

Reference	<p style="text-align: center;"><b>Fair Trade Tourism Standard</b>  <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i></p>	M(andatory) / G(eneral)
<b>A: Commitment to Fair Trade Tourism Implementation &amp; Communication</b>		
<b>A1</b>	<b>Commitment to responsible and Fair Trade Tourism is expressed, including responsible management of social, cultural, economic, and environmental impacts.</b>	
A1.1	The business has a publicly available declaration reflecting its commitment to responsible and Fair Trade Tourism.	M
A1.2	Employees are aware of the business' commitment to responsible and Fair Trade Tourism.	G
<b>A2</b>	<b>A sustainability management system (SMS) is in place that is appropriate for the size and scope of the business, and that drives continuous improvement. The SMS addresses human resource management and human rights, health &amp; safety and employee well-being, risk and crisis management, quality, social development, economic impacts, cultural heritage, and environmental impacts.</b>	
A2.1	The business implements a sustainability management system that is appropriate for its size and scope.	M
A2.2	The SMS is clearly documented through policies and procedures, which address the full scope of sustainability.	M
A2.3	The SMS includes a process designed to encourage continuous improvement.	G
<b>A3</b>	<b>Employees are engaged in the development and effective implementation of the SMS.</b>	
A3.1	A dedicated employee / committee / similar is responsible for ensuring that the SMS is being implemented effectively.	G
A3.2	Employees are given the opportunity to provide feedback on how to improve the SMS.	G
A3.3	Employees receive regular training in how to effectively implement the business' SMS through their day-to-day responsibilities.	M
A3.4	The business keeps records of training completed.	M
A3.5	The business provides personal development training for employees.	G
A3.6	Training provided is appropriate for and accessible to employees.	M
A3.7	Training spend is at least 2% of payroll per annum or the legal minimum as defined by national legislation, whichever is higher.	G
<b>A4</b>	<b>Relevant aspects of the business' SMS are communicated to guests and other stakeholders, in an effort to engage them in taking action themselves.</b>	
A4.1	The business provides information to guests about its SMS activities and performance.	M
A4.2	The business provides information to other stakeholders about its SMS activities and performance.	G
A4.3	The business communicates its FTT-certified status to employees, guests and other stakeholders.	M
A4.4	The business participates in forums that support responsible/ Fair Trade Tourism planning, management and / or marketing.	G
<b>A5</b>	<b>Promotional materials are accurate and transparent, do not promise more than can be delivered regarding products and services, and do not make any misleading claims regarding responsible, Fair Trade Tourism claims and sustainability performance.</b>	
A5.1	The business' promotional materials are up to date and accurately depict the tourism business offering.	M
A5.2	The business does not promote tourism products / services that are harmful, that are socially / culturally unacceptable, or that are among those not eligible for certification / approval by Fair Trade Tourism due to their unethical / similar nature.	M

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
A5.3	Sustainability claims are only communicated when the business is in possession of adequate proof thereof.	M
<b>B: Demonstrate good tourism business practice</b>		
B1	The business is in compliance with local, national and international legislation and regulations pertaining to general trading requirements.	
B1.1	Land and water rights, and property acquisition were legally obtained, respect the rights of local communities, and did not require involuntary resettlement.	M
B1.2	Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure comply with zoning requirements.	M
B1.3	Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure comply with laws applicable to heritage sites / buildings and protected / sensitive areas.	M
B1.4	The business has a valid licence to trade.	M
B1.5	The business is in compliance with all legal tax requirements for COMPANIES.	M
B1.6	The business is in compliance with all legal requirements for EMPLOYEE tax.	M
B1.7	The business is in compliance with all legal requirements for social security.	M
B1.8	The business is in compliance with all legal requirements for access to information and transparency.	M
B1.9	The business is in compliance with all legal requirements for the protection of personal information.	M
B1.10	The business has a valid licence for the sale of alcohol.	M
B1.11	The business has valid licences for visual and audio broadcasting.	M
B1.12	The business has a valid certificate for the acceptability of food service / food safety equivalent.	M
B1.13	All vehicles / vessels owned by the business and used for transport of guests or employees, are registered, licenced and road/seaworthy.	M
B1.14	All employees responsible for transport of goods and passengers have legally required licences and permits.	M
B1.15	Guides employed or contracted by the business have the relevant qualification for the service they are providing.	M
B1.16	The business is in compliance with all national regulations on smoking.	M
B1.17	The business has liability insurance in place, as applicable.	M
B1.18	The business is in compliance with all national legislation and regulations with regards to workplace equity and diversity.	M
B2	Best practice is applied and the business is in compliance with applicable legislation and regulations pertaining to conditions of employment. <i>Note: If labour brokers or subcontracted labour is used by the business, it is the responsibility of the business to ensure that such labour brokers and employment practices conform to all compliance criteria as reflected in the following sections, i.e. all legislated workplace policies and practices. The auditor must verify conformity accordingly.</i>	
B2.1	All employees have legally binding contracts.	M
B2.2	All employees understand the content of their employment contracts and have access to them.	M
B2.3	The business does not make use of time-limited contracts to avoid employing permanent employees.	M

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
B2.4	All employees are paid a fair wage in line with the legal minimum or equivalent for the sector or country.	M
B2.5	The business demonstrates commitment to employee welfare by paying employees above the legal minimum wage or equivalent for the sector or country.	G
B2.6	Employees receive equal pay for equal work.	M
B2.7	All employees receive legally compliant payslips and understand their content.	M
B2.8	Deductions are made in accordance with legal requirements.	M
B2.9	Working hours comply with the applicable national law or industry standards.	M
B2.10	Overtime hours comply with applicable law or industry standards.	M
B2.11	There is a transparent system for recording hours worked.	M
B2.12	All employees receive meal intervals during working hours as required by national law and industry standards.	M
B2.13	The business provides statutory leave benefits in accordance with national law or industry standards.	M
B2.14	The business provides benefits in addition to those legally prescribed.	G
B2.15	All employees are afforded reasonable opportunity to take leave for religious and cultural purposes.	M
B2.16	The business provide access to national legislation and workplace regulations.	M
<b>B3</b>	<b>Best practice in Human Resources (HR) management and labour relations is applied, including compliance with local, national and intenational legislation and regulations.</b>	
B3.1	The business keeps records of all employees, including their appointment, wages, contracts, and any other relevant information.	M
B3.2	The business maintains an up to date file of human resource management policies.	M
B3.3	All employees are aware of and understand the business' HR management policies.	M
B3.4	Employees are free to join a union or other form of worker representation.	M
B3.5	There is no evidence of forced labour.	M
B3.6	There is no evidence of child labour.	M
B3.7	The business raises awareness about preventing the Commercial Sexual Exploitation of Children (CSEC) in tourism and has signed The Code.	G
B3.8	The business effectively manages its policy on and any reported cases of harassment and exploitation.	M
B3.9	The business effectively manages its policy on and any reported cases of discrimination.	M
B3.10	The business effectively manages disciplinary action in the workplace.	M
B3.11	The business effectively manages grievances in the workplace.	M
B3.12	The business effectively manages tips where these are pooled and / or shared amongst employees.	M
B3.13	The business effectively manages retrenchment processes.	M
B3.14	The business effectively manages employee performance.	G
B3.15	The business effectively manages employee incentives, if applicable.	G

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
<b>B4</b>	<b>Inclusive Workplace: the business applies principles of inclusivity and non-discrimination to workplace opportunities.</b>	
B4.1	The business' recruitment practice affords equal opportunity to applicants, including women, historically disadvantaged people, and people with disabilities.	M
B4.2	The business provides employment or internship opportunities to people with no prior experience in the tourism industry.	G
B4.3	Training opportunities are equally afforded to women, historically disadvantaged people, people with disabilities, and non-permanent employees / interns.	M
B4.4	The business' promotions practice affords equal opportunity to internal candidates, including women, historically disadvantaged people, and people with disabilities.	M
<b>B5</b>	<b>Measures are in place to ensure good Occupational Health &amp; Safety Management, and employee well-being.</b>	
B5.1	The business' health and safety management system includes the appointment of employees responsible for its effective implementation.	M
B5.2	The business' health and safety management system includes the identification and assessment of potential risks, and development of related crisis management responses.	G
B5.3	The business' health and safety management system makes provision for emergency medical response/ first aid, according to its size and scope of operations.	M
B5.4	The business' health and safety management system makes provision for fire response, according to its size and scope of operations.	M
B5.5	The business' health and safety management system makes provision for emergency evacuation, according to its size and scope of operations.	M
B5.6	The business provides protective clothing to all employees, according to its size and scope of operations.	M
B5.7	The business has a system in place to record all workplace accidents.	M
B5.8	The business provides a healthy and safe workplace.	M
B5.9	The business has a policy regarding awareness raising for employees on general health and well-being.	G
B5.10	The business facilitates access to professional medical support at no charge to employees, including voluntary counselling and testing for HIV/AIDS.	G
B5.11	The business ensures that information about employees' medical conditions is managed appropriately and kept in strict confidence.	M
<b>B6</b>	<b>Measures are in place to ensure that a quality, responsible, Fair Trade Tourism guest experience is provided.</b>	
B6.1	The business obtains and monitors guest feedback, including on the business' sustainability performance, and corrective action is taken, where appropriate.	M
B6.2	The business engages employees in quality feedback systems.	G
B6.3	The business has obtained a quality grading / affiliation.	G
B6.4	The business provides accurate information for people who have special needs.	M
B6.5	The business provides access for people who have special needs.	G

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
<b>C: Maximise social and economic benefits in the local area and minimise negative impacts</b>		
<b>C1</b>	<b>Social development projects are supported, e.g. infrastructure, education, capacity building, health, sanitation, and / or climate change adaptation.</b>	
C1.1	The business' social impact policy / strategy and related activities support local development priorities.	M
C1.2	The business provides financial or in-kind support to social development projects.	M
<b>C2</b>	<b>Economic benefits are maximised for local residents through workplace opportunities.</b>	
C2.1	The business gives local residents priority for employment opportunities that arise.	M
C2.2	The business gives local residents equal opportunity for training opportunities that arise.	M
C2.3	The business gives local residents equal opportunity for promotions that arise.	M
C2.4	The business gives local residents equal opportunity to be considered for management posts that arise.	M
<b>C3</b>	<b>Economic benefits are maximised through support for local and Fair Trade suppliers of goods and services.</b>	
C3.1	The business' economic impact policy / strategy gives procurement preference to locally produced and Fair Trade goods and services.	M
C3.2	The business prioritises the procurement of locally-produced goods and services.	M
C3.3	The business seeks to increase the proportion of local goods and services procured.	G
C3.4	The business procures Fair Trade products and works with Fair Trade Tourism-affiliated businesses.	G
C3.5	Employees responsible for procurement ensure its effective implementation to maximise benefits to local and Fair Trade suppliers.	M
C3.6	The business supports local entrepreneurs and small enterprises to develop and sell goods and services.	G
C3.7	The business supports local entrepreneurs and small enterprises to develop and sell goods and services that are based on the area's nature, history and culture, and that are produced sustainably.	G
<b>C4</b>	<b>Opportunities are provided for guests to contribute to socio-economic development.</b>	
C4.1	The business provides opportunities for guests to purchase local goods and services.	M
C4.2	The business informs guests about responsible purchasing of local goods and services, where this has been identified as a risk.	G
C4.3	The business informs guests of appropriate ways in which they might support local communities / social development.	G
<b>C5</b>	<b>Basic services and livelihood access in the local area are not adversely affected by the tourism business' operations.</b>	
C5.1	The operations of the business do not jeopardise the provision of basic services to neighbouring communities. These may include impacts on food, water, energy, healthcare or sanitation supply / services.	M
C5.2	The operations of the business do not adversely affect access to livelihoods of local communities, including land and aquatic resource use, right-of-way, transport, and housing.	M

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>		M(andatory) / G(eneral)
<b>D: Maximise benefits and minimise negative impacts to cultural heritage</b>			
<b>D1</b>	<b>Local cultural heritage (traditional or contemporary) is featured in operations, design, decoration, food, or shops while intellectual property rights of local communities and artisans are respected, as applicable.</b>		
D1.1	Local cultural heritage is featured in the business' operations, design, decoration, food, or shops.		M
D1.2	Intellectual property rights of local communities and artisans are respected in cultural heritage displays, as applicable.		G
<b>D2</b>	<b>Information and interpretation about cultural heritage is provided , ensuring that local cultures, traditions, beliefs, and folklore are respected.</b>		
D2.1	The business provides information and interpretation about local cultural heritage.		M
D2.2	The business has developed etiquette guidelines / code of conduct for guests which must be adhered to when engaging with local communities / people of diverse cultural backgrounds.		M
D2.3	The business bases the etiquette guidelines / code of conduct on consultation with the affected community and international / national / local guidance to inform good practice.		G
D2.4	The business communicates respectful etiquette / conduct to guests to ensure that local engagement and experiences are positive for all parties.		M
D2.5	The business had determined necessary reporting requirements and related actions pertaining to breaches in the etiquette guidelines / codes of conduct by employees or guests.		G
<b>D3</b>	<b>Properties and sites that have historical, archaeological, cultural or spiritual importance are protected, preserved and enhanced, and access to them by local residents is not impeded.</b>		
D3.1	The business is aware of properties and sites in its area of operation that have historical, archaeological, cultural or spiritual importance.		M
D3.2	The business has consulted with local communities regarding such properties and sites, and affords reasonable access to them.		M
D3.3	The business ensures that such properties and sites are protected, preserved, and enhanced, as appropriate to the nature of the property/site.		M
D3.4	Where these sites may be accessed by guests, their significance is shared in way that is accurate and respectful of the local narrative.		M
<b>D4</b>	<b>Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local or international law.</b>		
D4.1	Business has supportive legal documentation with regard to the possession of historical and archaeological artefacts.		M
D4.2	The business does not trade in these artefacts without the necessary permissions.		M
<b>E: Maximise benefits and minimise negative impacts through responsible environmental management practices</b>			
<b>E1</b>	<b>Procurement favours environmentally-friendly / green products and suppliers, including for building materials, capital goods, food and beverages, and other consumables.</b>		
E1.1	The business' procurement of food and beverages materials gives preference to environmentally-friendly / green products.		M
E1.2	The business' procurement of other consumables gives preference to environmentally-friendly / green products, where available, affordable and of suitable quality.		M

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
E1.3	The business' procurement of capital goods gives preference to environmentally-friendly / green products, where available, affordable and of suitable quality.	G
E1.4	The business' procurement of building materials gives preference to environmentally-friendly / green products, where available, affordable and of suitable quality.	G
E1.5	The business minimises the procurement of single-use / disposable goods, especially plastics.	M
E1.6	The business manages the procurement of food to minimise waste.	G
E1.7	The business manages the procurement of other consumables to minimise waste.	G
E1.8	Employees responsible for procurement ensure its effective implementation to maximise environmentally-friendly purchases and minimise waste.	M
E1.9	The business encourages suppliers to provide goods and services that support its environmentally-friendly / green procurement policy.	G
E2	Energy consumption is monitored, energy type indicated, and methods put in place to decrease overall consumption, while encouraging the use of renewable energy.	
E2.1	The business monitors energy consumption according to type.	G
E2.2	The business calculates energy consumption relative to business volumes.	G
E2.3	The business makes use of energy-saving / efficient technology to reduce overall energy consumption.	M
E2.4	The business' operational practices support the reduction of overall energy consumption.	M
E2.5	The business uses renewable energy, appropriate to the size and nature of the business.	G
E2.6	The business reduces its dependence on non-renewable sources of energy.	G
E3	Opportunities to reduce transport needs are pursued, and the use of more efficient, 'greener' alternatives is encouraged.	
E3.1	The business minimises transport requirements through careful management of transport demands.	G
E3.2	The business encourages employees to minimise work-related transport requirements.	G
E3.3	The business incorporates green / energy efficient transport and / or activity options in its offering.	M
E4	Climate action includes identifying and minimising significant greenhouse gas (GHG) emissions, calculating the business' related carbon footprint, and exploring carbon offset options.	
E4.1	The business identifies significant GHG emissions from sources under its control (scopes 1 and 2).	G
E4.2	The business calculates its carbon footprint.	G
E4.3	The business takes action to minimise its overall GHG emissions/ carbon footprint.	G
E4.4	The business pursues carbon offset opportunities for its residual GHG emissions/ carbon footprint.	G
E5	Water consumption and responsible management include assessment of water risk, sourcing that does not compromise natural flow / volumes, monitoring consumption by type, reducing overall consumption and improving the reuse of wastewater.	
E5.1	The business has assessed water risk in its area of operations; where this is high, water stewardship goals have been set.	G
E5.2	The business monitors water consumption according to source.	G

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
E5.3	The business calculates water consumption relative to business volumes.	G
E5.4	The business makes use of water-saving / efficient technology to reduce overall water consumption.	M
E5.5	The business' operational practices support the reduction of overall water consumption.	M
E5.6	The business reduces overall water consumption through wastewater re-use and / or rainwater harvesting.	G
E5.7	The business disposes of wastewater safely.	M
<b>E6</b>	<b>Responsible solid waste management includes monitoring the quantity of waste generated, minimizing total waste, re-using and recycling, and ensuring safe disposal of residual solid waste.</b>	
E6.1	The business monitors the quantity of waste that it generates through its operations, according to type, including food waste.	G
E6.2	The business calculates waste quantities generated relative to business volumes.	G
E6.3	The business' approach to responsible solid waste management (i.e. its plan) includes waste separation, re-use, and recycling.	M
E6.4	The business ensures that compostable waste is managed accordingly.	G
E6.5	The business ensures that hazardous waste is identified and separated from other waste.	M
E6.6	The business disposes of all waste types so that no adverse impacts are caused to local communities or the natural environment.	M
<b>E7</b>	<b>Potential sources of pollution are monitored and preventive measures are in place, including responsible management of harmful substances and pursuing opportunities to replace these with environmentally friendly alternatives.</b>	
E7.1	The business has identified all sources of potential pollution from noise, light, runoff, erosion, ozone-depleting compounds and air, water and soil contaminants.	G
E7.2	The business monitors these sources of potential pollution and has measures in place to minimise and, where possible, eliminate it.	G
E7.3	The business has identified harmful substances, including harmful pesticides, paints, swimming pool disinfectants, and cleaning products, and has material safety data sheets (MSDS) / similar documents in place to ensure their safe use.	M
E7.4	The business sources environmentally-friendly / innocuous products or processes to replace harmful substances, where available.	M
E7.5	The business ensures that chemicals are stored, used, handled and disposed of properly.	M
E7.6	The business takes measures to discourage guest use of substances that may be harmful to the environment.	G
<b>E8</b>	<b>Buildings and infrastructure consider the capacity and integrity of the natural and cultural surroundings, and make use of locally appropriate and sustainable building practices and materials.</b>	
E8.1	An assessment of environmental impacts was conducted prior to the planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure, where required.	M
E8.2	Local materials and construction methods have been used for buildings and infrastructure.	G
E8.3	Green building principles have been incorporated into the business' operating premises and infrastructure.	G
<b>F: Maximise benefits and minimise negative impacts to biodiversity, ecosystems and landscapes</b>		



Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
<b>F1</b>	<b>Biodiversity conservation benefits are maximised while negative impacts are minimised.</b>	
F1.1	The business ensures that its own operations are managed to support biodiversity conservation, including mitigation of potential negative impacts.	G
F1.2	The business uses indigenous plant species for landscaping and restoration, wherever feasible, and avoids the introduction and spread of invasive alien species.	M
F1.3	The business supports biodiversity conservation, including protected areas and areas of high biodiversity value.	G
F1.4	The business conducts visits to / in protected areas and areas of high biodiversity value responsibly, respecting the guidelines of applicable management authorities, and compensating for any disturbance that it may cause.	M
F1.5	The business ensures that flora and fauna are not removed from the natural environment, including through hunting activities unless as part of a broader conservation management strategy or by legal permit.	M
F1.6	The business provides information about and interpretation of local biodiversity to guests.	M
<b>F2</b>	<b>Wildlife interaction is managed responsibly.</b>	
F2.1	The business ensures that interactions with wildlife cause minimal disturbance and do not have adverse effects on wild populations.	M
F2.2	Any collaring of animals for tracking purposes is linked to a research project registered with a recognised academic institution or a bona fide monitoring project, and findings are supplied to benefit conservation management.	M
F2.3	The business adheres to all relevant national and international laws regarding the acquisition, breeding, keeping, harvesting and trading in wildlife, including listed, endangered and/or threatened species and their products.	M
<b>F3</b>	<b>Facilities and interactions with captive (i.e. ex situ) wildlife protect the well-being of both the animal and all people involved.</b>	
F3.1	The business is aware of best practice guidance regarding animal welfare for captive wildlife facilities, e.g. ABTA Animal Welfare Guidelines and SATSA Guidelines.	G
F3.2	The business ensures that a high standard of animal welfare is provided for all captive animals.	M
F3.3	The business ensures that captive animals are not being exploited or harmed for tourism (or any other) purposes.	M
F3.4	The business has documentary records of all animals in its care, including evidence that captive animals were not obtained from the wild.	M
F3.5	If the business is a declared sanctuary, it does not engage in wildlife trade or breeding activities.	M
F3.6	The business only carries out euthanasia under express instruction and authorisation of a qualified veterinarian.	M
F3.7	The business provides guests with accurate information on wildlife conservation / animal welfare relevant to its operations.	M
<b>G: Responsible Volunteer Tourism Management &amp; Impacts (section G applies only to volunteer tourism programmes)</b>		
<b>G1</b>	<b>Volunteers are screened prior to entry in the programme to ensure suitability and relevant experience for the local context, as applicable.</b>	
G1.1	The volunteer business has developed a screening process for prospective volunteers.	M

Reference	Fair Trade Tourism Standard <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
G1.2	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
G1.3	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
G1.4	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
G2	Volunteers are adequately prepared for participation in the volunteer tourism programme, ensuring that all legal requirements are in place and that the necessary information about the destination and placement is communicated before arrival.	
G2.1	The volunteer business has written agreements with all volunteers.	M
G2.2	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
G2.3	The volunteer business makes an information pack available to volunteers when they book, which provides details about its volunteer programme and policies.	M
G2.4	The volunteer business has a briefing session with volunteers on arrival.	M
G2.5	The volunteer business provides information to the volunteer about its longer term programme objectives and what the volunteer's role is in that.	G
G3	A local contact is appointed for the management of volunteers during their placement, ensuring integration and that volunteer needs are addressed.	
G3.1	The volunteer business has appointed a local contact / volunteer coordinator for the management of volunteers during their placement.	M
G3.2	The volunteer business has developed a system to capture feedback from volunteers about the management of the volunteer programme.	G
G3.3	At/towards the end of volunteer's placement, the volunteer business captures feedback from the volunteers regarding the impact of their placement.	G
G4	Procedures are in place for the management of grievances and complaints related to volunteers.	
G4.1	The volunteer business makes volunteers aware of its disciplinary and grievance policies and procedures, and that they are applicable to them.	M
G4.2	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
G4.3	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
G5	Safeguards are in place to protect children and vulnerable adults.	
G5.1	The volunteer business' operations are legally registered as required by local and / or national requirements for the protection of children and vulnerable adults.	M
G5.2	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

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
G5.3	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
G5.4	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
<b>G6</b>	<b>Volunteers demonstrate respect for local communities at all times.</b>	
G6.1	The volunteer business does not tolerate discrimination by volunteers towards local communities for any reason.	M
G6.2	The volunteer business has procedures in place for referring cases, concerns, and reports of discrimination.	M
<b>G7</b>	<b>Local communities are actively involved in the volunteer business' programme and skills transfer to them is evident.</b>	
G7.1	Volunteer business demonstrates efforts to provide local communities with opportunities to participate in the volunteer programme.	M
G7.2	There is evidence that skills or knowledge have been transferred to the local community as a result of the programme.	G
G7.3	The objective of the volunteers' activities in the community is maintained after they leave the programme.	G
G7.4	Volunteers do not displace local labour.	M
<b>G8</b>	<b>There is regular interaction with the local community that includes consultation and feedback mechanisms.</b>	
G8.1	Volunteer business consults with the local community about the development, implementation, and success of its programme on an ongoing basis.	M
G8.2	There is evidence of a volunteer programme framework / similar regarding volunteer numbers, activities, impacts, etc., to which the local community has agreed.	M
G8.3	Host project is consulted about the volunteers that are to be placed with it and have consented to their involvement.	M
<b>G9</b>	<b>All parties involved in the volunteer programme receive their fair share of fees and other benefits.</b>	
G9.1	The local community has the opportunity to benefit economically from the volunteer programme.	M
G9.2	The volunteer business keeps detailed records of all fees charged to volunteers.	M
<b>H: Responsible Management &amp; Impacts of Community Tours (section H applies only to operators of community tours)</b>		
<b>H1</b>	<b>Community tour operator has transparent agreements in place with service providers that are consistent with the principles of Fair Trade Tourism.</b>	
H1.1	Written contracts / agreements are in place with service providers	M
H1.2	Service providers demonstrate an understanding of their contracts / agreements	M
<b>H2</b>	<b>Community tour income is distributed fairly to all parties involved.</b>	
H2.1	Each party involved in the community tour receives their fair share of the tour income	M

Reference	<b>Fair Trade Tourism Standard</b> <i>(tourism business must implement all M criteria and 75% of all G criteria that are applicable to its context)</i>	M(andatory) / G(eneral)
<b>H3</b>	<b>Interaction between community tour operator and service provider is fair.</b>	
H3.1	Community tour operator agrees and honours payments terms with service providers	M
H3.2	Community tour operator respects the right to freedom of association of service providers	M
H3.3	Community tour operator has an internal process for the selection of service providers	G
<b>H4</b>	<b>Tips from community tours are fairly distributed.</b>	
H4.1	Community tour operator has developed a policy for the fair distribution of tips received on tours	M
H4.2	Community tour tips received and distributed are accurately and transparently recorded	M
<b>H5</b>	<b>Community tour has no negative social impacts on children.</b>	
H5.1	Community tour operator has a written policy on the involvement of children in tours	M
H5.2	There is no evidence of inappropriate involvement of children under the age of 15 in the community tour	M
<b>H6</b>	<b>Service providers are supported to develop their business / service offering.</b>	
H6.1	Community tour operator provides training or business development support to service providers	G
H6.2	Service providers are involved in the identification of training and development needs	G