

Criterion #	FTT compliance criteria	Criteria type (Mandatory / General)	Criteria checkpoint (Online +/ On site)	Product applicability (All / Day Tour / Volunteering)
A: Demonstrate effective sustainable and responsible management according to Fair Trade principles				
A1	Legal and general			
A1.1	The business is legally registered	M	OL	A
A1.2	The business has a valid licence to trade	M	OL	A
A1.3	The business is in compliance with all legal tax requirements for COMPANIES	M	OL	A
A1.4	The business is in compliance with all legal requirements for EMPLOYEE tax	M	OL	A
A1.5	The business is in compliance with all legal requirements for social security	M	OL	A
A1.6	The business is in compliance with all legal requirements for access to information and transparency (PAIA)	M	OL	A
A1.7	The business has valid licences for the sale of alcohol	M	OL	A
A1.8	The business has valid licences for visual and audio broadcasting	M	OL	A
A1.9	The business has a valid certificate for the acceptability of food service or food safety equivalent	M	OL	A
A1.10	All vehicles owned by the business and used for transport of guests, are registered, licenced and roadworthy	M	OL	A
A1.11	All employees responsible for transport of goods and passengers have legally required licences and permits	M	OL	A
A1.12	Guides employed or contracted by the business have the relevant documentation to prove the necessary qualification in relation to the service they are providing	M	OL	A
A1.13	The business is in compliance with all national regulations on smoking	M	OS	A
A1.14	The business has public liability insurance	M	OL	A
A1.15	The business has passenger liability insurance	M	OL	A
A1.16	The business has product liability insurance	M	OL	A
A1.17	Business has an accounting system appropriate to its size and scope	M	OS	A
A1.18	All financial records are kept up to date and stored for at least the minimum number of years as required by law	M	OS	A
A1.19	The volunteer business' operations are legally registerd as required by local and / or national requirements for the protection of children and vulnerable adults.	M	OL+OS	V
A2	Labour			
A2.1	All employees have legally binding contracts	M	OL+OS	A
A2.2	All employees understand the content of their contracts and have access to them	M	OS	A
A2.3	All employees are paid a fair wage in line with the legal minimum wage or equivalent for the sector or country	M	OL+OS	A

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A2.4	The business demonstrates commitment to employee welfare by paying employees above the legal minimum wage or equivalent for the sector or country	G	OS	A
A2.5	All employees receive payslips	M	OS	A
A2.6	All employees understand the content of their payslips	M	OS	A
A2.7	Payslips have all legal and regulatory inclusions and clearly show how wages were calculated	M	OL+OS	A
A2.8	Deductions are only taken from an employees wage according to the legal maximum amount or no more than 25% of their stipulated wage for that period	M	OL+OS	A
A2.9	Deductions are only taken from an employee's wage if required by law or if the employee has given written permission thereof	M	OS	A
A2.10	Working hours comply with the applicable national law or industry standards	M	OS	A
A2.11	All employees must receive a minimum of 12-hour rest between shifts	M	OS	A
A2.12	All employees receive a minimum of 36 consecutive hours rest per week	M	OS	A
A2.13	Any deviations from prescribed working hours are agreed in writing by the employee	M	OS	A
A2.14	All employees receive meal intervals during working hours as required by national law and industry standards	M	OS	A
A2.15	Overtime hours comply with applicable law or industry standards	M	OS	A
A2.16	Overtime is voluntary and does not exceed applicable maximum hours per week, depending on business size	M	OS	A
A2.17	Overtime is compensated according to national law or agreed legal rates	M	OL+OS	A
A2.18	There is a transparent system for recording employee wages, including overtime	M	OS	A
A2.19	All leave is given as stipulated by national law or industry standards	M	OS	A
A2.20	All employees must receive at least two weeks of paid annual leave per year, or more if provided for by national law or industry standards	M	OS	A
A2.21	All employees are awarded the right to take leave for religious and cultural purposes within reason	M	OS	A
A2.22	The business does not make use of time-limited contracts to avoid employing permanent employees	M	OS	A
A2.23	Employees are free to join a union or any other form of worker representation such as a workers' committee	M	OL+OS	A
A2.24	If there are more than 10 employees, there must be a union or workers' committee	M	OS	A
A2.25	The business offers benefits in addition to those legally required to employees and these benefits are clear and documented	G	OS	A
A2.26	The business is in compliance with requirements to provide access to national legislation and regulation with regards to the workplace	M	OS	A

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A: Demonstrate effective sustainable and responsible management according to Fair Trade principles				
A3	Human Resource practise			
A3.1	The business maintains an up to date file of all relevant internal human resource policies	M	OL+OS	A
A3.2	The business keeps records of all employees, including their appointment, wages, contracts, retrenchment and any other relevant information	M	OS	A
A3.3	The business has a written policy on discrimination and how they manage this within the business	M	OL+OS	A
A3.4	There is no evidence of discrimination in the workplace	M	OS	A
A3.5	The business has developed a system for confidential reporting of any instances of discrimination	M	OS	A
A3.6	The business keeps records of actions taken to address reported instances of discrimination	M	OS	A
A3.7	The business has a written disciplinary policy and procedure	M	OL+OS	A
A3.8	The business keeps records of all disciplinary actions and the outcomes thereof	M	OS	A
A3.9	The business has a written grievance procedure	M	OL+OS	A
A3.10	The business keeps records of all grievances and the outcomes thereof	M	OS	A
A3.11	The business has a written policy on forced labour and on child labour and how they manage this within the business	M	OL+OS	A
A3.12	There is no evidence of forced or child labour	M	OS	A
A3.13	The business has a written policy on tipping	M	OL+OS	A
A3.14	If tips are pooled and shared amongst employees, this needs to be recorded	M	OS	A
A3.15	The business has a written policy on harassment and exploitation, referring specifically to sexual harassment	M	OL+OS	A
A3.16	The business is aware of any present or past reported instances of harassment and exploitation and actively seeks to address this through the above policy and in practice	M	OS	A
A3.17	The business has a written recruitment policy	G	OL+OS	A
A3.18	The business keeps records of all recruitment and can demonstrate through records that recruitment is done in line with the recruitment policy	G	OS	A
A3.19	The business has a written retrenchment policy	G	OL+OS	A
A3.20	The business keeps record of all retrenchments and can demonstrate through records that retrenchment is done in line with the retrenchment policy	M	OS	A
A3.21	The business's policies and procedures do not contain any content that may be considered to be unfair to any employee	M	OL+OS	A

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A3.22	All new and existing employees have been trained on and are aware of the business's policies and procedures	M	OS	A
A3.23	The business has a formal system for the performance management of employees	G	OL+OS	A
A3.24	Wages increases can be justified through the use of the business' performance management system	G	OS	A
A3.25	The business has a clear incentive system	G	OL+OS	A
A3.26	The volunteer business has a written policy regarding the protection of children and vulnerable adults that includes information about safeguards in place, supervision requirements, and protection of privacy.	M	OL+OS	V
A3.27	The volunteer business provides training on its policy to protect children and vulnerable adults to volunteers, host projects (as applicable), and staff members who are responsible for its implementation.	M	OL+OS	V
A4	Health and Safety (H&S)			
A4.1	The business has a written H&S policy that is implemented in the workplace	M	OL+OS	A
A4.2	The business provides protective clothing to all employees as is appropriate to the operations of the business	M	OS	A
A4.3	Fire equipment is available and regularly maintained. Fire routes are indicated.	M	OS	A
A4.4	All employees receive fire safety training on an annual basis	M	OS	A
A4.5	The business has trained first aiders according to its size and scope	M	OL+OS	A
A4.6	The business has adequate first aid kits available	M	OS	A
A4.7	There is a system for recording all workplace accidents	M	OS	A
A4.8	The business has appointed and trained H&S representatives according to its size and scope	M	OS	A
A4.9	The business sets up a H&S committee appropriate to their size and scope	M	OS	A
A4.10	The business conducts a H&S risk assessment on all areas of the business	G	OS	A
A4.11	All employees are trained on and aware of the H&S requirements of the business	M	OS	A
A4.12	The working environment is healthy and safe	M	OS	A
A4.13	The business has a written policy on HIV/AIDS and other contagious and infectious diseases	M	OL+OS	A
A4.14	The business has documented proof of awareness raising with employees on HIV/AIDS, all other contagious and infectious diseases	G	OS	A
A4.15	The business facilitates voluntary counselling and testing for HIV/AIDS at no charge to employees	G	OS	A
A4.16	Information about employees' medical conditions is kept confidential and are dealt with appropriately	M	OS	A

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A: Demonstrate effective sustainable and responsible management according to Fair Trade principles				
A5	Employment Equity			
A5.1	Employees receive equal pay for equal work	M	OS	A
A5.2	New appointments reflect inclusion of all groups, including women, local residents and people with disabilities	G	OS	A
A5.3	Internal promotions reflect inclusion of all groups, including women, local resident and people with disabilities	G	OS	A
A5.4	The business demonstrates commitment to employment of people with no previous work experience	G	OS	A
A5.5	The business is in compliance with all national legislation and regulation with regards to workplace equity and diversity	M	OS	A
A6	Volunteers are screened prior to entry in the programme to ensure suitability for the local context and that they have relevant expertise.			
A6.1	The volunteer business has developed a screening process for prospective volunteers.	M	OL+OS	V
A6.2	The volunteer business verifies that volunteers have relevant skills for the nature of their posting or, where the volunteer does not have such skills, that adequate induction training is provided.	M	OL+OS	V
A6.3	The volunteer business does not place volunteers at host projects involving children or vulnerable adults unless they have verified that the volunteer has relevant experience and / or qualifications.	M	OL+OS	V
A6.4	The volunteer business does not place volunteers at host projects where the volunteers are responsible for primary caregiving in institutional care facilities, including orphanages.	M	OL+OS	V
A7	Volunteers are adequately prepared for participation in the voluntourism programme, ensuring that all legal requirements are in place and that the necessary information about the destination and placement is communicated before arrival			
A7.1	The volunteer business has written agreements with all volunteers.	M	OL+OS	V
A7.2	The volunteer business clearly communicates all expenses to be paid by the volunteer during their participation in the programme, including information about how much of the volunteer fee is paid to the host project.	M	OL+OS	V
A7.3	The volunteer business makes an information pack available to volunteers when they book, which provides details about its volunteer programme and policies.	M	OL+OS	V
A7.4	The volunteer business has a briefing session with volunteers on arrival	M	OS	V

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A7.5	Volunteers must not be permitted to have their overnight accommodation located in the same building as the children or vulnerable adults of their volunteer placement.	M	OS	V
A7.6	The volunteer business provides information to the volunteer about its longer term programme objectives and what the volunteer's role is in that.	G	OS	V
A8	The volunteer business has appointed a local contact for the management of volunteers during their placement, ensuring integration and that volunteer needs are addressed			
A8.1	The volunteer business has appointed a local contact / volunteer coordinator for the management of volunteers during their placement.	M	OS	V
A8.2	The volunteer business has developed a system to capture feedback from volunteers about the management of the volunteer programme.	G	OS	V
A8.3	At/towards the end of volunteer's placement, the volunteer business captures feedback from the volunteers regarding the impact of their placement.	G	OS	V
A9	Procedures are in place for the management of grievances and complaints related to volunteers			
A9.1	The volunteer business makes volunteers aware of its disciplinary and grievance policies and procedures, and that they are applicable to them.	M	OS	V
A9.2	The volunteer business has developed a consistent process through which volunteers who breach the terms of their written agreement (see A1.7.1) can be removed from a posting. This is agreed upon in advance and is transparent and fair to all parties affected by the agreement.	M	OS	V
A9.3	The volunteer business has procedures in place regarding contacting appropriate authorities in case of any violation by volunteers when interacting with children or vulnerable groups, or for any other type of emergency situation.	M	OS	V
A10	All employees receive regular guidance and training regarding their roles and responsibilities with respect to environmental, social, cultural, economic, quality and health and safety issues.			
A10.1	The business conducts a training needs assessment appropriate to the size and scope of the business	M	OS	A
A10.2	The business has a written training plan based on this assessment	G	OS	A
A10.3	The business keeps records of all skills training done	M	OS	A
A10.4	Skills training is appropriate to the type of business operation and skill levels of employees	M	OS	A
A10.5	Training spend is at least 2% of payroll per annum or the legal minimum as defined by national legislation, whichever is higher	G	OS	A

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A10.6	The training spend of the business reflects fair inclusion of all groups including women, local recruits, people with disabilities and non-permanent employees	G	OS	A
A10.7	Employees are given the opportunity to give inputs to the training plan	G	OS	A
A11	The tourism business has good long-term relations with its suppliers and ensures responsible procurement following Fair Trade principles. There is a specific focus on the development of local, small entrepreneurs. Note: Certain information for the below CC is captured in the Procurement sheet of the pre-audit template and only needs to be verified during the site audit.			
A11.1	Procurement is transparently reflected in the accounting system of the business	M	OS	A
A11.2	The business demonstrates efforts to maintain long-term trading relationships with their suppliers	M	OS	A
A11.3	The business has a written procurement policy	M	OL+OS	A
A11.4	Employees involved in procurement demonstrate knowledge on the procurement policies and practices of the business	G	OS	A
A11.5	The business demonstrates efforts to promote and work with other FT & FTT affiliated businesses	G	OL+OS	A
A11.6	The business gives preference to procuring products and services from local enterprises	G	OL+OS	A
A11.7	The business demonstrates efforts to promote and work with small enterprises and entrepreneurs and encourages them to develop and sell local sustainable products based on the area's nature, history and culture, where this is relevant	G	OS	A
A12	The tourism business actively aims to provide a consistent and good quality service to guests at all times.			
A12.1	The business has been quality graded where appropriate to the size and scope of the business	G	OS	A
A12.2	All employees have been trained on the appropriate service levels of the business	M	OS	A
A12.3	There is no evidence of discrimination against guests by the business or any of its employees	M	OS	A
A12.4	The business ensures that there are facilities for guests with disabilities and special needs	G	OS	A
A12.5	All employees are given the opportunity to give feedback to the business to assist it in improving the consistency and quality of its service to guests	G	OS	A
A13	Guest satisfaction is directly related to the quality of the tourism business and is therefore measured so that corrective action can be taken where appropriate to ensure a cycle of continuous improvement.			
A13.1	The business has developed a system to capture guest feedback	M	OS	A

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A13.2	The business and its employees actively invite guests to make use of this feedback system	M	OS	A
A13.3	There is a dedicated management employee responsible for the management of this system and to ensure that information from the guest feedback system is adequately recorded	M	OS	A
A13.4	The business raises awareness of Fair Trade principles amongst guests	G	OS	A
A14	All promotional materials referring to the tourism business, its products and services are accurate and complete. The business does not promise more than can be delivered and does not make any misleading claims with regards to Fair Trade or sustainability.			
A14.1	All promotional materials (both in hard and soft copy) are up to date and accurately depict the tourism business in terms of size and scope	M	OS	A
A14.2	Fair Trade claims are only communicated when the business is in possession of a valid FTT certificate	M	OS	A
A14.3	The FTT label can only be used with written approval from FTT, in line with their labelling and communications policy	M	OS	A
A14.4	Sustainability claims are only communicated when the business is in possession of adequate proof thereof	M	OS	A
A15	Planning, design, construction, renovation, operation and demolition of buildings and infrastructure comply with national zoning requirements, all applicable national and international laws, follow the principles of sustainable construction and respect the natural or cultural heritage of the surroundings.			
A15.1	An environmental impact assessment (EIA) was done prior to the construction, planning, design and demolition of buildings and infrastructure	M	OL+OS	A
A15.2	All construction, design, renovation and operation of buildings and infrastructure follow the principles of 'green buildings' appropriate to the size and scope of the business	G	OS	A
A16	Land and water rights, and property acquisition are legal, comply with local communal and indigenous rights, including their free, prior and informed consent, and do not require involuntary resettlement.			
A16.1	The business is in possession of legal documents demonstrating the acquisition of land, property and water rights	M	OL	A
A16.2	The business sets up meetings with local communities to discuss their land, property and water rights, where this is relevant to the operations of the business	G	OS	A
A17	The tourism business is committed to the Fair Trade principles of Fair Share, Fair Say, Respect, Reliability, Transparency and Sustainability, and this is evident in their mission statement and implemented by employees			

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A: Demonstrate effective sustainable and responsible management according to Fair Trade principles				
A17.1	The business has a publicly available mission statement / similar reflecting the principles of Fair Trade and / or responsible tourism	M	OL+OS	A
A17.2	All employees are aware of the Fair Trade commitment of the business and are clear about their roles and responsibilities in the implementation thereof	G	OS	A

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B: Maximise social and economic benefits to the local community and minimise negative impacts				
B1	The tourism business actively supports initiatives for local community development of infrastructure and social aspects including, among others, education, training, health and/ or sanitation.			
B1.1	The business has developed a written strategy in support of local community development relevant to its size and scope	M	OL+OS	A
B1.2	The business is aware of the development needs of the community through means of a consultation process with them	G	OS	A
B1.3	Employees are aware of the strategy and their roles and responsibilities in the implementation thereof	G	OS	A
B1.4	There are records of in-kind contributions to community development based on the written strategy	M	OL+OS	A
B1.5	There are records of financial contributions to community development based on the written strategy	G	OL+OS	A
B2	The activities of the tourism business do not jeopardise the provision of basic services to neighbouring communities and do not adversely affect local access to livelihoods.			
B2.1	The business is aware of the impact of its activities on the provision of basic services to neighbouring communities and where negative impacts have been identified, the business has developed a written strategy to mitigate such impacts	M	OS	A
B2.2	The business is aware of the impact of its activities on access to livelihoods of local communities and where negative impacts have been identified, the business has developed a written strategy to mitigate them.	M	OS	A
B2.3	Volunteers should not displace local labour	M	OS	V
B3	The tourism business provides opportunities for guests to purchase local products and services.			
B3.1	The availability of local products and services is communicated to guests	M	OS	A
B3.2	The business provides opportunities for guests to purchase local products and services relevant to its size and scope	G	OS	A
B3.3	The business informs guests about responsible purchasing of local products and services, where this has been identified as a risk	G	OS	A
B3.4	The business informs guests on how appropriate contributions can be made to benefit local communities	G	OS	A
B4	Day tour business' contracts with 3rd party service providers are transparent and in line with the principles of Fair Trade.			

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B: Maximise social and economic benefits to the local community and minimise negative impacts				
B4.1	There are written contracts with all 3rd party service providers	M	OL+OS	DT
B4.2	Service providers to day tours must demonstrate an understanding of their contracts	M	OS	DT
B5	Day tour income should be distributed fairly to all parties involved in the day tour.			
B5.1	Each party in the day tour receives their fair share of the tour income	M	OS	DT
B6	Interaction between day tour provider and 3rd party service providers is fair.			
B6.1	Day tour business agrees payments terms with all 3rd party suppliers and honours such terms	M	OL+OS	DT
B6.2	Day tour business recognises the right to freedom of association of 3rd party service providers	M	OS	DT
B6.3	Day tour business has developed an internal process for the selection of 3rd party service providers	G	OS	DT
B7	Tips from day tours are fairly distributed.			
B7.1	Day tour business has developed a policy for the fair distribution of tips received on tours	M	OL+OS	DT
B7.2	All day tour tips received and distributed are accurately and transparently recorded	M	OS	DT
B8	The day tour has no negative social impacts on children.			
B8.1	Day tour business has a written policy on the involvement of children in tours	M	OL	DT
B8.2	There is no evidence of the involvement of children under the age of 15 in the day tour	M	OS	DT
B9	3rd party suppliers are supported in developing their businesses through involvement in the day tour.			
B9.1	The day tour business provides training or business development support to 3rd party suppliers	G	OL+OS	DT
B9.2	3rd party suppliers are involved in the identification of training and development needs	G	OS	DT
B10	Volunteers demonstrate respect for local communities at all times.			

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B: Maximise social and economic benefits to the local community and minimise negative impacts				
B10.1	The volunteer business does not tolerate discrimination by volunteers towards local communities for any reason	M	OL+OS	V
B10.2	The volunteer business has procedures in place for referring cases, concerns, and reports of discrimination.	M	OS	V
B11	Local communities are actively involved in the volunteer business' programme and skills transfer to them is evident.			
B11.1	The volunteer business demonstrates efforts to provide local communities with opportunities to participate in the volunteer programme.	M	OS	V
B11.2	There is evidence that skills or knowledge have been transferred to the local community as a result of the programme.	G	OS	V
B11.3	The objective of the volunteers' activities in the community is maintained after they leave the programme	G	OS	V
B12	There is regular interaction with the local community that includes consultation and feedback mechanisms.			
B12.1	The volunteer business consults with the local community about the development, implementation, and success of its programme on an ongoing basis.	M	OS	V
B12.2	There is evidence of a volunteer programme framework / similar regarding volunteer numbers, activities, impacts, etc., to which the local community has agreed.	M	OS	V
B12.3	The host project is consulted about the volunteers that are to be placed with it and have consented to their involvement.	M	OS	V
B13	All parties involved in the volunteer programme get their fair share of fees and other benefits.			
B13.1	The local community has the opportunity to benefit economically from the volunteer programme.	M	OS	V
B13.2	The volunteer business keeps detailed records of all fees charged to volunteers	M	OS	V

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C: Maximise benefits to cultural heritage and minimise negative impacts				
C1	The tourism business contributes to the protection of any sites on its properties that have historical, archaeological, cultural or spiritual importance, and does not impede access to them by local residents.			
C1.1	The business is aware of any sites on its properties that have historical, archaeological, cultural or spiritual importance	M	OS	A
C1.2	The business has documented proof of consultation with local communities regarding identification of and access to these sites	M	OS	A
C1.3	There is evidence of communication to guests regarding the relevance of these sites	M	OS	A
C1.4	The business has valid permits or follows applicable regulations for operations on all historical, archaeological or cultural sites	M	OL	A
C2	Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local or international law.			
C2.1	Business has supportive legal documentation with regard to the ownership of historical and archaeological artefacts	M	OL+OS	A
C2.2	The business does not trade in these artefacts without the necessary permissions	M	OL+OS	A
C3	Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to customers, as well as explaining appropriate behaviour while visiting living cultures, and cultural heritage sites. This is done through a code of conduct developed and implemented with the collaboration and consent of the affected community.			
C3.1	The business has developed a code of conduct for guests which must be adhered to when visits to natural surroundings, living cultures, religious sites or heritage sites are facilitated by the business	M	OL+OS	A
C3.2	The business has documented proof of regular consultation with affected communities on the development of the code of conduct	M	OS	A
C3.3	All employees are trained on this code of conduct and made aware of their roles and responsibilities in the implementation thereof	M	OS	A
C3.4	The business has developed a mechanism for reporting any breaches of the code of conduct by employees or guests and deals with this effectively	M	OS	A
C4	The tourism business incorporates elements of local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops while respecting the intellectual property rights of local communities and artisans.			
C4.1	Local art, architecture or cultural heritage is used by the business in its operations, design, decoration, food or shops	M	OS	A
C4.2	Small, local enterprises and entrepreneurs are supported while taking into consideration the protection of the intellectual property rights of communities and artisans	G	OS	A
C4.3	Guests are introduced to specific aspects of the local culture	G	OS	A

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D: Maximise benefits to the environment and minimise negative impacts				
D1	Conserving Resources			
D1.1	Procurement policy favours locally appropriate and ecologically sustainable products, including building materials, capital goods, food and beverages where possible.			
D1.1.1	The procurement policy and business practise give preference to ecologically sustainable products	M	OL+OS	A
D1.1.2	The business develops and maintains an up to date list of suppliers of sustainable products and makes use of them as appropriate to their size and scope	G	OL+OS	A
D1.2	The purchase and use of disposable goods and single serve items is measured and the tourism business actively seeks ways to reduce their use.			
D1.2.1	The business measures the purchase and use of all disposable goods and single serve items	G	OS	A
D1.2.2	All employees involved in procurement are trained on and made aware of these measures	G	OS	A
D1.3	Energy consumption is measured, sources are indicated, and methods are put in place to decrease overall consumption, while encouraging the use of renewable energy.			
D1.3.1	The business indicates the sources of all energy used	M	OL	A
D1.3.2	The business has records of energy consumption	M	OL	A
D1.3.3	The business has implemented measures to reduce energy consumption	G	OS	A
D1.3.4	The business use renewable energy sources appropriate to the size and nature of the business	G	OS	A
D1.4	Water consumption is measured, sources are indicated, and methods are put in place to decrease overall consumption, while improving the reuse of waste water.			
D1.4.1	The business indicates the sources of all water used	M	OL	A
D1.4.2	The business has records of water consumption	M	OL	A
D1.4.3	The business has implemented measures to reduce water consumption	G	OS	A
D1.4.4	The business reuses waste water as far as this is appropriate to the size and nature of the business	G	OS	A

Criterion #	FTT compliance criteria	Criteria type (Mandatory / General)	Criteria checkpoint (Online +/- On site)	Product applicability (All / Day Tour / Volunteering)
D: Maximise benefits to the environment and minimise negative impacts				
D2	Reducing pollution			
D2.1	Greenhouse gas emissions from all sources controlled by the tourism business are measured and procedures are implemented to reduce them while at the same time encouraging the offsetting of emissions.			
D2.1.1	The business is aware of all sources of greenhouse gas emissions (Scope 1 and 2) and other contributors to climate change from its operations and keep records of this	G	OS	A
D2.1.2	The business has included measures to reduce greenhouse gas emissions in its environmental management plan	G	OS	A
D2.1.3	The business has calculated its carbon footprint (GHGE from Scopes 1 and 2)	G	OS	A
D2.2	The tourism business implements a waste management plan which has quantitative goals to minimize waste produced as well as to re-use, recycle or effectively dispose of it.			
D2.2.1	The business implements a waste management plan	M	OS	A
D2.2.2	The disposal of waste is done in an environmentally friendly manner, as appropriate to the size and scope of the business	M	OS	A
D2.2.3	The disposal of waste has minimal adverse effects on the local community as far as the disposal of waste is under the direct control of the business	M	OS	A
D2.2.4	The business has records of waste reduction measures implemented	G	OS	A
D2.3	The use of harmful substances, including pesticides, paints, swimming pool disinfectants and cleaning materials is minimized and substituted by environmentally friendly alternatives where possible. The storage, use, handling, and disposal of all chemicals is properly managed.			
D2.3.1	Procedures for the storage, use, handling and disposal of all chemicals and cleaning products are implemented as part of the business's health and safety policy	M	OS	A
D2.3.2	The business manages records for the storage, use, handling and disposal of all chemicals and cleaning products	M	OS	A
D2.3.3	Employees using harmful chemicals and cleaning products are trained in the responsible use	M	OS	A
D2.3.4	The storage, use, handling and disposal of all chemicals and cleaning products is done according to the applicable laws and following the proper health and safety procedures	M	OS	A

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D: Maximise benefits to the environment and minimise negative impacts				
D2.4	The tourism business implements practices to minimise pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water and soil contaminants.			
D2.4.1	The business has identified all sources of pollution from noise, light, runoff, erosion, ozone-depleting compounds and air, water and soil contaminants and have records of this	G	OS	A
D2.4.2	The business has documented evidence of measures put in place to reduce this pollution	G	OS	A
D3	Conserving biodiversity, ecosystems and landscapes			
D3.1	The tourism business adheres to all relevant national and international laws regarding the trade in listed, endangered and/or threatened species OR products made from endangered and/or threatened species.			
D3.1.1	The business keeps records of all national and international laws relevant to the trade in endangered and/or threatened species OR products made from endangered and/or threatened species	M	OS	A
D3.1.2	Relevant employees are trained in their roles and responsibilities in ensuring compliance with such laws	G	OS	A
D3.1.3	Guests are informed of such laws relevant to operations of the business	G	OS	A
D3.2	Keeping of wildlife and business operations in conservation areas adhere to applicable legal requirements.			
D3.2.1	The business is in possession of all relevant legal permits for the keeping of wildlife	M	OL+OS	A
D3.2.2	The business is in compliance with all regulations from relevant conservation management authorities in its areas of operation	M	OS	A
D3.3	Interactions with wildlife may not disturb natural ecosystems or have adverse effects on wild populations (in situ contexts).			
D3.3.1	Adverse effects on natural ecosystems and environments as a result of interaction with wildlife is minimised	M	OS	A
D3.3.2	The business ensures that tourist-initiated physical interaction with wildlife is not allowed	M	OS	A

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D: Maximise benefits to the environment and minimise negative impacts				
D3.3.3	The business ensures that feeding of wildlife is not conducted unless under circumstances required to achieve a defined conservation objective	M	OS	A
D3.3.4	Any collaring of animals for tracking is linked to a research project registered with a recognised academic institution or a bona fide monitoring project with the data being supplied to conservation management or research	M	OS	A
D3.3.5	The business ensures that animal and plant species are not removed from the wild, including through hunting activities, unless as part of a broader conservation management strategy or by legal permit	M	OS	A
D3.4	Interactions with captive (i.e. ex situ) animals must be conducted in a way that ensures the well-being of both the animal and all people involved.			
D3.4.1	The business does not permit members of the public to come into contact with any species listed as Hazard Category 1 in the Animal Husbandry Tables of the ABTA Animal Welfare Guidelines. Any contact with other species is subject to a risk assessment conducted by the business. Prohibited contact excludes for the purposes of veterinary or other animal welfare needs, as may be reasonably required from time to time, and activities undertaken for a verifiable conservation objective.	M	OL+OS	A
D3.4.2	The business ensures that animals are not being encouraged to behave in a way that is not natural and / or innate to their species	M	OS	A
D3.4.3	Where feeding of animals is allowed, food is provided by the business	M	OS	A
D3.4.4	Unless for veterinary or safety (e.g. rhino dehorning) reasons, animals are not drugged or mutilated in any way, including for the purposes of making them safe for handling or for use as photographic props	M	OS	A
D3.4.5	The business has documentary evidence that animals were not obtained from the wild, unless for a demonstrable and justifiable conservation need as identified by an independent conservation authority	M	OS	A
D3.4.6	If the business is a declared sanctuary, it does not engage in wildlife trade or breeding activities	M	OS	A
D3.4.7	The business keeps an up-to-date record of all animals in its care, including their history and destination (or death) certificates	M	OS	A
D3.4.8	The business only carries out euthanasia under express instruction and authorisation of a qualified veterinarian	M	OS	A
D3.4.9	The business provides the public with accurate information on wildlife conservation / animal welfare relevant to its operations	M	OS	A

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D: Maximise benefits to the environment and minimise negative impacts				
D3.5	The tourism business shall use indigenous plant species for landscaping and restoration wherever feasible and ensure the eradication of invasive alien species.			
D3.5.1	The business has developed a list of indigenous and alien plant species used in landscaping	G	OS	A
D3.5.2	The business demonstrates commitment to the use of indigenous plants in landscaping according to its size and scope	G	OS	A
D3.5.3	The business has developed a plan for the eradication of alien invasive species in the areas of its operations, where this is relevant to location	G	OS	A
D3.6	The tourism business supports and contributes to biodiversity conservation, including supporting natural protected areas and areas of high biodiversity value. At the same time the business needs to ensure that it minimises any negative environmental impacts operations may have on these ecosystems over time.			
D3.6.1	The business demonstrates knowledge of the location of protected areas and areas of high biodiversity value in the vicinity of its operations	M	OS	A
D3.6.2	The business has conducted an environmental risk assessment and has developed and implements measures to mitigate all negative impacts on the environment as identified in the risk assessment. There are records of such activities.	G	OS	A
D3.7	The business has an environmental management plan in place which covers all aspects as outlined in section D.			
D3.7.1	The business has developed an environmental management plan (EMP) or environmental code of conduct	M	OL+OS	A
D3.7.2	The business keeps records related to the implementation of the EMP/Code of Conduct	M	OS	A
D3.7.3	All employees are trained on the EMP/Code of Conduct and are made aware of their roles and responsibilities in the implementation thereof	M	OS	A
D3.7.4	Relevant information on the EMP/Code of Conduct is communicated to guests	G	OS	A