examples of Scoring:**
 - **0:** Use of non-compliant refrigerants.
 - **2:** Certification of compliance with ozone-depleting standards.

Theme 2: Waste Criteria

4. Wastewater Management

Criterion 4.1 - Sewage System Connection

- **Criterion:** The enterprise is connected to a central sewage system or has a valid permit to discharge from a secondary or tertiary system.
- **Assessment Guidelines:** Verify connection to a central sewage system or ensure a valid discharge permit is in place.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No connection or valid permit for wastewater discharge.
 - **1:** Partial compliance, e.g., outdated permits or insufficient treatment systems.
 - **2:** Full compliance with valid connection or discharge permit.
- **What to Look For:**
 - Documentation of sewage connections or discharge permits.
- **Examples of Scoring:**
 - **0:** Lack of permits or untreated discharge.
 - **2:** Evidence of compliance with environmental standards.

5. Waste Reduction and Recycling

Criterion 5.1 - Solid Waste Reduction Plan

- **Criterion:** The enterprise has developed and implemented a plan suited to its scale to reduce, reuse, and recycle solid waste, including food waste, ensuring no adverse effects on the local population or environment.
- **Assessment Guidelines:** Verify the existence of a waste reduction plan and its implementation.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. The plan must exist and be implemented.
- **What to Look For:**
 - Documented waste reduction plans and evidence of implementation.

Criterion 5.2 - Recyclable Drink Containers

- **Criterion:** Soft drinks, beer, and other drinks are only available in recyclable materials (PET, cans, glass).
- **Assessment Guidelines:** Confirm the use of recyclable containers for beverages.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No effort to use recyclable containers.
 - **1:** Some drinks are in recyclable materials.
 - **2:** All drinks are in recyclable materials.
- **What to Look For:**
 - Purchase records and evidence of recyclable packaging.
- **Examples of Scoring:**
 - **0:** Non-recyclable plastic bottles are used.
 - **2:** Exclusive use of recyclable containers.

Criterion 5.3 - Tap Water or Bulk Dispensers

- **Criterion:** The enterprise encourages the use of tap water for drinking or provides bulk water dispensers.
- **Assessment Guidelines:** Assess whether tap water or bulk water dispensers are used to minimize plastic waste.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No encouragement for tap water or bulk dispensers.
 - **1:** Some use of bulk dispensers or encouragement for tap water.
 - **2:** Comprehensive implementation.
- **What to Look For:**
 - Evidence of tap water use or installed bulk dispensers.
- **Examples of Scoring:**
 - **0:** Single-use bottled water provided without alternatives.
 - **2:** Bulk dispensers installed throughout the premises.

Criterion 5.4 - Rechargeable Batteries

- **Criterion:** The enterprise uses rechargeable batteries.

- **Assessment Guidelines:** Confirm the use of rechargeable batteries in daily operations.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No use of rechargeable batteries.
 - **1:** Limited use of rechargeable batteries.
 - **2:** Comprehensive use across all applicable areas.
- **What to Look For:**
 - Purchase records or visible use of rechargeable batteries.
- **Examples of Scoring:**
 - **0:** Only single-use batteries used.
 - **2:** Rechargeable batteries used in all applicable areas.

Criterion 5.5 - Sustainable Guest Amenities

- **Criterion:** Guest amenities (e.g., soap, shampoo, and lotion) are provided in bulk dispensers, compostable/recycled bottles, or sustainable packaging.
- **Assessment Guidelines:** Inspect the packaging and delivery of guest amenities.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No sustainable options for guest amenities.
 - **1:** Limited use of bulk or sustainable packaging.
 - **2:** Most amenities provided sustainably.
 - **3:** All amenities meet sustainability standards.
- **What to Look For:**
 - Bulk dispensers, compostable bottles, or recycled packaging.
- **Examples of Scoring:**
 - **0:** Single-use plastic bottles for all amenities.
 - **3:** Comprehensive use of bulk dispensers or sustainable alternatives.

Criterion 5.6 - Sustainable Takeout Packaging

- **Criterion:** If the enterprise offers takeout food, it uses recycled, PET, or paper packaging.
- **Assessment Guidelines:** Verify the packaging materials for takeout food.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No use of sustainable packaging for takeout.

- **1:** Partial use of sustainable packaging.
- **2:** Full use of sustainable packaging.
- **What to Look For:**
 - Purchase records and inspection of packaging materials.
- **Examples of Scoring:**
 - **0:** Styrofoam or non-recyclable plastic containers used.
 - **2:** Exclusive use of paper or recyclable packaging.

Criterion 5.7 - Paper Use Reduction

- **Criterion:** The enterprise has implemented a program to reduce paper use in their office.
- **Assessment Guidelines:** Confirm the presence of paper reduction initiatives, such as digitization or double-sided printing.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No initiatives to reduce paper use.
 - **1:** Basic paper-saving practices (e.g., occasional double-sided printing).
 - **2:** Comprehensive implementation of paper-saving measures.
- **What to Look For:**
 - Policies encouraging reduced paper use.
 - Evidence of digitized records or reduced paper purchases.
- **Examples of Scoring:**
 - **0:** No visible efforts to reduce paper use.
 - **2:** Fully digitized systems with minimal paper reliance.

Criterion 5.8 - Sustainable Paper Products

- **Criterion:** Paper products used in the enterprise are recycled or from a sustainable source.
- **Assessment Guidelines:** Verify the use of recycled or certified sustainable paper products (e.g., FSC-certified paper).
- **Scoring Description** (Maximum Points: 2):
 - **0:** No use of sustainable paper products.
 - **1:** Partial use of recycled or sustainable paper.
 - **2:** Comprehensive use of sustainable paper products.

- **What to Look For:**
 - Purchase records and product certifications.
- **Examples of Scoring:**
 - **0:** Regular paper with no sustainable sourcing.
 - **2:** Exclusive use of FSC-certified or recycled paper.

Criterion 6.1 - Waste Separation

- **Criterion:** The enterprise separates paper, glass, plastic, aluminum, and organic waste.
- **Assessment Guidelines:** Confirm waste separation practices and infrastructure.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No separation of waste.
 - **1:** Partial separation of some waste categories.
 - **2:** Comprehensive separation across all categories.
- **What to Look For:**
 - Visible waste separation bins.
 - Evidence of waste management policies.
- **Examples of Scoring:**
 - **0:** Mixed waste disposal.
 - **2:** Properly labeled bins with consistent use.

7. Chemical and Hazardous Waste Management

Criterion 7.1 - Authorized Chemicals Record

- **Criterion:** The enterprise keeps a record of all its chemical purchases, which includes only authorized chemicals.
- **Assessment Guidelines:** Review records of chemical purchases to ensure all are authorized and properly documented.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. The enterprise must maintain records of authorized chemicals.
- **What to Look For:**

- Purchase records and invoices for chemicals.
- Documentation of authorized chemical usage.

Criterion 7.2 - Hazardous Waste Disposal Area

- **Criterion:** The enterprise has a separate disposal area for hazardous waste that meets environmental guidelines.
- **Assessment Guidelines:** Inspect disposal areas to confirm they meet safety and environmental standards.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. A compliant hazardous waste disposal area must exist.
- **What to Look For:**
 - Designated areas for hazardous waste storage.
 - Compliance with local environmental regulations.
- **Examples of Scoring:**
 - **0:** Hazardous waste is not properly separated or disposed of.
 - **1:** Disposal area meets all safety standards.

Criterion 7.3 - Waste Management Plan for Chemicals

- **Criterion:** The enterprise has a waste management plan to reduce pollution from refrigerants, fuel, paints, pesticides, and cleaning materials, with evidence of implementation.
- **Assessment Guidelines:** Verify the presence of a documented plan and confirm its implementation.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No plan in place.
 - **1:** Basic plan with limited implementation.
 - **2:** Comprehensive plan actively implemented.
- **What to Look For:**
 - Documented waste management plans and logs.
- **Examples of Scoring:**
 - **0:** No waste management practices.
 - **2:** Regularly updated plan with measurable outcomes.

Criterion 7.4 - Environmentally Friendly Pest Control

- **Criterion:** The enterprise uses environmentally friendly pest control methods.
- **Assessment Guidelines:** Confirm the use of eco-friendly pest control products and techniques.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No use of eco-friendly pest control methods.
 - **1:** Consistent use of environmentally safe products and methods.
- **What to Look For:**
 - Records of pest control products used.
 - Observation of pest control practices.
- **Examples of Scoring:**
 - **0:** Use of harmful pesticides.
 - **1:** Exclusive use of eco-friendly alternatives.

Criterion 7.5 - Biodegradable Cleaning Agents

- **Criterion:** At least two commonly used cleaning agents are organic or biodegradable.
- **Assessment Guidelines:** Confirm the use of biodegradable or organic cleaning products.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No biodegradable cleaning agents used.
 - **1:** At least two products are biodegradable or organic.
- **What to Look For:**
 - Product labels and purchase records.
- **Examples of Scoring:**
 - **0:** All cleaning products are conventional.
 - **1:** Evidence of two or more biodegradable cleaning products.

Criterion 7.6 - Chemical Use Training

- **Criterion:** Cleaning staff have been recently trained in the use of chemicals and harmful products.

- **Assessment Guidelines:** Review training records for cleaning staff on safe chemical handling.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No training provided.
 - **1:** Training conducted recently with proper documentation.
- **What to Look For:**
 - Training materials, attendance logs, and staff feedback.
- **Examples of Scoring:**
 - **0:** No training conducted.
 - **1:** Evidence of recent, comprehensive training.

8. Other Waste Management Practices

Criterion 8.1 - Additional Waste Management Practices

- **Criterion:** The enterprise demonstrates evidence of other approved waste management practices, including minimizing pollution from noise, light, runoff, erosion, ozone-depleting compounds, and contaminants.
- **Assessment Guidelines:** Verify practices or innovations beyond standard waste management requirements.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No additional practices implemented.
 - **1:** Basic practices with limited results.
 - **2:** Consistent and impactful practices.
 - **3:** Comprehensive and innovative practices with measurable outcomes.
- **What to Look For:**
 - Documentation of additional practices.
 - Observable innovations or impact reports.
- **Examples of Scoring:**
 - **0:** No initiatives.
 - **3:** Advanced measures or systems.

Theme 3: Water Criteria

9. Water Management Plan and Monitoring

Criterion 9.1 - Water Management Plan

- **Criterion:** The enterprise has developed and implemented a water management plan suited to its scale.
- **Assessment Guidelines:** Verify the existence and implementation of a water management plan.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. The plan must exist and be implemented.
- **What to Look For:**
 - A formal water management plan, including actionable strategies.
 - Evidence of staff adherence to the plan.

Criterion 9.2 - Comprehensive Water Management Plan

- **Criterion:** The enterprise's water management plan includes water risk assessments, consumption measurement by type, steps to minimize consumption, sustainable water sourcing, and context-based goals in high water-risk areas.
- **Assessment Guidelines:** Review the plan for the listed elements and confirm implementation.
- **Scoring Description** (Maximum Points: 1):
 - **0:** Plan lacks key elements or is not implemented.
 - **1:** Comprehensive plan addressing all listed elements.
- **What to Look For:**
 - Risk assessment reports and water consumption data.
 - Strategies for minimizing water use and sourcing sustainably.
- **Examples of Scoring:**
 - **0:** No risk assessment or consumption monitoring.
 - **1:** Fully developed and operational plan with documented evidence.

Criterion 9.3 - Leak Monitoring and Reporting

- **Criterion:** Staff regularly check for visible leaks from taps and toilets and know the reporting processes.
- **Assessment Guidelines:** Verify staff awareness and presence of reporting procedures.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No leak-checking or reporting processes.
 - **1:** Regular leak checks conducted with a clear reporting system.
- **What to Look For:**
 - Staff training records and maintenance logs.
 - Evidence of timely repairs for reported leaks.
- **Examples of Scoring:**
 - **0:** Leaks go unreported or unrepaired.
 - **1:** Leaks are routinely monitored and repaired promptly.

Criterion 9.4 - Low-Flow Devices

- **Criterion:** Low-flow devices are installed in taps and showers.
- **Assessment Guidelines:** Inspect taps and showers for the presence of low-flow devices.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No low-flow devices installed.
 - **1:** Limited installation of low-flow devices.
 - **2:** Majority of taps and showers equipped with low-flow devices.
 - **3:** Comprehensive installation across all applicable areas.
- **What to Look For:**
 - Evidence of low-flow devices during inspections.
- **Examples of Scoring:**
 - **0:** No devices installed.
 - **3:** All taps and showers have functional low-flow devices.

Criterion 9.5 - Water-Saving Toilets

- **Criterion:** Efforts have been taken to reduce water usage in toilets using dual flush, reduced volume cisterns, or other effective devices.
- **Assessment Guidelines:** Verify the presence of water-saving mechanisms in toilets.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No water-saving devices installed in toilets.
 - **1:** Limited installation of water-saving devices.
 - **2:** Majority of toilets have water-saving features.
 - **3:** Comprehensive installation across all toilets.
- **What to Look For:**
 - Evidence of dual-flush systems or reduced-volume cisterns.
- **Examples of Scoring:**
 - **0:** Conventional toilets with no water-saving features.
 - **3:** All toilets equipped with dual-flush or similar systems.

Criterion 10.1 - Rainwater Collection

- **Criterion:** Roof/rainwater is collected.
- **Assessment Guidelines:** Inspect rainwater collection systems and confirm their usage.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No rainwater collection systems.
 - **1:** Limited or small-scale collection systems.
 - **2:** Comprehensive rainwater collection systems.
- **What to Look For:**
 - Installed rainwater harvesting systems and storage tanks.
- **Examples of Scoring:**
 - **0:** No systems in place.
 - **2:** Functional and large-scale rainwater collection.

Criterion 10.2 - Rainwater Irrigation

- **Criterion:** Gardens and/or golf courses are irrigated with collected rainwater.

- **Assessment Guidelines:** Confirm that collected rainwater is used for irrigation purposes.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No use of rainwater for irrigation.
 - **1:** Limited irrigation with rainwater.
 - **2:** Comprehensive use of rainwater for irrigation.
- **What to Look For:**
 - Evidence of rainwater storage and irrigation systems.
- **Examples of Scoring:**
 - **0:** No rainwater used for irrigation.
 - **2:** Rainwater is the primary source for irrigation.

11. Additional Water Conservation Practices

Criterion 11.1 - Other Water Conservation Practices

- **Criterion:** The enterprise demonstrates evidence of implementing other approved water conservation or reuse practices.
- **Assessment Guidelines:** Verify innovative or impactful water-saving practices beyond standard requirements.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No additional water conservation practices.
 - **1:** Basic implementation of additional practices.
 - **2:** Significant implementation with noticeable results.
 - **3:** Comprehensive implementation with measurable outcomes.
- **What to Look For:**
 - Documentation of additional practices.
 - Evidence of reduced water consumption or innovative systems.
- **Examples of Scoring:**
 - **0:** No initiatives in place.
 - **3:** Advanced water reuse systems or partnerships for conservation efforts.

Theme 4: Energy Criteria

12. Energy Management Plan and Practices

Criterion 12.1 - Energy Management Plan

- **Criterion:** The enterprise has developed and implemented an energy management plan suited to its scale, with sources of energy indicated.
- **Assessment Guidelines:** Verify the presence and implementation of an energy management plan, including documentation of energy sources.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. The plan must exist and be implemented.
- **What to Look For:**
 - A formal energy management plan with detailed actions and source tracking.
 - Evidence of regular updates and adherence to the plan.

Criterion 12.2 - Energy-Efficient Lighting

- **Criterion:** Energy-efficient lighting fixtures have been installed.
- **Assessment Guidelines:** Inspect the premises for the use of energy-efficient lighting (e.g., LED fixtures).
- **Scoring Description** (Maximum Points: 3):
 - **0:** No energy-efficient lighting installed.
 - **1:** Limited installation in some areas.
 - **2:** Majority of lighting fixtures are energy-efficient.
 - **3:** Comprehensive installation across all areas.
- **What to Look For:**
 - Visible LED or other energy-saving light fixtures.
- **Examples of Scoring:**
 - **0:** Traditional bulbs used throughout.
 - **3:** Entire facility equipped with energy-efficient lighting.

Criterion 12.3 - Energy-Efficient Appliances

- **Criterion:** Energy-efficient appliances are installed.

- **Assessment Guidelines:** Confirm the use of energy-efficient appliances, such as refrigerators and dishwashers.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No energy-efficient appliances installed.
 - **1:** Limited use of energy-efficient appliances.
 - **2:** Majority of appliances are energy-efficient.
 - **3:** Comprehensive implementation of energy-efficient appliances.
- **What to Look For:**
 - Appliance labels showing energy ratings.
- **Examples of Scoring:**
 - **0:** No energy-efficient appliances.
 - **3:** All appliances meet energy efficiency standards.

Criterion 12.4 - Turning Off Equipment

- **Criterion:** Electric equipment is turned off (not on standby) when not in use.
- **Assessment Guidelines:** Review practices or policies for turning off equipment and minimizing standby power use.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No efforts to turn off equipment.
 - **1:** Some equipment is turned off, but standby use is common.
 - **2:** Consistent practice of turning off equipment.
- **What to Look For:**
 - Staff training records or guidelines on equipment usage.
- **Examples of Scoring:**
 - **0:** Equipment left on standby.
 - **2:** Clear policies and regular adherence to turning off equipment.

Criterion 12.5 - Fans as an Alternative to Air-Conditioning

- **Criterion:** The enterprise provides fans as an alternative to air-conditioning.
- **Assessment Guidelines:** Inspect guest rooms or public areas to confirm the availability of fans.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No fans provided.

- **1:** Fans available as an alternative to air-conditioning.
- **What to Look For:**
 - Installed fans in guest rooms or public spaces.
- **Examples of Scoring:**
 - **0:** Air-conditioning only.
 - **1:** Fans installed and encouraged for use.

Criterion 12.6 - Air-Conditioning Temperature

- **Criterion:** All air-conditioning units have their minimum temperature set at 23°C.
- **Assessment Guidelines:** Verify temperature settings for air-conditioning units.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No temperature control set at 23°C.
 - **1:** Minimum temperature consistently set at 23°C.
- **What to Look For:**
 - Temperature settings in thermostats or control systems.
- **Examples of Scoring:**
 - **0:** No restrictions on minimum temperature.
 - **1:** All units set at or above 23°C.

13. Renewable Energy Use

Criterion 13.1 - Solar Panels/Wind Turbines

- **Criterion:** The enterprise has installed solar panels and/or wind turbines.
- **Assessment Guidelines:** Confirm the presence and operation of renewable energy systems.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No renewable energy systems installed.
 - **1:** Limited installation.
 - **2:** Renewable energy partially powers the enterprise.
 - **3:** Significant or comprehensive use of solar/wind energy.
- **What to Look For:**
 - Installed solar panels or wind turbines.
- **Examples of Scoring:**

- **0:** No renewable energy sources.
- **3:** Facility significantly powered by solar or wind.

Criterion 13.2 - Alternative Energy Heating

- **Criterion:** The enterprise uses alternative energy heating systems for all hot water.
- **Assessment Guidelines:** Confirm the use of alternative heating systems such as solar water heaters.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No alternative heating systems.
 - **1:** Limited use of alternative heating.
 - **2:** Majority of heating systems use alternative energy.
 - **3:** Comprehensive use of alternative energy heating systems.
- **What to Look For:**
 - Installed solar water heaters or similar systems.
- **Examples of Scoring:**
 - **0:** Traditional water heaters only.
 - **3:** Solar systems provide all hot water.

14. Greenhouse Gas (GHG) Emissions

Criterion 14.1 - Annual GHG Emissions Documentation

- **Criterion:** The enterprise documents its total annual greenhouse gas (GHG) emissions from business-related energy consumption (excluding guest travel) using a nationally or internationally accepted GHG calculator.
- **Assessment Guidelines:** Verify that GHG emissions are calculated annually using an accepted methodology or calculator.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No documentation of GHG emissions.
 - **1:** Basic documentation but missing key elements or calculations.
 - **2:** Comprehensive documentation using a valid GHG calculator.
 - **3:** Documentation includes detailed reporting and analysis.

- **What to Look For:**
 - GHG emission reports generated using accepted calculators (e.g., ISO 14064 standards).
- **Examples of Scoring:**
 - **0:** No records of GHG emissions.
 - **3:** Annual reports with detailed calculations and emissions data.

Criterion 14.2 - Carbon Offsets

- **Criterion:** The enterprise documents its purchase of verified carbon offsets and mitigates 51% or more of its total net annual GHG emissions.
- **Assessment Guidelines:** Confirm the purchase of carbon offsets and their alignment with mitigating emissions.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No purchase of carbon offsets.
 - **1:** Offsets purchased but cover less than 25% of emissions.
 - **2:** Offsets cover 25-50% of emissions.
 - **3:** Offsets cover 51% or more of total emissions.
- **What to Look For:**
 - Documentation of offset purchases, certificates, and alignment with emission reductions.
- **Examples of Scoring:**
 - **0:** No offsets purchased.
 - **3:** Verified offsets mitigate the majority of emissions.

Criterion 14.3 - Transportation Emissions Reduction

- **Criterion:** The enterprise seeks to reduce transportation requirements in operations and encourages cleaner, resource-efficient alternatives for customers, employees, and suppliers.
- **Assessment Guidelines:** Verify initiatives to reduce transportation emissions and promote alternatives.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No efforts to reduce transportation emissions.

- **1:** Evidence of efforts to reduce transportation emissions and promote alternatives.
- **What to Look For:**
 - Policies or initiatives encouraging carpooling, cycling, or remote work.
 - Infrastructure supporting resource-efficient alternatives (e.g., EV charging stations).
- **Examples of Scoring:**
 - **0:** No programs in place.
 - **1:** Clear evidence of initiatives like employee carpool programs.

15. Additional Energy Conservation Practices

Criterion 15.1 - Other Energy Conservation Practices

- **Criterion:** The enterprise demonstrates evidence of implementing other approved energy conservation practices.
- **Assessment Guidelines:** Verify the presence and impact of innovative or impactful energy conservation practices.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No additional energy conservation practices implemented.
 - **1:** Basic practices with limited results.
 - **2:** Significant implementation with noticeable results.
 - **3:** Comprehensive and innovative practices with measurable outcomes.
- **What to Look For:**
 - Documentation of practices, such as smart energy systems or partnerships for renewable energy.
 - Observable outcomes or significant reductions in energy usage.
- **Examples of Scoring:**
 - **0:** No evidence of energy conservation practices.
 - **3:** Advanced energy-saving technologies like automated systems or innovative partnerships.

Theme 5: Staff Criteria

16. Compliance with Labor Laws and Local Employment

Criterion 16.1 - Compliance with Employment Act and Wage Standards

- **Criterion:** The enterprise conforms to the Employment Act and Occupational Health and Safety Decree and meets or exceeds the minimum wage (the established national living wage) for all salaried employees.
- **Assessment Guidelines:** Verify compliance with national labor laws and wage standards.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Compliance must be demonstrated.
- **What to Look For:**
 - Employment contracts, payroll records, and inspection reports.

Criterion 16.2 - Fair Labor Practices

- **Criterion:** Evidence that the employer uses fair labor practices in settling staff disputes.
- **Assessment Guidelines:** Review procedures for dispute resolution and verify adherence to fair labor practices.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Evidence of fair labor practices must be provided.
- **What to Look For:**
 - Dispute resolution policies, records of resolved disputes, and staff feedback.

Criterion 16.3 - Local Full-Time Staff

- **Criterion:** At least 60% of full-time staff are Seychellois.
- **Assessment Guidelines:** Confirm the percentage of Seychellois among full-time staff.
- **Scoring Description** (Maximum Points: 1):
 - **0:** Less than 60% of staff are Seychellois.
 - **1:** At least 60% of staff are Seychellois.

- **What to Look For:**
 - Staff records and payroll data.
- **Examples of Scoring:**
 - **0:** Less than 60% Seychellois staff.
 - **1:** 60% or more Seychellois staff.

Criterion 16.4 - Local Management Staff

- **Criterion:** At least 30% of management/supervisory-level staff are Seychellois.
- **Assessment Guidelines:** Confirm the percentage of Seychellois at the management/supervisory level.
- **Scoring Description** (Maximum Points: 1):
 - **0:** Less than 30% of management staff are Seychellois.
 - **1:** At least 30% of management staff are Seychellois.
- **What to Look For:**
 - Staff records showing management roles.
- **Examples of Scoring:**
 - **0:** Less than 30% Seychellois in management.
 - **1:** 30% or more Seychellois in management.

17. Staff Welfare and Support

Criterion 17.1 - Dedicated Staffroom with Lockers

- **Criterion:** A dedicated staffroom is provided with lockers for staff use.
- **Assessment Guidelines:** Inspect facilities for staffrooms and locker availability.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No staffroom or lockers provided.
 - **1:** Basic staffroom with limited amenities.
 - **2:** Comprehensive staffroom with lockers and amenities.
- **What to Look For:**
 - Staffroom facilities and locker availability.
- **Examples of Scoring:**
 - **0:** No staffroom provided.
 - **2:** Fully equipped staffroom with lockers.

Criterion 17.2 - Transportation/Accommodation for Late Night Shift Workers

- **Criterion:** Establishment provides transportation or accommodation for late-night shift workers.
- **Assessment Guidelines:** Verify the provision of regular transportation or accommodation for employees working late-night shifts.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No evidence of transportation or accommodation for night workers.
 - **1:** Limited or irregular provision of transportation or accommodation.
 - **2:** Regular and consistent transportation or accommodation provided for night workers.
- **What to Look For:**
 - Documentation or employee testimonials confirming transportation schedules or accommodation arrangements.
- **Examples of Scoring:**
 - **0:** No transportation or accommodation options available for late-night workers.
 - **2:** Regular shuttle services or company-provided accommodation for night shifts.

Criterion 17.3 - Uniforms for Staff

- **Criterion:** Uniforms or staff shirts are provided for staff.
- **Assessment Guidelines:** Confirm the provision of uniforms or staff shirts.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No uniforms provided.
 - **1:** Some staff have uniforms.
 - **2:** All staff have uniforms.
- **What to Look For:**
 - Uniform distribution records and staff observations.
- **Examples of Scoring:**
 - **0:** No uniforms provided.
 - **2:** All staff in uniforms.

Criterion 17.4 - Protective Clothing

- **Criterion:** Suitable protective clothing is provided for kitchen and cleaning staff.
- **Assessment Guidelines:** Verify the availability and adequacy of protective clothing.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No protective clothing provided.
 - **1:** Some protective clothing provided but inadequate.
 - **2:** Comprehensive provision of protective clothing.
- **What to Look For:**
 - Inventory records and observations of staff in proper attire.
- **Examples of Scoring:**
 - **0:** No protective clothing.
 - **2:** All staff equipped with protective clothing.

18. Staff Engagement and Environmental Responsibility

Criterion 18.1 - Environmental Management Responsibility

- **Criterion:** A designated staff member is responsible for environmental management.
- **Assessment Guidelines:** Verify the designation of a staff member for environmental oversight.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No staff member designated.
 - **1:** A dedicated staff member is responsible.
- **What to Look For:**
 - Job descriptions or official designations.
- **Examples of Scoring:**
 - **0:** No environmental responsibility assigned.
 - **1:** Staff member actively overseeing environmental efforts.

Criterion 18.2 - Awareness of Sustainable Tourism Policy

- **Criterion:** All employees are aware of the enterprise's sustainable tourism policy.
- **Assessment Guidelines:** Confirm staff knowledge of the policy through interviews or surveys.

- **Scoring Description:**
 - **MUST:** Mandatory criterion. Staff awareness must be demonstrated.
- **What to Look For:**
 - Training records or feedback from staff interviews.
- **Examples of Scoring:**
 - **0:** Staff unaware of the policy.
 - **1:** Staff fully informed about the policy.

Criterion 18.3 - Equal Employment Opportunities

- **Criterion:** The enterprise offers equal employment and advancement opportunities without discrimination.
- **Assessment Guidelines:** Verify hiring practices and staff diversity.
- **Scoring Description** (Maximum Points: 1):
 - **0:** Evidence of discrimination or lack of diversity.
 - **1:** Equal opportunities for employment and advancement.
- **What to Look For:**
 - Staff records, diversity reports, and hiring policies.
- **Examples of Scoring:**
 - **0:** Limited diversity or evidence of discrimination.
 - **1:** Documented policies promoting equality.

Criterion 18.4 - Staff Training and Engagement

- **Criterion:** Staff are engaged in sustainability management and receive periodic training on relevant topics.
- **Assessment Guidelines:** Verify staff engagement and training programs.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No training or engagement.
 - **1:** Some training or partial engagement.
 - **2:** Comprehensive training and full engagement.
- **What to Look For:**
 - Training schedules, attendance logs, and staff feedback.
- **Examples of Scoring:**
 - **0:** No evidence of training or engagement.

- **2:** Documented training programs and active participation.

Criterion 18.5 - Feedback Mechanism

- **Criterion:** A feedback mechanism exists for employees to suggest improvements or report complaints.
- **Assessment Guidelines:** Verify the presence of a suggestion or complaint mechanism.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No feedback mechanism.
 - **1:** Mechanism in place and accessible.
- **What to Look For:**
 - Suggestion boxes, anonymous feedback tools, or HR systems.
- **Examples of Scoring:**
 - **0:** No feedback options available.
 - **1:** Staff regularly use the feedback system.

Criterion 18.6 - Staff Rotation Program

- **Criterion:** The enterprise has a program encouraging staff rotation for diversified work experience.
- **Assessment Guidelines:** Verify the existence and implementation of a rotation program.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No rotation program.
 - **1:** Program implemented and operational.
- **What to Look For:**
 - Rotation schedules or records of cross-departmental training.
- **Examples of Scoring:**
 - **0:** No program in place.
 - **1:** Documented and active rotation program.

Criterion 18.7 - Staff Awards

- **Criterion:** An award system is in place to reward exemplary staff performance.
- **Assessment Guidelines:** Verify the existence and usage of an award system.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No award system in place.
 - **1:** Active award system implemented.
- **What to Look For:**
 - Award criteria, nomination records, and past recipients.
- **Examples of Scoring:**
 - **0:** No evidence of staff recognition.
 - **1:** Regularly conducted award programs.

19. Additional Staff Management Practices

Criterion 19.1 - Innovative Staff Management Practices

- **Criterion:** The enterprise demonstrates evidence of implementing additional staff management practices.
- **Assessment Guidelines:** Verify the implementation of innovative or impactful staff management practices that go beyond standard requirements.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No additional staff management practices implemented.
 - **1:** Basic or limited additional practices.
 - **2:** Significant implementation of impactful practices.
 - **3:** Comprehensive and innovative practices with measurable outcomes.
- **What to Look For:**
 - Documentation of additional practices, such as wellness programs, mental health support, or unique team-building initiatives.
 - Observable outcomes or testimonials from employees.
- **Examples of Scoring:**
 - **0:** No evidence of additional staff management practices.
 - **3:** Advanced initiatives like comprehensive wellness programs, staff retreats, or mentorship programs.

Theme 6: Conservation Criteria

20. Natural and Cultural Heritage Preservation

Criterion 20.1 - Respect for Natural and Cultural Heritage

- **Criterion:** The planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure respect natural and cultural heritage and comply with national zoning laws and regulations regarding natural and cultural capacity and impact assessment.
- **Assessment Guidelines:** Verify adherence to zoning laws and respect for natural and cultural heritage during all phases of the building lifecycle.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No compliance with zoning laws or heritage preservation.
 - **1:** Basic compliance but missing key considerations for natural or cultural heritage.
 - **2:** Significant compliance, but minor gaps in implementation.
 - **3:** Comprehensive compliance with clear evidence of heritage respect.
- **What to Look For:**
 - Zoning permits, environmental impact assessments, and design documents.
- **Examples of Scoring:**
 - **0:** Construction without adherence to zoning laws.
 - **3:** Fully documented and compliant practices, including heritage conservation measures.

Criterion 20.2 - Wildlife Interaction Guidelines

- **Criterion:** Interactions with wildlife, including turtle watching or other activities, are conducted in line with Department of Environment guidelines and do not adversely affect animals or populations (N/A for establishments without wildlife activities).
- **Assessment Guidelines:** Confirm adherence to guidelines and the absence of negative impacts on wildlife.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Interactions must comply with guidelines.

- **What to Look For:**
 - Wildlife interaction protocols, training records, and compliance documentation.

Criterion 20.3 - Animal Welfare Standards

- **Criterion:** No wildlife or domestic animals are acquired, bred, or held except under approved conditions, conforming to local and international laws and standards of animal welfare.
- **Assessment Guidelines:** Verify compliance with animal welfare laws and standards.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Compliance with animal welfare standards is required.
- **What to Look For:**
 - Permits and inspection reports for animal welfare compliance.
- **Examples of Scoring:**
 - **0:** Non-compliance with welfare standards.
 - **1:** Full adherence to approved conditions.

Criterion 20.4 - Biodiversity Conservation

- **Criterion:** The enterprise supports biodiversity conservation on its property and minimizes disturbance to ecosystems, with compensatory contributions to conservation management (mandatory for protected or high-biodiversity areas).
- **Assessment Guidelines:** Review conservation efforts and adherence to biodiversity guidelines.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Biodiversity conservation efforts must be demonstrated.
- **What to Look For:**
 - Conservation programs, site management plans, and rehabilitation efforts.

Criterion 20.5 - Cultural Heritage Preservation

- **Criterion:** The enterprise contributes to the protection, preservation, and enhancement of local properties, sites, and traditions of cultural significance.
- **Assessment Guidelines:** Verify contributions to cultural heritage preservation and efforts to avoid access impediments for local residents.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Evidence of cultural preservation is required.
- **What to Look For:**
 - Contributions to cultural events or site maintenance records.

Criterion 20.6 - Legal Property Acquisition

- **Criterion:** Property, land, and water rights must be legally acquired, respecting local, communal, and national rights, without involuntary resettlement.
- **Assessment Guidelines:** Confirm legal acquisition processes and compliance with local rights.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Property rights must be acquired legally.
- **What to Look For:**
 - Property deeds, contracts, and compliance certificates.

21. Cultural Heritage and Landscaping

Criterion 21.1 - Use of Local Art and Heritage

- **Criterion:** The enterprise values and incorporates authentic local art, architecture, or cultural heritage into its operations, respecting intellectual property rights.
- **Assessment Guidelines:** Inspect the use of local art and ensure intellectual property rights are respected.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No incorporation of local art or cultural heritage.
 - **1:** Limited use with minor compliance issues.
 - **2:** Significant use with respect for intellectual property.
 - **3:** Comprehensive use with documented efforts to respect rights.

- **What to Look For:**
 - Evidence of collaboration with local artists or communities.
- **Examples of Scoring:**
 - **0:** No local art or heritage incorporated.
 - **3:** Prominent use of local designs and fair compensation.

Criterion 21.2 - Artefact Regulations

- **Criterion:** Historical and archaeological artefacts are not sold, traded, or displayed, except as permitted by law.
- **Assessment Guidelines:** Verify adherence to legal standards for artefacts.
- **Scoring Description** (Maximum Points: 2):
 - **0:** Non-compliance with regulations.
 - **1:** Basic compliance with minor gaps.
 - **2:** Full compliance with artefact laws.
- **What to Look For:**
 - Records of artefact acquisitions or displays.
- **Examples of Scoring:**
 - **0:** Illegal sale or display of artefacts.
 - **2:** Fully compliant displays or policies.

22. Additional Conservation Practices

Criterion 22.1 - Additional Conservation Practices

- **Criterion:** The enterprise demonstrates evidence of implementing other approved conservation practices.
- **Assessment Guidelines:** Verify innovative or impactful conservation practices beyond standard requirements.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No additional conservation practices.
 - **1:** Basic implementation of additional practices.
 - **2:** Significant implementation with noticeable results.
 - **3:** Comprehensive implementation with measurable outcomes.
- **What to Look For:**

- Documentation of practices, such as habitat restoration or partnerships with conservation organizations.
- **Examples of Scoring:**
 - **0:** No evidence of conservation efforts.
 - **3:** Advanced conservation programs with demonstrable impact.

Theme 7: Community Criteria

23. Community Access and Relations

Criterion 23.1 - Public Access to Beaches and Heritage Areas

- **Criterion:** The enterprise provides safe and free public access to the beach or any adjacent conservation or heritage area, as applicable.
- **Assessment Guidelines:** Verify that public access is maintained and safe, without unnecessary restrictions.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Public access must be provided and maintained.
- **What to Look For:**
 - Access pathways, signage, and safety measures.

Criterion 23.2 - Resolution of Community Disputes

- **Criterion:** Any disputes with the local community over noise, land, pollution, or other issues have been resolved.
- **Assessment Guidelines:** Verify the absence of unresolved disputes or evidence of resolution efforts.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. All disputes must be resolved.
- **What to Look For:**
 - Documentation of disputes, resolution processes, and agreements.

Criterion 23.3 - Local Access to Livelihoods and Services

- **Criterion:** The enterprise’s activities do not adversely affect local access to livelihoods, resources, rights-of-way, transport, housing, or basic services.
- **Assessment Guidelines:** Verify that the enterprise does not obstruct or interfere with community access and rights.
- **Scoring Description** (Maximum Points: 2):
 - **0:** Significant adverse effects on community access or livelihoods.
 - **1:** Minor adverse effects with efforts to mitigate impacts.
 - **2:** No adverse effects and positive contributions to community access.
- **What to Look For:**
 - Community feedback and inspection of enterprise activities.
- **Examples of Scoring:**
 - **0:** Documented complaints of blocked access or disrupted services.
 - **2:** Clear evidence of respecting community rights and access.

Criterion 23.4 - Community Development Support

- **Criterion:** The enterprise actively supports community development and local infrastructure initiatives, such as education, health, and sanitation projects or climate change adaptation efforts.
- **Assessment Guidelines:** Verify active involvement in community initiatives.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No involvement in community development.
 - **1:** Limited or irregular involvement in community projects.
 - **2:** Consistent and impactful support for community initiatives.
- **What to Look For:**
 - Records of community projects and financial or in-kind contributions.
- **Examples of Scoring:**
 - **0:** No support provided to the community.
 - **2:** Documented contributions to education, health, or climate projects.

24. Local Economic Support

Criterion 24.2 - Support for Local Entrepreneurs

- **Criterion:** The enterprise provides opportunities for local entrepreneurs to develop and sell products based on local history, nature, and culture (e.g., handicrafts, food, drinks, music).
- **Assessment Guidelines:** Verify opportunities for local entrepreneurs to showcase and sell products.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No support for local entrepreneurs.
 - **1:** Limited opportunities for local entrepreneurs.
 - **2:** Comprehensive and consistent opportunities provided.
- **What to Look For:**
 - Vendor partnerships, market spaces, or promotional materials for local products.
- **Examples of Scoring:**
 - **0:** No local products available for sale.
 - **2:** Dedicated spaces or partnerships for local vendors.

Criterion 24.3 - Creole Regional Dish on the Menu

- **Criterion:** The enterprise's daily menus offer at least one Creole regional dish where 50% of ingredients are sourced locally.
- **Assessment Guidelines:** Review menus and sourcing practices to confirm compliance.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No Creole dish or insufficient local sourcing.
 - **1:** A Creole dish is offered with at least 50% local ingredients.
- **What to Look For:**
 - Menus, supplier records, and sourcing percentages.
- **Examples of Scoring:**
 - **0:** No Creole dishes or local sourcing.
 - **1:** Daily menus include a Creole dish with verified local ingredients.

Criterion 24.4 - Local Procurement Program

- **Criterion:** The enterprise has a program in place to purchase and contract directly from local suppliers (e.g., for transportation, fruits, vegetables, fish).
- **Assessment Guidelines:** Verify the presence and implementation of a local procurement program.
- **Scoring Description** (Maximum Points: 1):
 - **0:** No local procurement program in place.
 - **1:** Program in place and actively implemented.
- **What to Look For:**
 - Procurement policies, supplier contracts, and purchase records.
- **Examples of Scoring:**
 - **0:** No local suppliers engaged.
 - **1:** Evidence of consistent local procurement.

25. Additional Community Practices

Criterion 25.1 - Additional Community Practices

- **Criterion:** The enterprise demonstrates evidence of implementing other approved community practices.
- **Assessment Guidelines:** Verify innovative or impactful community practices beyond standard requirements.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No additional community practices implemented.
 - **1:** Basic or limited additional practices.
 - **2:** Significant implementation with noticeable results.
 - **3:** Comprehensive and innovative practices with measurable outcomes.
- **What to Look For:**
 - Documentation of additional practices, such as partnerships with local NGOs or unique community outreach programs.
 - Observable outcomes or testimonials from community members.
- **Examples of Scoring:**
 - **0:** No additional community efforts.
 - **3:** Advanced programs with measurable social or economic impacts.

Theme 2: Guest Criteria

26. Guest Information, Sustainability, and Accessibility

Criterion 26.1 - Management of Visits to Sensitive Sites

- **Criterion:** The enterprise follows international and national good practices and locally agreed guidance for managing visits to culturally or historically sensitive sites, and informs guests about appropriate behavior codes to minimize adverse impacts and maximize benefits.
- **Assessment Guidelines:** Verify adherence to guidelines for managing visits to sensitive sites and the communication of behavior codes to guests.
- **Scoring Description:**
 - **MUST:** Mandatory criterion. Compliance with guidelines and guest education is required.
- **What to Look For:**
 - Policies and practices for managing visits to sensitive areas.
 - Evidence of guest communication (e.g., brochures, signage, or briefings).

Criterion 26.2 - Guest Engagement in Conservation Projects

- **Criterion:** The enterprise informs guests about opportunities and encourages their involvement and support in conservation and climate change adaptation projects.
- **Assessment Guidelines:** Verify the enterprise's efforts to engage guests in conservation or climate initiatives.
- **Scoring Description** (Maximum Points: 2):
 - **0:** No information or encouragement provided to guests.
 - **1:** Limited information provided but minimal guest involvement.
 - **2:** Comprehensive efforts to inform and involve guests in projects.
- **What to Look For:**
 - Evidence of guest outreach programs, project descriptions, or participation records.
- **Examples of Scoring:**

- **0:** No guest engagement efforts.
- **2:** Active guest involvement in conservation projects.

Criterion 26.3 - Information on Public Transport

- **Criterion:** The enterprise provides guests with information about public transport routes and schedules, where applicable.
- **Assessment Guidelines:** Verify the availability and accessibility of public transport information for guests.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No information about public transport available.
 - **1:** Basic information available but not comprehensive.
 - **2:** Comprehensive information but not prominently displayed.
 - **3:** Comprehensive and prominently displayed public transport information.
- **What to Look For:**
 - Transport guides, maps, or schedules in guest areas or websites.
- **Examples of Scoring:**
 - **0:** No information provided.
 - **3:** Detailed guides and schedules available.

Criterion 26.4 - Monitoring Customer Satisfaction

- **Criterion:** Customer satisfaction, including sustainability aspects, is monitored, and corrective action is taken where appropriate.
- **Assessment Guidelines:** Verify mechanisms for monitoring customer satisfaction and evidence of follow-up actions.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No monitoring of customer satisfaction.
 - **1:** Basic monitoring but no evidence of follow-up.
 - **2:** Regular monitoring with limited corrective actions.
 - **3:** Comprehensive monitoring and documented corrective actions.
- **What to Look For:**
 - Guest surveys, feedback forms, and records of corrective actions.
- **Examples of Scoring:**
 - **0:** No system in place for customer satisfaction monitoring.

- **3:** Regular surveys with clear follow-up actions based on feedback.

Criterion 26.5 - Accessibility for Special Needs

- **Criterion:** The enterprise provides access and information to visitors and workers with special needs, where appropriate.
- **Assessment Guidelines:** Verify facilities and information provided for visitors and workers with special needs.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No accommodations or information for special needs.
 - **1:** Limited accommodations provided.
 - **2:** Significant accommodations with minor gaps.
 - **3:** Comprehensive accessibility measures and information provided.
- **What to Look For:**
 - Accessible facilities, signage, or informational materials for special needs.
- **Examples of Scoring:**
 - **0:** No facilities or information for special needs.
 - **3:** Fully accessible facilities and resources.

Criterion 26.6 - National or International Awards

- **Criterion:** The enterprise has won a national or international award for its facilities or services within the audit period.
- **Assessment Guidelines:** Verify documentation of awards received during the specified period.
- **Scoring Description** (Maximum Points: 3):
 - **0:** No awards received.
 - **1:** Nomination for a significant award.
 - **2:** One award won during the audit period.
 - **3:** Multiple awards won during the audit period.
- **What to Look For:**
 - Award certificates, press releases, or documentation from awarding organizations.
- **Examples of Scoring:**
 - **0:** No awards or nominations.

- **3:** Multiple awards from recognized bodies.

Conclusion

This manual serves as a comprehensive guide for assessors to evaluate enterprises based on established sustainability, community engagement, and operational excellence criteria. By adhering to these guidelines, assessors ensure that evaluations are fair, consistent, and reflective of the enterprise's commitment to sustainable practices.

Assessors play a crucial role in promoting these values by providing constructive feedback and highlighting areas for improvement. Through this process, the program fosters a culture of continuous improvement, collaboration, and innovation within the tour operator industry.

By aligning their operations with the principles outlined in this manual, certified enterprises will not only enhance their reputation and competitiveness but also contribute to the broader goals of sustainable development, environmental conservation, and community well-being.

Thank you for your dedication to this important work. Together, we can make a meaningful impact in promoting a sustainable future.