



ECO Certification Standard

Version 5.0



Business details and Eligibility Criteria

Criteria Section	Criteria
0.1. CORE Business information	The business details you provided upon registration. If you wish to change these details, please go to your profile page. [Contact info fields]
0.2. CORE Business physical address	If your physical address of place of business is different to your postal address, please indicate your physical address: [Address fields]
0.3. CORE Consumer contact details	Please indicate the contact details you would like us to promote to consumers. [Contact info fields]
0.4. CORE Contact person	The best contact person for Ecotourism Australia to liaise with regarding your application and programs. If you wish to change these details, please go to your profile page. [Contact info fields]
0.5 CORE Mandatory eligibility criteria	To be eligible for ECO Certification, you must answer YES to ALL the following questions: ☐ Is the majority of each customers' activity time spent within a natural area or with a focus on natural areas? ☐ Is the prime focus of the product on the presentation of the natural and cultural values of the local area? ☐ Does the product help customers to directly and personally experience nature and do so in a sustainable manner? ☐ Are you committed to sustainable business and operational practices and ongoing improvements? ☐ Are you committed to reducing your business' emissions and carbon footprint? ☐ Is nature and cultural interpretation a key component of your product/s experience? ☐ Do you contribute to the conservation and preservation of the natural environment, including that in which you operate? ☐ Are you engaged with, and do you give back to, your local community? ☐ Do you operate your business with respect for Indigenous culture?
0.6. CORE Description of the business	Please provide a short description of your business: Short promotional description of the business, encompassing all activities: [TEXT BOX] ☐ Please tick if the business is Indigenous owned and operated
0.7 CORE Business type and scope	Please select your type of business and all applicable components within the scope of this application: ☐ Accommodation ☐ Tour & Transport ☐ Attraction ☐ Food & Beverage ☐ Retail ☐ Travel agent/inbound tour operator ☐ Visitor information and booking services ☐ Other [TEXT BOX – Please provide a short explanation of the services/products covered in this application] Please note: The criteria wording within this application is largely based on tourism businesses and mainly refers to 'visitors' or 'guests'. If you represent a different part of the tourism supply chain, you may interchange the words with 'stakeholders', 'clients' or 'members' when answering criteria for your business.

	<i>Guidance:</i>	
	Business type	Examples
	Accommodation	Hotels, Lodges, Hostels, BnB, Caravan Parks, Glamping, etc.
	Tour & Transport	Guided and self-guided tours, excursions, land- and water-based tours, scenic flights, ferries, car rental, equipment hire etc.
	Attraction	Museums, art galleries, historic buildings/sites, landmarks, zoos/aquariums, amusement parks, cultural centres, sports venues etc.
	Food & Beverage	Restaurants, cafés, bars, breweries, wineries etc.
	Retail	Souvenir shops, arts and crafts stores etc.
	Visitor information and booking services	Visitor information centres, travel agents, inbound tour operators, local tourism organisation etc.
	Venues & Events	Conference venues, wedding venues, workshops, events etc.
Other	Any other products or services in the tourism supply chain that are not represented in the above categories	
0.8. CORE Product details	Please provide details of products or services for which certification is being sought (e.g. particular tours, experiences, accommodation options). Some information will be communicated to consumers (promotion on our Green Travel Guide, social media, etc.) [Product type 1 [Product name 1] [Product description 1]	
0.9 CORE Business ethics – signed declaration	These ethics are fundamental to the operation of any business certified through Ecotourism Australia’s programs. Any business found to breach this code may face revocation of their certification at the discretion of the Ecotourism Australia Board of Directors. Please upload the Code of Ethics signed by the Owner or Authorised Representative of the Business.	
0.10 CORE Protected Area Manager Referee Check	If you operate in a national park, marine park or other protected area type, we will contact the relevant agency to check your history of conformity with your authorisation conditions. ☐ Our referee check process has been agreed and endorsed by Protected Area Management Agencies. Specify the agency/agencies through which you hold authorisations to operate your commercial activity/products: If you hold any permits in other protected areas, please list the relevant agencies.	
0.11 CORE Professional referee Check	Ecotourism Australia will contact referees to verify your activities. Referee checks are a best practice process and help to verify and support claims made in your application. <i>Guidance:</i> A professional referee must be someone who is knowledgeable about your tourism activity/products and familiar with how you conduct your business, e.g. local tourism organisation, supplier, consultant, another tourism business etc. You cannot nominate an employee of the business seeking certification or a family member.	

Criteria section 1: Business Management & Operational Planning

Subtheme: Business sustainability planning

1.1 CORE Business management and operational planning <i>Introduction</i>	Sound business management and operational procedures are integral to the delivery of economic sustainability which together with environmental and social sustainability, describe the “triple bottom line” approach. Following the triple bottom line approach for your business increases transparency and accountability, leading to improved productivity, staff retention, reputation and market potential. Employing this operational management approach means that your business will be financially sustainable, conserve the resources it relies on and contribute to a happy, healthy, progressive community. The level of detail included in these plans will vary greatly depending on the size of the business and the activities on offer. From business to business, no two plans will be the same. It’s important to treat your plans like this: if you were unable to continue managing your business tomorrow, someone should be able to read your plans and continue running all operations to the same standard at which you left them. The business environment in which the tourism industry operates is constantly changing. ☐ I have read and understood the requirements of this section.
1.2 CORE Business sustainability planning <i>Introduction</i>	It is a requirement that the business keeps documented and implemented business and operational management plans. Evidence of the following documents need to be uploaded in this section: 1. Business Plan 2. Marketing Plan 3. Operational Management Plan (incl. HR management, risk management and customer service standards) ☐ I have read and understood the requirements of this section. <i>Guidance:</i> The business environment in which the tourism industry operates is constantly changing. It is a requirement, and valuable for your business, that the following plans and procedures be reviewed and updated annually in accordance with your current state of operations. To assist you, EA has templates available for all required documents which include all necessary requirements to address the certification standards. EA does not encourage duplication of documentation; should you have existing plans in place, please use and update them for your application. ALL documentation will be sighted at your audit. Sensitive information or budgetary details may be omitted from your application. NOTE: The comprehensiveness of documentation should reflect the size and complexity of your organisation; an owner-driven tour will need far less documentation than a 100-staff, multi-site tour company.
1.3 CORE Business Management and Planning	A Business Management Plan is in place that documents the business' goals and objectives, products and services offered and other key strategic areas (such as SWOT analysis, legal compliance etc). Please upload evidence of your Business Management Plan. (EA template available) <i>Guidance:</i> A Business Plan should include: • A description of the business and products • Objectives of the business • SWOT analysis • Details of a financial budget (*optional - not required for certification)

	• Insurance details • Legal compliance • Accessibility considerations
1.4 CORE Marketing Management and Planning	A Marketing Plan is in place that documents the business' marketing objective and strategies (incl. target markets, competitor analysis etc). Please upload evidence of your Marketing Plan. (EA template available) <i>Guidance:</i> A Marketing Plan should include: • Market research and competitive positioning • Identification of target markets • Marketing objectives • Marketing strategies
1.5 CORE Operational Management Plan or Manual	An Operational Management Plan/Manual and Policies are in place that document the business' key policies and procedures such as: ☐ Risk management ☐ HR documentation ☐ Customer service standards ☐ Ordering and purchasing procedures & Suppliers ☐ etc Please upload evidence of your Operational Management Plan/Manual and Policies. (EA template available) <i>Guidance:</i> Operational Management Plan and Policies should include, where applicable, information on: • Risk management - should include: ○ Potential risks and strategies to prevent them (e.g. fire, personal injury etc) ○ Incident report forms ○ Emergency procedures and evacuation plan ○ Location of suitable first aid kit ○ A HAZCHEM plan for storage of hazardous chemicals (if relevant) • HR documentation – should include: ○ Roles and responsibilities ○ Staff rosters and organisational charts ○ Recruitment, induction and appraisal systems ○ Training and ongoing professional development ○ Personnel records ○ Communication system with staff ○ Workplace discrimination and harassment policy, internal complaint process, recruitment process, or, policy that includes EEO (equal employment opportunity) and anti-discrimination • Customer service standards - should include: ○ Details of service delivery and customer standards for staff ○ Customer greeting procedures ○ Customer complaints management and feedback process ○ Bookings, confirmations and cancellations policy ○ Signage, access and parking details (if relevant) • Ordering and purchasing procedures & Suppliers It may also include: • Managing and storing goods, cleaning and maintenance procedures • Financial management system • Ongoing improvement process

1.6 CORE Risk Management	Please upload evidence of your Risk Management Plan. (EA template available) (Risk management may be incorporated into the previously mentioned plans for ease of management.) <i>Guidance:</i> Risk Management should include: • Emergency procedures and evacuation plan • Location of suitable first aid kit • A HAZCHEM plan for storage of hazardous chemicals • Incident report forms • Identification of potential risks and strategies to prevent such risks (e.g. fire, personal injury etc.)
1.7 CORE Human Resource Management	Please upload evidence of your Human Resource Management Plan. (EA template available) (Human resource management may be incorporated into the previously mentioned plans for ease of management.) <i>Guidance:</i> HR Documentation should include: • Roles and responsibilities • Staff rosters and organisational charts • Recruitment, induction and appraisal systems • Training and ongoing professional development • Personnel records • Communication system with staff • Workplace discrimination and harassment policy, internal complaint process, recruitment process, or, policy that includes EEO (equal employment opportunity) and anti-discrimination
1.8 CORE Customer Service Standards	Please upload evidence of your Customer Service Standards. (EA template available) (Customer service standards may be incorporated into the previously mentioned plans for ease of management.) <i>Guidance:</i> Customer Service Procedures should include: • Details of service delivery and customer standards for staff • Customer greeting procedures • Customer complaints management and feedback process • Bookings, confirmations and cancellations policy • Signage, access and parking details (if relevant)

Subtheme: Legal compliance

1.9 CORE Legal requirement and obligations	The country in which you operate will/may have a number of laws, and legal and industry authorisations that are required to operate a commercial (tourism) business. It is mandatory that the business complies with all necessary legal requirements and obligations. Awareness of all authorisations is the responsibility of the business. For information on necessary licences, permits, authorisations and compliance issues contact your relevant tourism office, local council or government business development office. ☐ The business complies with all necessary local, national and international legal requirements and obligations, and holds all necessary authorisations required to operate as a business. ☐ New product and infrastructure developments are subject to relevant approvals where required.
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	<i>Guidance:</i> Examples of documents to upload include: • Development approvals • Food business licence • Liquor licence • Health and safety certificates • Commercial activity permits
1.10 CORE Policies on equal opportunity employment, fair treatment, and anti-discrimination	The business offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways and implements its own policies on equal opportunity employment, fair treatment, and anti-discrimination, and labour rights in the workplace. Please upload copies of your business' policies covering equal opportunity and fair treatment, workplace discrimination and harassment. <i>Guidance:</i> <i>Australia</i> The Australian Government website provides information and resources about equal opportunity and diversity: https://www.business.gov.au/people/hiring/equal-opportunity-and-diversity The Australian Human Right Commission published Good practice guidelines for internal complaint processes and Workplace discrimination and harassment policy template as well as a quick guide about policies on discrimination and harassment.
1.11 CORE Insurance	Public Liability Insurance, and other business insurance, provide necessary security in the event of an incident affecting the business operation. It protects against claims of personal injury or property damage that a third party (customer) claims to have suffered as a result of your business activities. It is required that the business carries adequate Public Liability Insurance cover. It is also important to ensure that any subcontractors contracted by the business also have adequate Insurance cover. Please upload a copy of your current public liability insurance certificate. ☐ The business carries adequate Public Liability Insurance cover for ALL activities offered as part of the tourism business, or as required by some organisations or government agencies. ☐ Current policies cover against damage to property and equipment caused by extreme natural events (e.g. floods and storm surge). ☐ Current policies provide some cover against staff injury or illness caused by extreme natural events (e.g. workers compensation) and volunteers are encouraged to provide their own cover against these risks where they are not covered under company policies. ☐ Dependent on the scale of your business, policies providing some cover against loss of earnings resulting from extreme natural events should be considered (e.g. income protection insurance). If not available or not feasible, please provide supporting information: [Text box]

Subtheme: Accessibility

1.12 CORE Accessibility	The business does not discriminate, both directly or indirectly, against a person because of disability when providing goods, services or facilities, or access to public premises. This includes providing equal opportunity for people of all abilities to access tourism services and activities. The checklist below has been developed with the advice of accessible tourism experts, Push Adventures – sustainable tourism businesses should have all measures in place. ☐ Access for participation by customers of all abilities has been considered. ☐ Where the nature of activities may be limited for people with a disability, a process or customer access plan is documented to assess the situation and take all reasonable steps to
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	ensure equal opportunity for participation, or to offer an alternative activity that meets the guest's accessibility requirements and provides an enjoyable experience. ☐ Accessible products are clearly and accurately identifiable in product descriptions, on your website and in marketing material. ☐ Staff and employee training include awareness of accessible products, activities and facilities, and delivery of appropriate customer service to people of all abilities. ☐ Any accessible infrastructure or equipment meets the necessary minimum requirements for mobility and access set within the national building or construction code. You may upload supporting evidence such as images of accessible infrastructure, signage, maps etc, and accessibility information in your promotional materials (e.g. brochures). <i>Guidance (country specific):</i> <i>Australia</i> The Commonwealth Disability Discrimination Act 1992 makes it illegal to discriminate, both directly or indirectly, against a person because of disability when providing goods, services or facilities, or access to public premises. The National Construction Code (NCC) is Australia's design and construction standards and regulations for all buildings that are built. Tourism Australia Accessible Tourism resources: https://www.tourism.australia.com/en/about/industry-sectors/accessible-tourism.html
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Criteria section 2: Responsible Marketing

2.1 CORE Responsible marketing <i>Introduction</i>	Responsible marketing is the accurate depiction of the products or experiences you offer to your customers, providing useful information about your region, environment and culture, and being honest and transparent about your sustainability efforts. Responsible marketing ensures guests have realistic expectations of the product or experience prior to their visit and an awareness of the responsible and sustainable behaviours of the business. It ensures your business will be seen as credible and your offering will consistently meet or exceed customer expectations, resulting in happier and better-informed guests. Tourism businesses are in a key position to talk about the important issues impacting the environment in which they operate, including climate change. Whilst some of your guests will love the facts and figures, others will want to see how your business is making a difference and will prefer heartfelt stories which resonate with them emotionally. By sharing your passion, knowledge and expertise, and inviting your guests to become part of the solution, you will help to inspire them and contribute to the growth in demand for sustainable travel experiences. Including this kind of information in your marketing material also establishes your business' commitment to sustainability in the eyes of your guests and potential guests. ☐ I have read and understood the requirements of this section.
2.2 CORE Images and descriptions in marketing content	Marketing content only features images and descriptions of places and activities that are part of the product being offered and avoids the presentation of operating practices that contradict minimal impact behaviour or conflict with permit conditions or laws governing the activities.
2.3 CORE No guaranteed sightings or interactions	Marketing content about wildlife or cultural events does not promise sightings or interactions which cannot be guaranteed.
2.4 CORE Marketing elements	The following elements are accurately reflected in the business' digital marketing and any marketing material representing the product (where applicable): ☐ The characteristics that describe the area being visited/the destination

	☐ Formally recognised values that make the area special e.g. threatened or endangered species, World Heritage status, National Estate listing ☐ The names of destinations are shown in images ☐ The tenure of protected areas is present in images e.g. naming the national park or marine reserve ☐ Principal activities/products/services offered ☐ The number of customers in a typical group experiencing the product ☐ General travel ethics addressing sustainable travel behaviour for surrounding natural and/or cultural areas ☐ Equipment, clothing and personal supplies suitable to the area visited ☐ Sustainable and climate change friendly behaviour ☐ Tips for how customers can maximise their enjoyment of the product ☐ Means of accessing additional information about the destination/region ☐ Means of accessing additional information about sustainability/ecotourism e.g. articles, books, websites ☐ Means of accessing additional information about relevant ecotourism tourism organisations e.g. Ecotourism Australia.
2.5 CORE Certification logos displayed on website and description available for guests	Once certified, the ECO Certification logo must be displayed on your website and other promotional materials (e.g. brochures, posters, signage). Descriptions of the certification must be accessible for guests and use of the logo must not be ambiguous. ☐ The business will display their certification logo/s and descriptions once certification is granted ☐ Once certified, please update this field with the URL of your website page where your certification logo/s were added (this will be used for the onsite audit) ☐ Once certified, please indicate how you make descriptions of the certification/s accessible for guests (e.g., link to a page on the website, in a brochure) ☐ Once certified, you may want to upload a photo of how you have displayed your certification logo/s instead of providing a URL above.
2.6 CORE Sustainability commitment and details in marketing content	The business highlights in their marketing content their commitment to sustainable operations, environmental and cultural responsibility, and any contributions to conservation, community and climate change action (such as emission reduction, reduced energy consumption practices and/or offset programs where they apply).
2.7 CORE Sustainability claims based on records of past performance	Sustainability claims made in marketing content are based on records of past performance.
2.8 CORE Updates on the business' sustainability objectives, strategies and achievements in internal communications	Internal communications media include updates on the objectives, strategies and achievements of the business that are related to sustainable operations, environmental and cultural responsibility, contributions to conservation, community and climate change action. You may select N/A if the business does not have any employees.
2.9 ADV	Marketing provides accurate information on at least one of the following (where applicable): ☐ Climate change benefits associated with the product/service provided;

Information on climate change included in marketing materials	☐ Climate change impacts effecting the region and how guests can make more sustainable choices throughout their experience; ☐ Offsetting options for guests; ☐ The carbon footprint of the business; ☐ The carbon footprint of the products/services provided.
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Criteria section 3: Customer satisfaction

3.1 CORE Customer satisfaction <i>Introduction</i>	Customer satisfaction is achieved when the products and experiences you offer consistently meet or exceed your customers' realistic expectations. By monitoring, responding to and acting upon customer feedback, you can continue to develop your products and experiences to better suit visitor demands. What this means for you is that your business will enjoy word of mouth publicity, satisfied return customers and assist your long-term financial sustainability. As a tourism business, customer satisfaction is paramount to the success of your business. Good, consistent reviews and ratings online and by word-of-mouth will increase your chances of being booked and set positive expectations for prospective guests. Seeking feedback and monitoring customer satisfaction facilitates a constructive review process where actions can be taken to improve customer experience and product management. ☐ I have read and understood the requirements of this section.
3.2 CORE Monitoring customer satisfaction	Feedback on customer satisfaction is monitored and actively sought via at least four of the following measures: ☐ Observation of customers; ☐ Discussions with customers; ☐ Visitor books or feedback forms; ☐ Regular review of operations; ☐ Digital and social media platforms, e.g. TripAdvisor, Yelp, Facebook, Instagram etc; ☐ Discussions with partners such as; Visitor Information Centre staff, travel agents and wholesalers; ☐ Review of articles by visiting journalists; and ☐ Reviewing and responding to letters or telephone calls from customers.
3.3 CORE Acting on customer feedback and recording responses to negative feedback	It can be demonstrated that customer feedback relating to general issues, sustainability, customer service and guest experience is acted upon, and responses made to negative feedback are recorded. <i>Guidance:</i> <i>This could include documented processes and making them accessible to customers (e.g, how to submit a complaint, the timeframe for handling complaints and the options available if the customer is not satisfied with how the complaint was handled), keeping a feedback or complaints log, and/or regularly monitoring, responding to and acting on feedback and reviews received on social media platforms and travel review websites (e.g. Facebook, TripAdvisor, etc.).</i>
3.4 ADV Establishing goals to improve customer satisfaction	Goals have been established to improve on levels of current customer satisfaction. <i>Guidance:</i> <i>Staff should be engaged in identifying goals and areas for improvement and should be involved in developing improvement strategies and monitoring the results. Identifying improvement strategies and setting key performance indicators will help to evaluate success in achieving the goals you set.</i>
3.5 ADV Getting professional feedback	The business actively seeks feedback from tourism professionals, such as other tourism operators, national, state and regional tourism organisations and industry associations.

3.6 ADV Utilising and communicating research findings to improve customer satisfaction	To improve customer satisfaction performance, the business utilises and communicates research findings to staff and other relevant organisations (e.g. tourism organisations).
3.7 ADV Sharing insights about customer satisfaction with the broader tourism industry	The business communicates and shares insights from the customer satisfaction improvement process with the broader tourism industry in the spirit of fostering quality in the region through initiatives such as conferences, mentoring, newsletters and workshops.

Criteria section 4: Environmental Management

Subtheme: Environmental management procedures

4.1 CORE Environmental management <i>Introduction</i>	The experiences and products you offer should have minimal negative impacts on the environment. By incorporating ecologically sustainable practices and minimising disruption to your local environment, your business will be protecting the very assets on which it depends, ensuring that these will be around for years to come and, in turn, ensuring longevity for your business. ☐ I have read and understood the requirements of this section.
4.2 CORE Environmental management plan	Sustainable tourism businesses should give careful consideration to the impact the management of their operations may have on the environment. They ensure the impacts are minimal and risk is reduced where possible and subject to ongoing monitoring. This process is aided by documenting the strategies that achieve this outcome. It is a requirement that the business documents and implements an Environmental Management Plan (EMP). (EA template available) Environmental management procedures are documented and include: • Environmental and cultural characteristics significant to the operation, and which require management and protection; • The goal of protecting endangered and endemic species, biodiversity, native vegetation, natural water flows, landscape and cultural heritage of the site; • Environmental aims and objectives of the business • A commitment to undertake continual improvements toward ecological sustainability through the adoption of best practice techniques; • Environmental risk management planning, including appropriate responses (i.e. provision of emergency response equipment) to minimise the likelihood of events and mitigate impacts if they occur, and a monitoring process for key aspects of environmental risk (including water risk); • Staff training requirements which ensure capabilities to implement appropriate responses; • A documented green supplier policy, purchasing guidelines or ethical partners policy as per criterion 4.8. <i>Note: this policy may be documented in your Business or Operational Management Plan if preferred;</i> • Emissions reduction planning, including identification of emission sources and reduction strategies as per criterion 4.15 • Climate change vulnerability and adaptation planning as per criterion 4.18 • Resource use and management, including minimisation strategies (i.e. for water use); • A waste management plan, including solid waste monitoring and minimisation strategies as per criterion 4.25.

4.3. CORE Annual review of the environmental management plan	Environmental management plan and procedures are reviewed at least annually.
4.4 CORE Staff involvement in environmental management procedures: training, updates, feedback and engagement in the development and implementation	Staff is involved in the business' environmental management procedures. You may select N/A if your business does not have any employees. It can be demonstrated that: ☐ Staff are trained in minimal environmental impact techniques and the procedure for potential environmental emergencies that are adopted by the business; ☐ Staff receive timely updates on any changes to procedure, and training and guidance materials on environmental management are readily available; ☐ Staff can provide feedback to improve the sustainable management of the business.
4.5 ADV Certification/audit of operations and/or plans	Business operations, environmental management plans and/or procedures have been recognised, certified or audited by a consultant or qualified environmental professional, or through an international sustainability standard. (i.e. ISO14001).
4.6 ADV Regular stakeholder communication about sustainability performance	Stakeholders are regularly informed about sustainability performance and actions and are invited to support them.
4.7 ADV Training/qualification of management and key staff responsible for the operation's environmental performance	Management and key staff responsible for the operation's environmental performance have specific training or qualifications from independent third-party registered training organisations, or an environmental consultant has been engaged to assist in the development of environmental management planning. <i>Guidance:</i> Specific training or qualifications may include but are not limited to a diploma or bachelor's degree in environmental science, sustainable management, or other relevant subject areas, or certificate/s obtained through a registered training organisation. Maintaining a training register is good practice and will ensure that staff are trained appropriately.

Subtheme: Suppliers and business partners

4.8 CORE Documented supplier policy/guidelines	A business can make a positive contribution to emissions reduction and minimal impact environmental management by choosing suppliers that are also taking action to reduce the emissions or waste involved in the production and sale of their products and services. The business has a documented policy or guidelines in place for supporting local suppliers and business, reducing emissions from production and transport, reducing packaging and supporting ethical and responsible companies and brands. This policy/guideline should preference goods and services that have lower energy, waste and emissions associated with its operation, goods and services. This includes the selection of partners when offering package deals in collaboration with other providers. <i>Guidance:</i> This could be documented as a green supplier policy, purchasing guidelines or ethical partners policy and may be documented in your Business Plan, your Environmental Management Plan or your Operational Management Plan. The policy and preferred suppliers should be reviewed annually along with all planning documentation. Sustainable procurement looks beyond the up-front cost to make purchasing decisions based on the entire life cycle of the goods and services, taking into account associated costs, environmental and social risks and benefits, and broader social and environmental implications. What's your
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	sourcing method for suppliers and business partners? How do you assess their commitment to sustainability and performance? How do you encourage them to be more sustainable? Do you preference suppliers that use recycled materials and minimise packaging? Do you purchase reusable, recyclable, recycled or reused products? Ordering and purchasing policies and procedures should be recorded in an operations manual and made available to all staff to refer to. An organised documented system minimises the risk of duplicating orders and ensures there is a clear understanding of accountability. These policies and procedures can be incorporated into the induction training program to ensure understanding and compliance.
4.9 CORE Example of a supplier committed to reducing emissions	A commitment to reducing emissions can be demonstrated by at least one business partner or supplier.
4.10 CORE Advice to local businesses about the quality and sustainability of their service	Where it is appropriate to do so, the business provides advice and support to other local businesses and service providers on the quality and sustainability of their service.

Subtheme: Emissions measurement, reduction and offsetting

4.11 CORE Emissions measurement, reduction and offsetting <i>Introduction</i>	Ecotourism and nature operators are disproportionately affected by climate-related events and often rely on stable climate conditions to deliver safe, high-quality experiences. This makes it essential for businesses to understand, reduce and respond to the impacts of climate change. By identifying, measuring and monitoring your business' emissions you can work out the best ways to reduce them, therefore increasing your energy efficiency and reducing associated costs, and helping to combat climate change impacts. Our certification programs use the following approach: 1. Measure* > 2. Reduce* > 3. Offset > 4. Report > Audit <i>* Measuring and reducing emissions is required for all certified businesses.</i> ☐ I have read and understood the requirements of this section.
4.12 CORE MEASURE - Identification of sources of emissions within the business	Identify and document where greenhouse gas emissions associated with your business operations are coming from. This can be related to any areas or activities of the tourism product/s and its operational management.
4.13 CORE MEASURE - Data collection to calculate carbon footprint	Collect data on identified emissions to calculate the business' carbon footprint. Use a relevant measurement methodology and monitoring system (i.e. a carbon footprint/emissions calculator or audit tool) to measure and monitor emissions from business operations, which is updated with current data on a regular basis. Please indicate which methodology or system is used (e.g. Carbon Neutral online tool):
4.14 CORE MEASURE - Base year establishment	The business must collect data on carbon emissions of the business for a full calendar or financial year to establish a baseline performance period. This is known as a base year. A base year must be established before a carbon neutral claim can be made. The base year can be used to compare future performance periods and evaluate success of emission reduction strategies. Select your answer: ☐ The business has established a base year OR ☐ The business has commenced data collection and is in the process of developing a base year <i>Guidance:</i> To establish a base year, select the most recent year for which verifiable carbon emissions and carbon exclusions data are available, or use a multi-year average if a single year's data is

	<i>unrepresentative of the typical emissions profile. Operational energy data should be obtained from utility meters (e.g. electricity, gas and water meters) or from utility bills. Measured data should be used whenever possible, with conservative estimates used only where data is unavailable.</i>
4.15 CORE REDUCE - Strategies to reduce emissions	Identify and document strategies to reduce emissions and mitigate environmental risks associated with all of the emissions sources that have been identified.
4.16 ADV OFFSET - Participation in a verified carbon offsetting scheme	The business participates in a verified carbon compensation (or offsetting) scheme to compensate the remaining emissions, once the largest possible reductions have been made. If your business is carbon positive, please tick N/A and provide further evidence. Please provide details of the carbon offsetting scheme: <i>Guidance:</i> <i>After emissions have been reduced as much as practical, there are still likely to be emissions associated with business activities. These remaining emissions may be partially or totally 'offset' or 'neutralised' by supporting projects that extract and store greenhouse gases. A business may operate an offset project themselves or in partnership with others (e.g. forest plantation). Alternatively, the business may pay other offset project managers for the rights to claim a proportion of the offsets generated by their projects against the business' emissions (e.g. via offset schemes). Offsetting schemes should follow a verified methodology, for example; in Australia it should meet the National Carbon Offset Standard (NCOS).</i>

Subtheme: Business vulnerability and adaptation to climate change

4.17 ADV Business vulnerability and adaptation to climate change <i>Introduction</i>	Climate change is likely to cause a range of impacts and climate change driven events pose high risks to many tourism businesses (e.g. through extreme weather events). Identifying which of these impacts may affect your business is part of the business planning process. Negative impacts should be minimised, and potential opportunities maximised, with mitigation strategies implemented to minimise risks to your business and your guests. EA has templates available which include all necessary requirements to address the certification standards for addressing business vulnerability and adaptation to climate change. ☐ I have read and understood the requirements of this section.
4.18 ADV Climate change risk assessment [ADV]	Identify where the business may be vulnerable to climate change impacts. An internal climate change risk assessment has been conducted and the potential risks (or impacts) of climate change on the business activity have been identified and documented. Risks should be prioritised into 'high risk', 'medium risk' and 'low risk' (or equivalent) categories.
4.19 ADV Climate change adaptation strategies for all relevant operational areas	Relevant operational areas have been considered in the development of climate change adaptation strategies. <i>Guidance:</i> <i>Relevant operational areas may include building and infrastructure development, environmental management and landscaping programs, transportation, workplace health and safety procedures, product and service development and delivery, market research and partnership development, etc.</i>
4.20 ADV Strategies for responding to climate change risks	Strategies for responding to climate change risks are identified and documented.

Subtheme: Location and site selection

4.21 CORE Location and site selection	Site selection has the biggest effect on the overall environmental impact of a construction project and a tour product. It plays a significant role in maximising a tourism experience and enhancing a tourism product.
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Introduction	Good decision-making during site selection will aid other areas of consideration when it comes to reducing the overall environmental impact of the business. The operation of sustainable tourism experiences should only be undertaken in appropriate locations where use and impacts on the surrounding environment are minimised. ☐ I have read and understood the requirements of this section.
4.21a ECO CORE Permissions to operate in protected areas	Operations that take place in protected areas are only conducted in permitted areas or are otherwise allowed by protected area managers. OR Operations do not take place in protected areas.
4.22 CORE Considerations when selecting the site	The business considered the following when selecting the site for their operations: ☐ Sites are selected following consideration of alternative uses of the site ☐ Sites are selected in consideration of their capacity, fragility and level of pressure on the site and the nearby communities ☐ Sites are away from areas of high conservation values (or at least be where the use will not threaten the conservation value) ☐ Sites preferably use previously disturbed sites rather than undisturbed sites ☐ Sites do not adversely affect local or public access ☐ Sites avoid culturally sensitive sites (unless the activity involves appropriate presentation of cultural values or conservation of cultural heritage with the permission of relevant Indigenous groups or other appropriate representative bodies, and consistent with Cultural Heritage legislation)
4.23 CORE Management of potential impacts on biodiversity	The business manages its impacts on biodiversity at the site/s of operations: • Minimal impact management of all activities; • Monitoring of environmental impacts on natural sites visited; • Rehabilitation of areas subject to visitor impacts (where within the control of the business); • Suspected infringements, incidents and pollution by other users of the site are reported to the relevant agencies where they apply.
4.23a ECO CORE Use of designated roads	Vehicle trips use sealed roads where possible and only venture off formed or designated roads where it is considered appropriate. When selecting a site for the experience, the business engages with relevant local authorities or protected area management agencies to identify any issues concerning visits to the particular sites.
4.24 CORE Engagement with local authorities to identify any issues concerning visits to the sites	When selecting a site for the experience, the business engages with relevant local authorities or agencies to identify any issues concerning visits to the particular sites.
4.25 CORE Noise guidelines for staff and guests	Noise levels are considerate of nearby natural areas or adjacent residences and staff and guests are aware of noise guidelines.
4.26 CORE Measures to encourage staff to walk, ride or use public transport to get to work	Where available; staff are actively encouraged to walk, ride or use public transport to get to work. <i>Guidance:</i> <i>Some examples of measures to encourage staff to walk, ride or use public transport to get to work:</i> - Provide educational tools and information - Provide secure bicycle parking facilities - Provide amenities (e.g. locker room, change room, shower) - Provide gear (e.g. bicycle maintenance supplies; umbrellas)

	- Provide bike-share memberships - Provide reward and incentive (e.g. an early mark to catch public transport) - Organise a Cycle to Work Day etc
4.26a ECO ADV Nature conservation approach on private land	If you operate your tourism products on private land, there is a formal nature conservation approach to management of all or part of the property (as evidenced by a declaration agreement with the relevant state or Commonwealth nature conservation agency) or a percentage of land/wildlife habitat is designated to ecology conservation efforts.

Subtheme: Waste minimisation and management

4.27 CORE Waste management plan	Waste minimisation and management are vital in the minimal impact environmental management of any business. Management of waste starts at the procurement phase, with conscious decision-making around purchasing and choosing suppliers. It also involves ensuring conscious decisions are made around day-to-day waste treatment and management, including reduce, reuse, repurpose, recycle principles, avoiding single use plastics and diverting waste from landfill. Elimination of waste can be beneficial to reduce impacts on human health and the environment. Tourism businesses are well positioned to lead by example, educate guests and influence behaviour on day-to-day decisions regarding waste. ☐ A waste management plan is documented and in place to identify and monitor waste. ☐ Waste minimisation strategies are documented and adopted.
4.28 CORE Waste treatment Reduce waste	Please indicate the measures in place to REDUCE overall waste and environmental impact (at least four of the below criteria must be met for certification): • Single-use plastics and polystyrene are avoided; • Overpackaged goods are avoided; • Food and materials are purchased in bulk where available; • A “no print” policy has been adopted; • Digital marketing, social media, email and word of mouth are the preferred means of customer interaction; • Print promotional material user environmentally-friendly paper and inks where possible (e.g. recycled paper, unbleached, Forest Stewardship Council certified paper, soy-based inks). <i>Should you partake in any other waste reduction efforts, please detail below:</i>
4.29 CORE Waste treatment Reuse waste	Please indicate the measures in place to REUSE or REPURPOSE waste (at least four of the below criteria must be met for certification): • Non-disposable items are used (e.g. utensils, containers, etc); • Bulk materials are obtained in reusable containers and the containers are returned and reused; • Reusable bags or water bottles are provided or available for guests to purchase; • Facilities for guests to re-fill water bottles are provided or made available to guests; • A policy to recycle/refill toner cartridges has been adopted; • Existing and potential customers are actively encouraged to pass publications to others for reuse. <i>Should you partake in any other waste reuse or repurposing efforts, please detail below:</i>

4.30 CORE Waste treatment Recycle waste	Please indicate the measures in place to RECYCLE (at least three of the below criteria must be met for certification): • Soft plastics are collected and recycled through a soft plastics recycling program if available • Organic kitchen waste is composted or fed to domestic or farm animals; • Participation in a regional or nationwide recycling scheme; • Assistance has been provided in the establishment of local recycling infrastructure; • Batteries, fluorescent lightbulbs and electronics are disposed of responsibly through correct disposal programs. <i>Should you partake in any other recycling efforts, please detail below:</i>
4.31 CORE Information about waste available for guests	Recycling facilities, instruction on bin use, locations of facilities and other relevant information on waste minimisation are clearly displayed or made available for guests.
4.32 CORE Staff training on waste minimisation and management	Staff receive training on correct waste minimisation and management procedures. You may select N/A if your business does not have any employees. <i>Guidance:</i> <i>Training can be developed in-house. It is recommended to keep a training register.</i>
4.33 ADV Waste monitoring – solid waste disposed per visitor	The detail of the business' waste monitoring and management extends to the amount of solid waste disposed per visitor/guest per night (or a different productivity unit such as number of guests per tour/vessel etc).
4.34 ADV Waste audit to inform waste minimisation strategies	The business has conducted a waste audit to inform waste minimisation strategies and determine waste reduction goals. [Select] ☐ The business has conducted their own internal waste audit to inform waste minimisation strategies and determine waste reduction goals. OR ☐ The business has had a waste audit conducted by a qualified environmental auditor. When was the waste audit conducted? [Text box]

Subtheme: Minimal disturbance to wildlife

4.35a ECO CORE Minimal disturbance to wildlife - Activities	Ecotourism products and experiences should have no enduring impact on the natural behaviour of wildlife. Some legislative requirements exist in relation to tourism activities, particularly wildlife feeding and handling, involving interactions with wildlife and these vary from state to state. It is the responsibility of the business to be aware of and comply with any existing legislative requirements applicable to their location. ☐ Wildlife viewing ☐ Wildlife handling ☐ Wildlife feeding
4.35 CORE Customer behaviour management	Where wildlife may be encountered, the following measures are taken to manage customer behaviour: • Customers are advised that noise must be kept to a minimum; • Customers are advised to keep to designated trails; • Safe distances are ensured (for wildlife and customers); • Instructions on correct use of equipment (snorkelling equipment, binoculars, etc.) are given;

	• Customers are advised to avoid rapid or sudden movement; • Wildlife is not cornered, chased or provoked into performing particular behaviours (e.g. flying, gliding, defence display, etc.); • Customers are advised not to touch or feed wildlife; • Customers are advised to be respectful not only of the animals they are seeking, but also others that may share the habitat (including those not always readily visible).
4.36 CORE Minimal disruption measures	Minimal disruption measures are in place, including: ☐ Operations do not cause significant disruption to behaviour such as foraging, territorial or breeding patterns. ☐ An appropriate minimal approach distance to animal breeding sites (e.g. bird nests, seal breeding colonies etc.) is adopted. ☐ Where applicable, use of lighting is limited. ☐ Existing paths/trails are used to avoid damage to wildlife habitat (e.g. trampling of nests or burrows). ☐ The area is left immediately if wildlife is displaying signs of distress or discomfort.
4.36a ECO CORE Wildlife handling measures	Wildlife handling for the purpose of visitor viewing is actively discouraged, however where wildlife handling occurs: • It only occurs with the approval of the relevant government nature conservation agency; • It is carried out only by appropriately trained or experienced staff; • It avoids undue stress to the animal (e.g. it is not removed from its natural habitat, it is returned to the position where it was found, etc).
4.36b ECO CORE Wildlife feeding measures	Feeding of wildlife in their natural ecosystem is actively discouraged and customers are provided with information on the potential negative impacts of feeding wildlife (e.g. habituation, disease, alteration to territorial and feeding patterns etc). Where wildlife feeding occurs: • It only occurs with the approval of the relevant legislation; • It is carried out only under supervision/permission of appropriately trained or experienced staff; • Feed contains only foods that are part of the animal's natural diet; • Feeding does not occur in areas of unaltered habitat; • Feeding frequency and quantities are not enough to alter natural feeding patterns.
4.37 CORE No alterations to habitat	Operations do not involve alterations to habitat that will result in alterations to wildlife population dynamics (e.g. trampling of vegetation, removal of nest trees, wetland drainage, etc.).
4.37a ECO CORE Conservation measures for rare or endangered species	Conservation of rare or endangered species has been maximised through an understanding of their presence, needs and management practices, such as: • Avoiding disruption of wildlife movement; • Avoiding breeding sites and breeding seasons.
4.38 CORE Commitment and advice to visitors not to purchase merchandise derived from threatened species	The business commits to not selling merchandise derived from rare and threatened species and advice is provided to customers to not purchase these items from other sources.

4.38a ECO CORE Monitoring that no distress is caused to the wildlife and no long-term impacts are experienced	Throughout the activity, guides or supervising staff monitor guest behaviour and the behaviour and wellbeing of wildlife to ensure no distress is caused to the wildlife and no long-term impacts are experienced. Any activities deemed to be causing negative impacts are modified or abandoned. When viewing wildlife in the wild, guides or supervising staff monitor wildlife behaviour over time to avoid impacting on natural behaviours and feeding patterns.
4.38b ECO ADV Wildlife handling/feeding restricted to captive populations	Wildlife handling and feeding is restricted to captive populations and only where legislation allows.
4.38c ECO ADV Wildlife research provided to researchers	Regular wildlife research, such as scientifically recorded data on animals sighted, species, number and locality are provided to the relevant researchers at universities or other institutions, or government nature conservation agency regarding wildlife (e.g. field logs).
4.38d ECO ADV Rehabilitation work for key and/or endangered species	Rehabilitation work has been carried out for key and/or endangered species (outline nature of rehabilitation work and when it was carried out).
4.38e ECO ADV Feedback provided to assist in developing/implementing codes and guidelines for wildlife interactions	The business engages with authorising bodies to provide feedback and assist in the development and implementation of codes and guidelines for wildlife interactions, including wildlife viewing.

Subtheme: Building, construction and landscaping

4.39 CORE Building, construction and landscaping	Criteria about building, construction and landscaping section focus on built infrastructure, construction and landscaping. This includes office buildings. You may select N/A if your business does not use built facilities (incl. offices). Criteria have been broken down to follow impact-minimising principles DESIGN, REDUCE, REUSE/TREATMENT, PRODUCE, and EXPERIENCE. The aim from a management perspective is to REDUCE negative impacts and the need for a particular resource, prioritise REUSE or TREATMENT of existing resources, rather than destruction of untouched resources, and to PRODUCE your own resources and optimal design opportunities through planning and design. EXPERIENCE criteria have been included. This refers to how design or construction decisions can be expressed to contribute, enhance or enrich the guest experience and enable them to take away ideas/strategies to apply to their day-to-day lives. The impact minimising principles aim to present criteria in a manner conducive to planning, development and decision making around product management. ☐ A) The business uses built facilities (this includes offices) ☐ B) The business undertook construction, renovation and/or redevelopment LOGIC: If A is ticked, additional criteria sections will appear: ➔ 'Site selection: built infrastructure' ➔ 'Operational resources: built infrastructure'
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	➔ Landscape, drainage, soil and water management If B is ticked, additional criteria sections will appear: ➔ 'Embodied energy – construction methods and materials'
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*** Site selection – built infrastructure** (will only appear if 4.39 A has been ticked)

If N/A ➔ proceed to criteria section 4. 'Operational resources: tours and transport'

4.40 CORE Site selection: built infrastructure	These criteria are mandatory for businesses that use built infrastructure (incl. offices). The following criteria are applicable where the business has been in a decision making capacity when considering site selection and subsequent construction. Where the business has been acquired with existing infrastructure and facilities in place, or where infrastructure or facilities are leased, these criteria may not apply. It is the responsibility of the business to ensure they comply with all regulations, authorisations and terms of their permits established by relevant state and local governments. The business has been in a decision-making capacity when considering site selection and subsequent construction LOGIC: If the above criteria is ticked, additional criteria will appear.
4.41 CORE DESIGN - Respect of the natural or cultural heritage surroundings	DESIGN Design and construction of building and infrastructure pertaining to the selection of a site: • Complies with local zoning and protected area and heritage requirements (<i>NOTE: these are legal requirements and may include authorisation conditions around maintenance schedules</i>); • Respects the natural or cultural heritage surroundings in siting, design, impact assessment, and land rights and acquisition; • Uses locally appropriate principles of sustainable construction; • Uses a colour scheme and aesthetic design that follows a colour palette which does not contrast with natural environment.
4.42 CORE REDUCE - Measures to reduce negative impacts on the site	REDUCE The business implemented measures to reduce the site disturbance. It is the responsibility of the business to ensure it complies with all regulations and authorisations and within the terms of its permits and authorisations. ☐ Smoking is restricted to designated areas and prohibited in natural areas and in any buildings used by guests. ☐ Site/s are selected with consideration given to what construction methods are possible. In construction of marine or water-based structures, environmental impacts due to site selection in construction of marine or water-based structures: ☐ Selected site/s and any moorings/anchoring avoids impacts on sensitive environments (e.g. seagrass beds, coral reefs); ☐ Excavation and dredging at the site/s are kept to a minimum; ☐ Construction waste is removed from the site and appropriately disposed of; ☐ Structures do not use toxic compounds (e.g. anti-foulant).
4.43 CORE PRODUCE - Site selection to produce	PRODUCE Site/s are selected to maximise design opportunities which will reduce energy use:

resources or reduce energy use	• Site is selected considering optimum orientation relative to the sun; • Site is selected to capture cooling breezes or exclude cold winds; • Site is selected with consideration to how existing natural features will affect the site (i.e. trees shading undesirable sun).
4.44 CORE EXPERIENCE - Design enhances guest experience	EXPERIENCE • Design or construction decisions can be conveyed to contribute, enhance or enrich guest experience. • Sites are located to provide access and exposure to nature-based experiences; • The story of how the site was selected is told outlining elements of the above decisions.

*** Operational resources – built infrastructure** (will only appear if 4.39 has been ticked)

If N/A → proceed to criteria section 4. 'Operational resources: tours and transport'

4.45 CORE Operational resources: built infrastructure	These criteria are mandatory for businesses that have a physical office or use built infrastructure. Resources like energy and water are used throughout a building in different intensities, for heating/cooling, lighting, hot water, catering, refrigeration, guest use, gardens and pools. Different building types in different climates will alter the magnitude of resources used. Beyond building design, the business should aim to reduce the need for resources by implementing minimisation strategies, reducing the need for resources, and, where possible, producing its own resources. ☐ The 'Operational resources: built infrastructure' criteria are applicable to the business LOGIC: If the above criteria is ticked, additional criteria will appear.
4.46 ADV DESIGN - Building design advice or review to improve energy efficiency	DESIGN – Energy efficiency • If construction and/or development have taken place in the last 5 years, professional advice has been used to develop energy efficient building design and operation. • If above is N/A - An audit of existing building design and operation has taken place and areas to improve energy efficiency have been identified and are scheduled for replacement/ update/ improvement.
4.47 CORE REDUCE - Operational resources: built infrastructure	REDUCE - Energy use • Energy use is measured (by building usage) and measures to reduce overall energy consumption are continually assessed.
4.48 CORE/ADV REDUCE – Heating, cooling and ventilation	REDUCE - Heating Cooling and Ventilation The business should have measures in place to reduce heating, cooling and ventilation, including at least four (4) for CORE or six (6) for ADVANCED of the following measures: • Systems to 'block out' or 'let in' the sun at different times of year and day are applied to the outside of the building – systems applied are appropriate to the location's climate; • Size, extent and location of window glazing and openings is considered in relation to controlling solar access and breezes relative to the location's climate; • Glazing type is selected to block incoming heat or retain internal heat as appropriate to the location's climate; • Building materials are selected and located to help control the comfort of the space, (i.e. thermal mass); • Natural ventilation is maximised, minimising the need for air conditioning; • Heating/cooling is restricted to living and sleeping areas etc. or is able to be isolated ;

	• Use of key-tag switches and other automatic controls to ensure that air conditioners and other energy consuming appliances are used only when required-; • Heating/cooling temperatures have default settings for 25-26°C in summer and 18-20°C in winter; • Materials used in interior design are appropriate for the climatic conditions (e.g. bedding materials, flooring and floor covers are suitable for the climatic conditions).
4.49 CORE REDUCE – Water Heating	REDUCE - Water Heating The business should have measures in place to reduce water heating, including the following measures: ☐ Efficient water use is implemented throughout the building Please briefly indicate how water heating is undertaken, in part or whole, using renewable resources i.e. solar hot water system, recovered heat systems (e.g., a heat pump):
4.50 CORE/ADV REDUCE - Lighting	REDUCE - Lighting The business should have measures in place to reduce lighting, including at least four (4) for CORE or six (6) for ADVANCED of the following measures: • Natural light provides all necessary illumination to all living areas of buildings during daylight hours; • Illuminated signage is only used for emergency exits or other orientation, security, or safety requirements; • Over 90% of lights are energy efficient (e.g. compact fluorescent bulbs, LED lights, sodium lamps, metal halide lamps); • Movement detectors and or lighting level detectors are used to control lighting; • Customers are provided with portable lights to avoid fixed outside lighting, where applicable; • A lighting plan has been developed that minimizes energy power consumption; • Solar or other renewable energy sources are used to power at least some lighting.
4.51 CORE/ADV REDUCE - Measures in place to reduce equipment and appliances energy use	REDUCE - Equipment and Appliances The business should have measures in place to reduce equipment and appliances energy use, including at least three (3) for CORE or five (5) for ADVANCED of the following measures: • Energy efficient equipment (based on the Country's energy efficiency rating system, label or standard) are utilised. If the country in which you operate does not have a current rating system, label or standard, compliance will be assessed based on location and feasibility. If the business is unable to implement measures, it commits to do so when the opportunity presents itself. • Where available, default settings for appliances are set to "eco" mode; • Where possible, appliances are switched off at the wall when not in use; • The maintenance of air conditioning and refrigeration systems is completed by a licensed air conditioning or refrigeration technician; • Cool rooms/refrigeration are designed to give maximum efficiency for the business.
4.52 ADV REDUCE - Measures in place to maximise equipment and appliances efficiency (fuel efficiency,	Efficient use of technologies that minimise fuel/electricity consumption and emissions generation and use of cleaner fuels can all help to reduce emissions. With respect to any equipment used by the business (e.g. mowers, generators, chain saws, vacuums/blowers, floor polishers, compressors), at least two (2) of the following measures have been undertaken: • Equipment operators have undertaken training in fuel-efficient operating techniques where applicable;

efficient motors/ batteries)	• All equipment is regularly serviced and maintained; • Rechargeable batteries for portable equipment are used where practical; • High efficiency motors are used where possible; • High efficiency motors have been specified for replacement equipment (High efficiency motors minimise the use of fuel and/or electricity and have lower emissions).
4.53 CORE/ADV REDUCE – Water use	REDUCE - Water use The business should have measures in place to reduce water use, including at least four (4) for CORE or six (6) for ADVANCED of the following measures: General: • Strategies are in place to reduce water use across all operations; • Water use is measured (by building usage) and measured to reduce overall consumption and continually assessed; • Water efficient fixtures are fitted that are above the required standards; • Water saving devices are fitted (e.g. automatic shut-off nozzles, timers, etc). • Water efficient appliances used based on the Country's water rating system, label or standard). If the country in which you operate does not have a current rating system, label or standard, compliance will be assessed based on location and feasibility. If the business is unable to implement measures, it commits to do so when the opportunity presents itself. • A regular maintenance program ensures immediate replacement of leaking taps, valves and pipes. Bathroom/Toilets • Water efficient toilet systems are installed; • Timer devices fitted to fixtures to reduce shower times. Landscape • Plants selected for landscaping have low water requirements (local natives); • Direct watering systems are installed (e.g. drip watering systems); • Measures to aid water retention are implemented (e.g. soil treatment, mulch); • Hard surfaces have been reduced, with wash down of hard surfaces not permitted (i.e. sweeping is the preferred method for cleaning outdoor surfaces instead, etc.).
4.54 ADV REDUCE - Water use - Professional assessment for water supply extracted from a watercourse	Where water supply is obtained from a watercourse a professional assessment of minimum natural flow has been undertaken and extraction of water does not exceed sustainable levels (with allowance for seasonality).
4.55 ADV REDUCE - Wastewater Measures to reduce grey water waste	REDUCE - Wastewater Grey water Measures are in place to reduce grey water waste. • Treated grey water is used to irrigate landscaping; • Certified and maintained grey water treatment systems are in place.
4.56 CORE REUSE/TREAT - Wastewater Black water	REUSE/TREAT - Wastewater Black water Where the operation has its own septic system, the following measures must be in place: • Wastewater receives at least secondary treatment or is composted. Where this is not possible, the method of wastewater treatment (direct disposal of sewage or septic system) is justifiable

	and the ongoing impacts on ground and surface waters have been assessed and are judged to be sustainable. All onsite wastewater treatment has breakdown alarms, approved emergency bypass facilities and an ongoing water operations manual that is administered by a trained operator. If your business operations use public sewage systems, please tick N/A.
4.57 ADV REUSE/TREAT - Wastewater Black water	All the following measures to reuse and treat black water are in place: - The treatment system is at tertiary level or secondary level with effluent reuse (this can be either a site-specific system or community municipal system); - All cleaning chemicals used are biodegradable and compatible with wastewater and effluent treatment and disposal; - Only toilet facilities that are composting or have secondary treatment are used; - Biological indicators are used in a monitoring program to determine receiving water quality.
4.58 ADV PRODUCE - Clean electricity	PRODUCE – Clean electricity Electric vehicle charging ports are available for guest use. Use of renewable energy is demonstrated through at least one (1) of the following measures: ☐ Solar panels for lighting, hot water, refrigeration on tour etc. ; ☐ Heat exchange hot water systems; ☐ Wind power; ☐ Methane gas collection; ☐ Micro-hydroelectricity; ☐ Electricity generation using biomass fuels; ☐ Geothermal energy. Note: If you unable to produce renewable energy then you must make a commitment to do so when the opportunity presents itself AND you must be currently purchasing at least 50% GreenPower (or similar) accredited energy. ☐ The business is unable to implement any of the above to use renewable energy but commits to do so when the opportunity presents itself and the business purchases at least 50% GreenPower accredited energy - or similar. If GreenPower accredited energy is not available through any energy providers you currently have access to and the above clean power technologies are not able to be implemented, then you may select N/A for criteria within this section.
4.59 ADV PRODUCE - On site fuel Measures to recover heat from equipment and use of sustainably grown wood	PRODUCE - On site fuel production Where on site fuel production takes place, measures are taken to recover heat from equipment. Where it is required, wood burning heating systems use sustainably grown wood. Please indicate how you recover heat from equipment (e.g. waste heat from a diesel generator is used to heat hot water):
4.60 CORE PRODUCE – Rainwater is collected and reused	PRODUCE – Rainwater collection The business should collect and reuse rainwater. ☐ Rainwater from roofs and other surfaces collected; Please indicate how you reuse rainwater (e.g. in landscaping, toilet flushing or laundry):
4.61 CORE/ADV EXPERIENCE - Communication about	EXPERIENCE - Communicate energy and water efficient features and practices to visitors

energy and water efficient features and practices to visitors	At least three (3) for CORE or five (5) for ADVANCED of the following actions to communicate energy and water efficient features and practices are completed: • Communicate energy and water efficient design features to visitors; • Communicate how to optimise efficiency and comfort within the buildings (i.e. supply or display information on when best to open shading blinds, curtains, etc.); • Communicate wastewater treatment and reuse systems where relevant; • Guests are encouraged to reuse towels and sheets before laundering; • Guests are given a water budget (small tank for water supply, time limited showers); • Energy and water use and production are displayed for guest information.
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*** Landscape, drainage, soil and water management** (will only appear if 4.39 has been ticked)

If N/A → proceed to criteria section 4. 'Operational resources: tours and transport'

4.62 CORE Landscape, drainage, soil and water management	These criteria are mandatory for businesses that use built infrastructure. A sound approach to landscape, drainage, soil and water management works hand in hand with site selection. Landscaping, drainage, soil and water management should involve minimal disturbance to the sites' ecological processes and disturbed areas should be rehabilitated through rejuvenation and revegetation efforts. Ongoing monitoring of the site is important for mitigating the risk of damage caused by the business' products and activities. ☐ The 'Landscape, drainage, soil and water management' criteria are applicable to the business. LOGIC: If the above criteria is ticked, additional criteria will appear.
4.63 CORE REDUCE - Disturbance of existing native vegetation	REDUCE - Disturbance of existing native vegetation The business should have measures in place to reduce the disturbance of existing native vegetation. • Native species are not disturbed where possible; Measures are in place to ensure non-native invasive species, pests and diseases are not introduced (e.g. weeding, boot cleaning stations, report sightings to relevant authorities, etc). Please briefly give an example:
4.64 ADV REDUCE - Disturbance of existing native vegetation	REDUCE - Disturbance of existing native vegetation During site development a specific program was implemented to protect natural areas Please briefly provide details on the specific program the business implemented to protect natural areas during site development (e.g. survey of major trees, contractor education and penalties for damage):
4.65 ADV REDUCE – Exotic species	REDUCE - Exotic species For properties with exotic (or native but not locally occurring) plant species as part of the landscaping, a program for re-landscaping with native locally occurring species is implemented.
4.66 ADV REDUCE – Pesticide and chemical use	REDUCE - Pesticide and chemical use The use of pesticides and herbicides that cause residual pollution are avoided.
4.67 CORE/ADV Reduce – Water run-off and erosion	REDUCE - Water run-off and erosion • Development has avoided extreme land shaping and surface modifications. Drainage follows essentially natural paths and concentration of overland flow is avoided; • If erosion is evident, measures are taken to stabilise and rehabilitate existing eroded areas;

	• A soil and water management plan was prepared during the design stage and implemented accordingly, considering pollutant sources, controlling the rate of runoff, trapping sediment and other coarse particles as near to the source as practical ; • The soil and water management plan was certified by a qualified professional in erosion and sediment control; • Construction methods involve erosion and sediment control measures to minimise the amount of clearing and soil exposure; • Permanent soil conservation measures have been incorporated into the landscape design; • Access tracks have been constructed in a manner that minimised the total disturbance to both soil and vegetation; • Drainage works are designed to prevent controllable erosion and to minimise the effects of sediment transport; • A maintenance program exists for soil and water management devices; • Design has minimised the use of impervious surfaces which limit infiltration, increase stormwater runoff, and can cause downstream erosion as runoff becomes concentrated; • Design has incorporated pervious buffer strips/soakage strips around high use areas and impervious surfaces to allow infiltration (i.e. gardens in parking areas); • Overland flow does not pass over unprotected land surfaces or over impervious surfaces where particles have settled.
4.68 CORE IMPROVE - Water retention, carbon storage and habitat protection	IMPROVE - Water retention, carbon storage and habitat protection Landscaping involves at least three (3) of the following methods to improve water retention, carbon storage and habitat protection: • Composting; • Mulching; • Water wise plant and grass selection; • Use of drip feed irrigation systems with timers; • Minimal lawn areas; • Provision of dense groundcover; • Use of fast growing and native tree species.
4.69 CORE REDUCE – Energy/lighting	REDUCE – Energy/Lighting The business should have measures in place to reduce energy and lighting, including the following measures: ☐ External lighting is limited to that necessary for orientation, security, and safety; ☐ Movement detectors and/or timers are used to control lighting; ☐ External spotlights do not point above the horizontal; ☐ Incandescent floodlights are not used outside public areas. If there is no external lighting, please select N/A.
4.70 ADV REUSE/TREAT - Revegetation	REUSE/TREAT - Revegetation Where there are revegetation activities occurring onsite, local seeds and cuttings are propagated.
4.71 ADV REUSE/TREAT - Stormwater	REUSE/TREAT - Stormwater The business should have measures in place for stormwater detention and retention, and on-site infiltration.

	Please briefly indicate how stormwater is collected onsite for reuse or dispersed onsite for infiltration or irrigation of vegetation (i.e. using a stormwater detention tank); ☐ Permanent sediment traps or constructed wetlands, trash racks, gross pollutant traps and/or oil and water separators have been incorporated into the design of the facility if/where appropriate.
4.72 ADV PRODUCE - Organic food production and/or permaculture gardening	PRODUCE – Organic food production Where a vegetable/herb garden or orchard is kept for guest food supply, it is maintained using principles of organic and/or permaculture gardening.
4.73 ADV EXPERIENCE – Native flora and fauna	EXPERIENCE - Native flora and fauna Information about native flora and fauna is provided.
4.73a ECO ADV PRODUCE - Rehabilitation of disturbed areas	PRODUCE - Rehabilitate disturbed areas Rehabilitation of disturbed areas is undertaken either as part of tours, or by the tour operator.
4.73b ECO ADV PRODUCE – Native habitats	PRODUCE - Native Habitats: The following infrastructure or landscaping measures have been undertaken where appropriate to assist wildlife in adapting to climate change: • Provision of nest boxes; • Provision of wildlife corridors; • Improved vegetation density in natural areas; • Native plant selection that provides food and shelter for wildlife.
4.73c ECO ADV EXPERIENCE – Revegetation activities for visitors	EXPERIENCE - Revegetation activities • Where the business has an onsite nursery for revegetation purposes, tours of the facility are offered to guests; • Visitors have the opportunity to be involved in revegetation programs (e.g. tree planting, etc.).
4.73d ECO ADV EXPERIENCE - Visitors involved in landscape maintenance	EXPERIENCE – Visitors involved in landscape Visitors have the opportunity to be involved in landscape maintenance (e.g. mulching, etc.).

*** Embodied energy – construction methods and materials** (will only appear if 4.39 has been ticked)

If N/A → proceed to criteria section 4. 'Operational resources: tours and transport'

4.74 CORE Embodied energy – construction methods and materials	These criteria are mandatory for businesses that use built infrastructure. The following criteria is applicable where the business has been in a decision-making capacity when considering design and construction of infrastructure. Where the business has been acquired with existing infrastructure and facilities in place, where infrastructure or facilities are leased, or where infrastructure or facilities were constructed over five years ago, these criteria may not apply. Embodied energy is the energy consumed by all of the processes associated with the production of a building, from the mining and processing of natural resources to manufacturing, transport and product delivery. Different building elements contain different amounts of embodied energy. Decisions should be made during the design and construction phase to minimise embodied energy associated with the project.
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	☐ The 'Embodied energy – construction methods and materials' criteria are applicable to the business LOGIC: If the above criteria is ticked, additional criteria will appear.
4.75 CORE REDUCE - Energy use Building size	REDUCE - Energy Where building design is within the control of the business, building size is optimised for its use.
4.76 CORE REDUCE - Material impact Air quality [CORE/ADV]	REDUCE - Material Impact Air Quality The business should have measures in place to reduce the material impacts on air quality, including at least three (3) for CORE or five (5) for ADVANCED of the measures below: ☐ Materials used in construction are low or zero Volatile Organic Compounds (VOCs can be found in a range of materials used in construction, including; paints, primers, finishes, stains, adhesives, treated lumber, spray foams, and insulation); ☐ Spaces are naturally ventilated to reduce the build-up of any material off-gassing; ☐ The business implements practices to reduce and avoid pollution from ozone-depleting compounds and air contaminants, including hydrocarbon emissions, during construction; ☐ The installation of air conditioning and refrigeration systems is completed by a licensed air conditioning or refrigeration technician; ☐ No solvents are used.
4.77 CORE REDUCE - Material impact Environment	REDUCE - Material impact Environment (i.e. leeching, spreading of invasive species etc.) ☐ Timber used in construction that has been treated with arsenic or copper is not used; ☐ Soil and gravel used in construction is free from weeds and plant diseases; ☐ Vehicles used to transport materials to the site are cleaned to control the transfer of weeds, fungi and diseases; ☐ Cleaning products use no harmful chemicals.
4.78 CORE REDUCE - Material impact Selection	REDUCE - Material impact Selection The business selected materials for construction carefully to reduce negative impacts. ☐ The following areas have been considered in construction and the selection of materials across all construction elements: Foundations and structure; Walls and roof; Internal finish; Services; Site Works. In addition to the consideration of material selection for the above construction elements, the following have occurred: ☐ Excavation has been kept to a minimum; ☐ A low impact foundation system has been established; ☐ Buildings have been designed with an efficient low impact structure relative to the sites location; ☐ Sustainable materials have been selected (i.e. sourced from renewable resources); ☐ Chosen materials are low embodied energy.
4.79 CORE REDUCE - Ongoing maintenance and replacement of materials	REDUCE - Ongoing maintenance and replacement of materials Materials are selected to reduce the ongoing maintenance and replacement of the materials.
4.80 CORE	REDUCE – Transport during construction

REDUCE – Transport during construction	Have building materials been sourced locally? Has labour been sourced locally?
4.81 CORE REDUCE - Construction impacts Staff briefing and measures to protect the environment during construction	REDUCE - Construction impacts Staff briefing and measures to protect the environment during construction Briefing of construction staff, employees and contractors on the natural and cultural values of the area and measures necessary for environmental protection were undertaken.
4.82 ADV REDUCE - Energy used in construction	REDUCE – Energy used in construction It can be demonstrated that measures to reduce energy use are in place during construction, including: ☐ Renewable energy is used to provide power used in construction; ☐ Construction methods requiring less energy to operate are used.
4.83 ADV REUSE/TREAT - Use of recycled materials for construction	REUSE/TREAT - Recycled materials for construction Recycled building materials have been used as a dominant source of material.
4.84 ADV REUSE/TREAT - Minimisation and disposal of construction waste	REUSE/TREAT - Minimisation and disposal of construction waste It can be demonstrated that measures to minimise and dispose of construction waste have been taken during construction. Please briefly provide an example of how waste to landfill has been minimised during construction: Please briefly provide an example of how building waste is repurposed on site (i.e. plaster and timbers broken down and used in landscaping where appropriate, left over materials used in smaller projects): Please briefly provide an example of how material from dismantled buildings is reused or sold for use in other projects where possible:
4.85 ADV PRODUCE - Source onsite construction materials	PRODUCE – Onsite construction materials Construction materials have been sourced from the project site.
4.85a ECO CORE EXPERIENCE - Communication about material and site selection stories	Material selection stories • Communicate why certain materials have been selected; • For areas of special historical or cultural significance, where special materials and methods have been used in construction, share the details and story within the guest experience to maintain the historical and/or cultural identity of the place.
4.85b ECO ADV EXPERIENCE – Alternative construction materials displayed	Display and explanation of different materials Alternative materials are displayed in a way people can interact with them and are accompanied with interpretive information (i.e. exposed so they can be touched and accompanied by interpretive signage).

Subtheme: Operational resources: tours and transport

4.86 CORE Operational resources: tours and transport	Criteria in "Operational resources: tours and transport" are mandatory for all tour and transport operators but may not be relevant for other businesses. Ecotourism businesses that operate tours and guest transport for their products (land/water/air) should implement strategies and initiatives to minimise operational resource use and any potential environmental impacts. ☐ The 'Operational resources: Tours and transport' criteria are applicable to the business LOGIC: If the above criteria is ticked, additional criteria will appear.
4.87 CORE/ADV REDUCE - Transport energy use	REDUCE - Transport energy use Transport energy is minimised to the greatest extent possible through the following measures: Select at least five (5) for CORE or seven (7) for ADVANCED: • Customers are encouraged to use fuel efficient transport (e.g. courtesy transfer service provided, providing public transport information, or providing bicycles for sightseeing); • All vehicles/vessels are regularly serviced and maintained to manufacturer's specifications; • Where possible, cleaner fuel options, such as bio-diesel, low sulphur diesel, LPG, ethanol, pyrolysis oils or natural gas are used for all vehicles/vessels and engines; • Vehicles/vessels are set up and operated for fuel efficiency; • Vehicles/vessels are operated using minimal impact driving techniques; • Daily vehicle/vessel selection is appropriate to the number of passengers; • Electric vehicles/vessels are used, and/or powered by renewable energy; • Electric car charging ports are available for guest use; • Renewable energy is used to charge batteries and/or run portable fridges/lights etc. (e.g. wind, solar or micro solar etc).
4.88 ADV Logbooks to monitor resources used for transport	Logbooks or systems are implemented and maintained to monitor fuel use, mileage and maintenance. Please briefly provide details about how you monitor fuel use, mileage and maintenance (e.g. logbook filled at the end of each tour):
4.89 CORE Policy to adopt low emissions engines when vehicles are replaced	Low emissions engines (based on the country's applicable vehicle emissions standard) are adopted as a matter of policy when replaced. If the country in which you operate does not have a current rating system, label or standard, compliance will be assessed based on location and feasibility. If the business is unable to implement measures, it commits to do so when the opportunity presents itself. <i>Guidance:</i> Australia The Green Vehicle Guide (GVG) helps consumers by providing user friendly tools to search for and compare the environmental performance and fuel consumption of new light vehicles (up to 3.5 tonnes gross vehicle mass) sold in Australia since 2004. It also provides data on fuel consumption, noise and air pollution, giving consumers the flexibility to emphasise those aspects that are important to them when they are undertaking vehicle searches.
4.90 CORE REDUCE - Water use for tours and transport (incl. cleaning)	REDUCE - Water use for tours and transport The business should have measures in place to reduce water use for tours and transport, including: ☐ Strategies are in place to reduce water use across all operations; ☐ Cleaning products use no harmful chemicals;

	☐ Vehicles/trailable vessels are only washed in properly set up wash bays where the wash water is treated (with an oil/water separator at a minimum) and preferably recycled; ☐ Fresh water use is timed or restricted when washing vehicles.
4.91 CORE Air quality - Smoking restriction	Air quality Smoking is restricted to designated areas and prohibited in natural areas and in any vehicles, vessels, or aircraft, or in any buildings used by guests.
4.92 CORE Waste is recycled/disposed of responsibly	Waste Waste collected on tour/on transport is sorted and recycled/disposed of responsibly.
4.93 CORE Biodiversity control - Measures to avoid introducing invasive species to new environment	Biodiversity control Measures are taken to avoid the introduction of invasive species to new environments (e.g. vehicles are checked and cleaned of any thorns and seeds when entering new environments).
4.94 CORE REDUCE - Impacts of toilet waste	REDUCE – Impacts of toilet waste - Public toilet facilities that have sustainable wastewater treatment (e.g. wastewater received secondary treatment, or facilities are compostable) are used where available; - If appropriate toilet facilities are not available, human waste is carried out and disposed of at an appropriate facility; - Free disposal in remote areas is only used where there is no wastewater treatment available and minimal impact (e.g. “leave no trace”) practices are implemented; - Where transport has its own onboard toilet facilities, waste is disposed of in designated dump points, sewage outlets or septic systems.

Subtheme: Specialty criteria

(*Please tick all special activities that apply to your business – additional criteria will open up based on your selection)

4.95 Specialty criteria sections	Specialty criteria sections are specific to the operation of particular activities. There are criteria supplements that apply to each specialty activity specified below. Please identify any criteria sections that may apply to all or part of your product/s or operations (including activities that are part of your product but operated by another business). The guidance tab provides more details on where criteria will be applicable. If none of the activities listed on this page are included in your product/s, please tick N/A above. Please update Ecotourism Australia if you add any of the listed activities. If your product involves an activity listed below but the activity is operated by another business that is <u>not</u> certified, please tick the activity and leave a note in the supporting comments. We understand your control of the operations may be limited for the activities ran by another business. If the business is <u>not</u> certified, you will need to prove that you have carefully selected the supplier/s and requested they meet our criteria and best practice. <u>If the activity is operated by a certified business</u>, leave a note in the supporting comment but there's no need to tick the activity. ☐ 4.96 Minimal impact swimming pools and spas ☐ 4.97 Minimal impact nocturnal wildlife viewing ☐ 4.98 Minimal impact marine and aquatic animal viewing ☐ 4.99 Minimal impact walking
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	☐ 4.100 Minimal impact camping, including regular rest stops for tours ☐ 4.101 Minimal impact vehicle use ☐ 4.102 Minimal impact power boat use ☐ 4.103 Minimal impact non-powered boating and water sports ☐ 4.104 Minimal impact aircraft use ☐ 4.105 Minimal impact rock climbing and abseiling ☐ 4.106 Minimal impact caving: show cave ☐ 4.107 Minimal impact caving: wild caves ☐ 4.108 Minimal impact snorkelling and SCUBA diving ☐ 4.109 Minimal impact trail riding and animal tours ☐ 4.110 Minimal impact fishing ☐ 4.111 Minimal impact houseboat/bareboat use: inland ☐ 4.112 Minimal impact houseboat/bareboat use: marine ☐ 4.113 Animals in captivity
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***4.96 Specialty criteria: Minimal impact swimming pools and spas**

4.96.1 CORE Swimming pool and spa public health requirements	Public Health Facilities meet swimming pool and spa public health requirements applicable to the type of facility and to the state within which the facilities are located.
4.96.2 CORE Pool and spa safety requirements	Pool and Spa Safety Swimming pool and spa facilities meet the requirements for applicable national standards as well as any local regulations for pool barriers and warning signage. <i>Guidance:</i> Australia The Australian Standard AS1926-2012 is in place as the standard in New South Wales, Victoria, South Australia, Tasmania, Western Australia and the ACT. In these jurisdictions, the standard is called up by the Building Code of Australia (BCA) and in many cases, there are local variations effected under legislation. Northern Territory operates under AS1926.1 – 1993. Queensland has its own standard in place which is a modified version of AS 1926-2007 combined with a state standard QDC MP 3.4. For more information visit SPASA (Swimming Pool & Spa Association) . Pools that are filled or partly filled with water must have physical barriers that restrict access to the pool by unsupervised children under 5 years of age. Residential pools, including indoor swimming pools, require a compliant barrier and an inspection every three years, unless they are small heated pools that comply with F9/AS2 (PDF 703KB) .
4.96.3 CORE Design, construction and installation	Design, construction and installation: (Only relevant where design, construction information/installation of facilities is known by current ownership/management): ☐ Pool/spa site has been chosen with consideration given to minimising exposure to direct sunlight and wind to minimise evaporation and impacts on water temperature (i.e. trees, a wall, a solid fence or even a screen, can dramatically reduce the evaporative water loss by reducing wind speeds over the water); ☐ Site selection considers how surrounds may affect maintenance and cleaning procedures that require resource use (i.e. excess dirt/sediment, leaf debris etc. from immediate surrounds)

	may demand more regular use of robotic cleaners or other types of cleaners or manual cleaning); ☐ Impact on water temperature and evaporation rates have been considered when choosing design, pool surface material and depth (i.e. dark, shallow pools positioned in full sun can become very hot and may increase evaporation); ☐ Site selection does not interfere with natural surrounds and soundscape (i.e. loud pumps or proximity of facilities to guest rooms may impact some guests' experience); ☐ Dangers to wildlife have been considered during the design phase and provide lounge ledges along the sides just below the water's surface, or shallow areas from which wildlife can easily escape; ☐ Products and systems should be sourced or designed in ways to minimise the use of materials and other resources without compromising quality and safety. (i.e. Products purchased or used should be sourced responsibly taking into account raw materials, and any water from the pool/spa overflow should be harvested for reuse); ☐ Hydraulic efficient plumbing is designed to allow water to flow freely, thereby reducing friction loss (i.e. sweep elbows instead of 90-degree elbows, and shorter runs of pipework between the pool and the pool/spa); ☐ Automated control systems are used, these systems can optimise energy use and equipment performance by automating and synchronizing equipment and time scheduling.
4.96.4 CORE Energy efficiency	Energy efficiency: ☐ Facilities use dual, multi or variable speed pumps which are designed with more efficient motors (i.e. pumps can run at lower speeds for longer periods whilst consuming less electricity and sped up to deal with specific scheduled functions when needed); ☐ Swimming pool pumps meet the national or local rating system, label or standard for pool pumps of the country in which you operate does not have a current rating system, label or standard, compliance will be assessed based on location and feasibility. If the business is unable to implement measures, it commits to do so when the opportunity presents itself. ☐ Filters are run 8-10 hours a day during summer months (i.e. Times can be split to allow for 5 hours in the morning and 5 hours in the evening to take advantage of time of use tariffs and weather); ☐ Sand filters and cartridge filters need to be backwashed or cleaned approximately three to six times per year in summer and up to twice per annum during the winter period, subject to bather load; ☐ LED pool lights are used (LED lights remain cooler, use less energy and reflect light brighter and stronger than other inferior lighting, and due to the lower operating cost will save money); ☐ Robotic Cleaners are preferenced, which are independent of the pool pump filtration system, do not require booster pumps, and offer energy efficiency.
4.96.5 CORE Water efficiency	Water efficiency ☐ Rainwater harvesting, and reuse practices allow for greater frequency and quantity of pool top-ups (i.e. harvesting devices such as down pipe diverters and tanks are installed); ☐ Facilities are not overfilled or made to overflow; ☐ Swimming pools are covered when not in use to prevent evaporation (i.e this not only helps to reduce evaporation, but also helps to minimise dirt and debris fouling up the water) ☐ Facilities are checked and equipment and water levels are monitored for signs of any leaks.
4.96.6 CORE Maintenance	Maintenance

	☐ Spa water is replenished at least every 3-4 months; ☐ Pool/spa water is tested regularly and maintains in accordance with national or local standards and public health guidelines.
4.96.7 CORE Signage and guidelines/rules for safety	Signage and guidelines/rules for safety Signage and guidelines/rules for users exists to minimise behaviour that negates resource efficiency efforts and/or guest safety: ☐ Poolside manner and behaviour minimises splash out (i.e. no diving or bombing); ☐ No contaminants to be added/taken into the pool (i.e. no peeing, no drinks in the pool that may affect water quality, etc.); ☐ CPR Signage is visible in close proximity to the pool/spa area(s).
4.96.8 ADV The business meets SPASA Climate Care standard	The business meets/has achieved the Swimming Pool & Spa Association (SPASA) Climate Care standard or a comparable standard in its country of operation if applicable.
4.96.9 ADV Pool, equipment and installations meet SPASA Climate Care standard	Pool services, equipment and installations meets the SPASA Climate Care standard or a comparable standard in its country of operation if applicable.
4.96.10 ADV Renewable energy to power and/or heat pools/spas	Renewable energy is used to power and/or heat all pools/spas (e.g. solar).
4.96.11 ADV Alternative pool sanitation treatment system	Alternative, pool sanitation treatment systems are utilised (i.e. mineral, UV, natural pools and combination systems).

***4.97 Speciality criteria: Minimal impact nocturnal wildlife viewing**

4.97.1 CORE Customer behaviour briefing	Prior to the activity commencing, all of the following measures are taken to manage customer behaviour: • Customers are advised that noise must be kept to a minimum; • Customers are advised to stay behind leaders holding spotlights; • Customers are advised to keep still and quiet as sudden movements could disturb the wildlife; • Customers are advised to keep to designated trails; • Customers are advised not to alter the environment in any way; • Instruction on correct use of equipment (e.g. torch, binoculars) is given.
4.97.2 CORE Spotlighting measures	All of the following measures are undertaken <u>when spotlighting</u>: • Preferably, low wattage lights or small torches are used to detect eye shine and observations or, red filters are placed in front of spotlights once an animal has been located; • Use of light by is limited by turning torches off where ever possible and viewing with ambient light (wildlife may get confused by artificial light); • Group size of customers is limited to 20 per guide; • Remove the spotlight from the animal if it shows signs of disturbance; • Locations on the tour route are regularly rotated to ensure that changes to individual animals' behaviour is minimised;

	• Tours are led on well-made trails; • The playing of taped animal or bird calls is kept to a minimum; • Animals are not touched at any time.
4.97.3 CORE Flash photography	Flash photography is prohibited at all times during nocturnal viewing.
4.97.4 CORE Dark clothing	Customers are advised to wear dark clothing.
4.97.5 CORE Nocturnal wildlife observation measures	When observing nocturnal wildlife all following relevant measures are undertaken: • Interpretation of conservation issues, biology and behaviour of wildlife is provided; • Lighting is low wattage; • Lights are not shone directly on the animal at any time; • Animals are not touched at any time; • Campfires are not lit near animal colonies or sites; • Customers must keep to designated areas; • Nesting or hatching turtle interaction does not occur, unless under the guidelines of relevant PAM agencies.
4.97.6 ADV Infra-red viewing equipment	Infra-red viewing equipment is used.
4.97.7 ADV Group size limit	Group size is limited to 10 or less.
4.97.8 ADV Product-specific minimal impact code	The operator has developed and shared to customers minimal impact codes of practice specific to this product.
4.97.9 ADV Low wattage/red filtered lights	Only low wattage lights/small torches are used when spotlighting/observing and they incorporate red filters.

***4.98 Specialty criteria: Minimal impact marine and aquatic animal viewing**

4.98.1 CORE Mega fauna observation measures	All of the following measures are undertaken when observing mega fauna: • Interpretation of conservation issues, biology and behaviour is provided; • Particular caution is exercised around any group of animals that includes mothers and young; • At least one staff member monitors the animal's behaviour while the activity is occurring; • All operators and staff are familiar with the codes of practice for marine mammal viewing; • All voluntary speed limits and transit lanes are adhered to.
4.98.2 CORE Vessel-based animal viewing	Where vessels are used to observe animals and mega fauna, the following measures are undertaken: • They are not positioned directly in the path of animals, nor used to "leap frog" in a way that repeatedly places the vessel ahead of the animals; • Engines are not started and vessels not moved off until animals have departed; • The animals have unrestricted movement, and are not herded/chased; • Where several vessels are operating at the same location, radio communication between the vessels is maintained to assist orderly management and safety. • Vessels travel at no wake speed in the vicinity of animals.

4.98.3 CORE Swimming with mega fauna briefing	Where swimming with mega fauna (e.g. dolphins, seals and whales) occurs, the following measures are undertaken prior to the activity taking place, to manage customer behaviour: • Minimal impact codes of practice are provided to customers; • At least one staff member enters the water before customers; • Customers are prepared for their reaction to being at close quarters with the animals; • Customers are advised not to touch, swim towards or try to ride animals; • For marine mammals', lines are used in open water and at reefs (where suitable). Where in use, customers are advised not to leave the line; • Customers are advised to avoid rapid movements and loud noises; • Instructions on correct use of equipment (e.g. snorkelling gear) are given; • Customers displaying unsuitable behaviour are removed from the water; • Snorkelling gear is used in preference to SCUBA; • Customers are advised to never approach wildlife that is feeding, sleeping, resting or mating; • Customers are advised not to separate adult wildlife from their young (i.e. do not put themselves between them).
4.98.4 CORE Swimming authorisation	Where swimming with mega fauna occurs, it is authorised by the statutory authority responsible for the marine animal.
4.98.5 CORE Soundproofed machinery and engines	All machinery / engines are soundproofed.
4.98.6 CORE Flash photography	Flash photography is prohibited.
4.98.7 ADV In-water line limits	Where swimming with mega fauna occurs, a maximum of six customers per line and a maximum of two lines are in the water at any one time.

***4.99 Specialty criteria: Minimal impact walking**

4.99.1 CORE Track use and off-track walking	• Tour groups are kept on formal tracks where they exist. Where there are no tracks, <u>all of the measures below are followed</u>: • Wet or soft ground is actively avoided; • Guides ensure that customers are spread out (dependent on the type of environment) so that no two walkers follow the same footsteps or in single file, therefore minimising damage; • Disturbing virgin bush is avoided by taking the most appropriate detour; • If near wildlife nesting sites, extra care is taken to observe where groups step to avoid crushing nesting sites or eggs.
4.99.2 CORE Leave no trace toileting	In situations where toilets are not available, "leave no trace" principles are followed (i.e. waste is buried in a hole at least 15cm deep, and at least 100 meters away from water bodies or campsites).
4.99.3 CORE Walking impact measures	<u>ALL</u> the following criteria are adhered to: • For day walks, group size is limited to 25 or to the maximum number recommended by the relevant government nature conservation agency; • Tracks prone to erosion are actively avoided when conditions are unfavourable (e.g. during the wet season); • To reduce weed and disease dispersal, guides must ensure that all have clean boots before entering areas of high conservation significance; • Minimal impact walking codes are provided to customers in pre-tour information;

	• Cultural sites are not disturbed; • All rubbish is carried out or disposed of responsibly (i.e. food scraps, cigarette butts, plastic and paper); • Wildlife is not fed, and criteria 4.7 minimal disturbance to wildlife are abided by.
4.99.4 ADV Group size limit	Group size is limited to ten or less.
4.99.5 ADV Fire discouragement	The lighting of fires is actively discouraged, and the negative environmental impacts of fires are explained to customers (e.g. risk of wildfire, scarring of campsites, erosion and trampled vegetation around campfire sites and environmental damage through collection of firewood).
4.99.6 ADV Trail condition monitoring	Regular monitoring of the condition of walking trails and surrounding areas is carried out (e.g. photographs, log books).
4.99.7 ADV Protected area manager feedback	Regular feedback is provided to the protected area manager on the condition of walking trails.
4.99.8 ADV Trail maintenance	Regular maintenance of walking trails (e.g. removal of leaf litter from boardwalks) is carried out by the operator.
4.99.9 ADV Product-specific minimal impact code	The operator has developed and provided to customers minimal impact codes of practice specific to this product and minimal impact walking practices are actively promoted.
4.99.10 ADV Route rotation	Where track hardening has not been undertaken, tour routes are regularly rotated to minimise impacts at one site.

***4.100 Specialty criteria: Minimal impact camping, including regular rest stops for tours**

4.100.1 CORE Campsite selection	Existing campsites are used wherever possible. Where this is not feasible and new campsites must be set, areas of high conservation value are actively avoided.
4.100.2 CORE Ground nest checks	If setting up a new campsite, the area is searched for potential nests on the ground before camp is set up. If nests are visible, the area is actively avoided.
4.100.3 CORE Washing away from water	All washing is carried out at least 100 metres away from the nearest water body so that no soaps, detergents or toothpaste enter the water.
4.100.4 CORE Soap and detergent use	The use of soaps, detergents and toothpaste is actively discouraged in natural areas.
4.100.5 CORE Human waste disposal	Public toilets are used wherever possible. Where there are no public toilets, human waste is buried at least 100 metres away from campsites and the nearest body of water, in a hole at least 15cm deep. Sanitary items are carried out.
4.100.6 CORE Campfire measures	If campfires are set, ALL of the measures below are followed: • They are kept to a minimum, and lit in existing fireplaces (where these exist); • Firewood is not collected from the surrounding environment but carried in where applicable; • Guides ensure that fires are fully extinguished with water (i.e. until no steam rises) before breaking camp.
4.100.7 CORE Camping impact measures	At least two (2) for CORE or ALL for ADVANCED of the following measures are practiced: • Camps are set at least 30 metres away from the nearest water body; • Fuel stoves are used for all cooking, and monitored while in use; and • Minimal impact camping codes are provided to customers with pre-tour information.
4.100.8 ADV Group size limit	Group size is limited to a maximum of ten people, or to the maximum number recommended by the relevant government nature conservation agency.

4.100.9 ADV Carry-out waste in sensitive environments	In environments that inhibit biological breakdown of waste (e.g. alpine and arid environments) items such as human waste, toilet paper, etc., is not buried but carried out.
4.100.10 ADV Campsite condition monitoring	Regular monitoring of the condition of campsites is carried out (e.g. photographs, log books).
4.100.11 ADV Protected area manager feedback	Regular feedback is provided to the protected area managers on the condition of campsites.
4.100.12 ADV Campsite rehabilitation	Rehabilitation of campsites are carried out where necessary, in consultation with the protected area manager (e.g. sites are revegetated or closed for rehabilitation).
4.100.13 ADV Minimal impact camping promotion	Minimal impact camping practices are actively promoted to all customers before and during the tour (i.e. interpretive commentary, group discussions, brochure / pre-tour information address this issue).
4.100.14 ADV Campsite rotation	Campsites are rotated to minimise impacts at one site.

***4.101 Specialty criteria: Minimal impact vehicle use**

4.101.1 CORE Appropriate vehicle selection	Vehicles appropriate to the nature of the track/journey/environment are used (i.e. wherever possible 2WD is used, and 4WD is used only for genuine 4WD drive country; trail bikes are only used where there is little or no disturbance to other users, etc).
4.101.2 CORE Designated tracks and roads	Only designated tracks or roads are used, and the negative environmental impacts of off-road driving/riding are explained to customers.
4.101.3 CORE Avoiding track widening	Side slipping and widening of roads and tracks is avoided by driving/riding in the middle of the track.
4.101.4 CORE Designated creek crossings	Creeks are crossed only at designated crossings, slowly, and at a 90-degree angle to the bank.
4.101.5 CORE Route selection without roads	Where tracks and roads are not available travel routes are selected to: • Reflect those preferred by protected area managers; • Avoid driving over sensitive areas such as alpine grasslands, dunes, saltpans, steep hillsides and new forests; and • Keep vehicles to the highest and driest ground.
4.101.6 CORE Difficult terrain procedures	Procedures for manoeuvring in difficult terrain follow minimal impact procedures (e.g. use of soft wrap for winch when bogged).
4.101.7 CORE Protected area manager contact	Protected area managers are contacted on a regular and appropriately scheduled basis for information regarding the environmental conditions in the area of operation (e.g. in the wet season more regular contact is necessary than in the dry).
4.101.8 CORE Low emissions engine policy	Low emissions engines rated 3 stars or above in the <u>Green Vehicle Guide</u> are adopted as a matter of policy when replaced.
4.101.9 ADV Route and use advice	Advice of protected area managers is sought to ascertain routes and level of use acceptable in natural areas.
4.101.10 ADV Road and track monitoring	Regular monitoring of road and track conditions is carried out (e.g. photographs, log books).
4.101.11 ADV Protected area manager feedback	Regular feedback is provided to the protected area manager on road and track conditions.

4.101.12 ADV Remedial works	Remedial works such as revegetating closed tracks or assisting water run-off from roads are undertaken (in the supporting information area, provide information on what remedial works you have undertaken - give locations and dates).
4.101.13 ADV Minimal impact vehicle use promotion	The practices of minimal impact vehicle use are actively promoted to all customers before and during the tour (e.g. interpretive commentary, group discussions, brochures and pre-tour information address this issue).
4.101.14 ADV Route rotation	Tour routes are regularly rotated to minimise impacts at one site.

***4.102 Specialty criteria: Minimal impact power boat use**

4.102.1 CORE Powered vessel operating measures	When operating vessels (including jet skis and all powered watercraft) all of the following measures are practiced (where applicable): • Vessels are powered, designed and operated to minimise fuel use for the necessary speeds, capacity and range of operation-outboards and generators; • Relevant staff have undertaken training in fuel-efficient boating techniques; • Vessel is operated to minimise wave, wake and wash; • Curtail boating speed to minimise erosion of riverbanks from excessive wave action; • Vessel speeds are set so as not to reduce the ability of others to appreciate and enjoy the environment; • Keeping a constant vigil when boating to avoid hitting wildlife; • Anchoring occurs in water deep enough to avoid vessels grounding with the tide change; • Anchoring and grounding avoid sensitive environments such as seagrass or live coral reefs; • Anchors must be used in mud or sandy areas with adequate chain laid out to avoid dragging; • Where tours involve regular stops in the same location, mooring locations are chosen to prevent damage, are correctly installed and not simply tied to coral, to minimise long-term environmental impacts; • Vessel bow and stern are moored to prevent a wind shift from pushing the boat onto the reef; • Ancillary boats are used in such a fashion to avoid damage to coral; • Oil or grease contaminated bilge water, or untreated ballast water is not discharged; • Sewage/sullage is pumped ashore for treatment where pump-out facilities exist. Where no pump-out facilities exist sewage/sullage is only discharged where there will not be significant impacts on the receiving environment, not in small lakes, near coral reefs or non-flushing coastal lagoons. NOTE: this means vessels should be fitted with holding tanks to ensure control of sewage/sullage discharge; • Antifouls are not used in small freshwater bodies and only organotin-free antifouls are used in marine environments; • Vessel maintenance (spray painting, anti-fouling, abrasive blasting etc.) is conducted in appropriately designed and managed facilities; • Vessels are not scrubbed to remove fouling organisms in sensitive environments if they are coated with antifouls that contain heavy metals or biocides; • Preparing your boat and trailer before launching at boat ramps to avoid delays to other ramp users; • Refuelling on land wherever possible; Seagrass beds, bird nesting/breeding habitats and seal colonies are avoided.
4.102.2 CORE	Motorised water sports: • Staff are qualified, and trained in environmental awareness;

Motorised water sports briefing	• Guests are briefed on proper watercraft operating procedures, hazards, potential environmental impacts and best practices; • Staff survey the area for marine animal activity before operating or allowing passengers to operate watercraft.
4.102.3 CORE Vessel cleaning and maintenance	Vessel and watercraft cleaning and maintenance: • All vessels and watercraft are regularly serviced and maintained (including outboards and onboard generators); • Major works are not carried out at sea; • Hulls are not cleaned/scrubbed near reefs; • The hull and the internal seawater pipe-work, fenders, anchors, open bilges, propellers and sea chests are regularly inspected for suspect species. If suspect species are evident, they are reported to the authorities.
4.102.4 CORE Ultra low emission outboards	Ultra Low Emission outboards are used or are specified as replacement outboard engines (e.g. 3 stars in the OEDA rating scheme).
4.102.5 ADV Sewage/sullage discharge	Sewage/sullage is not discharged into open water.
4.102.6 ADV Pump-out and sewage treatment facilities	The operator has provided, instigated or contributed to pump-out facilities or sewage treatment options so that free disposal no longer occurs.
4.102.7 ADV Bilge water disposal	Bilge is not discharged into open water but through appropriate disposal methods.
4.102.8 ADV Ballast water treatment	Ballast water is not discharged without adequate treatment that ensures potential disease or exotic organisms are destroyed.
4.102.9 ADV Shared moorings	Operators cooperatively install, maintain and share moorings.
4.102.10 ADV Low-impact antifouls	Antifouls do not release heavy metals or biocides (i.e. tar epoxies are used in preference).
4.102.11 ADV Alternative engine types	If feasible diesel, four stroke or electric engines are used instead of two stroke outboards.
4.102.12 ADV Noise suppression	Noise suppression equipment or electric engines are used in small water bodies or where noise significantly impacts on wildlife viewing or the enjoyment of other users.
4.102.13 ADV Minimal impact vessel code	The operator has developed and abides by a minimal impact code for vessel use.
4.102.14 ADV Open-water refuelling	Vessels are not refuelled on the open water.
4.102.15 ADV Non-toxic cleaners	Non-toxic, phosphate-free, chlorine-free cleaners are used. Use of bleach, ammonia lye or petroleum distillates is avoided.
4.102.16 ADV Ultra low emission outboards	Ultra Low Emission outboards are used (e.g. 3 star in the OEDA system).
4.102.17 ADV Daily vessel selection	Daily vessel selection is appropriate to the number of passengers.
4.102.18 ADV Clean energy use	Clean energy is utilised where possible (solar, sails, paddling etc.).
4.102.19 ADV Cleaner fuels	Cleaner fuels (e.g. biodiesel, low sulphur diesel, LPG, natural gas, renewable fuel blends, ethanol, pyrolysis oils) have been investigated and are used where possible for outboards and onboard generators.

***4.103 Specialty criteria: Minimal impact non-powered boating and water sports**

4.103.1 CORE Portage routes	Portage of craft/s follow routes advised by protected area managers to minimise long-term environmental damage.
4.103.2 CORE White-water and low-water portaging	Portaging of canoes and rafts around white-water or low water areas is along routes managed for such use and/or involves minimal damage to the bank and/or vegetation.
4.103.3 CORE Mooring and anchoring	Mooring of vessels and anchoring is conducted so that there is minimal impact on vegetation and sensitive environments (e.g. when tying to trees a soft wrap is used to prevent rub; when the same location is used repeatedly the area is hardened with use of mooring rings, pylons etc.).
4.103.4 ADV Portage/mooring rehabilitation	Portage routes and/or regularly used mooring locations are actively rehabilitated or maintained (e.g. banks revegetated, areas closed for rehabilitation).
4.103.5 ADV Portage/mooring monitoring	Regular monitoring of portage routes and/or regularly used mooring locations is carried out (e.g. photographs, log books).
4.103.6 ADV Protected area manager feedback	Regular feedback is provided to the protected area manager on the condition of portage routes and/or regularly used mooring locations.
4.103.7 ADV Minimal impact promotion	The practices of minimal impact are actively promoted to all customers before and during the tour (e.g. interpretive commentary, group discussions, brochures and pre-tour information address this issue).
4.103.8 ADV Group size limit	Group size is limited to five vessels or less, or the maximum number recommended by the relevant government nature conservation agency.
4.103.9 ADV Product-specific minimal impact code	The operator has developed and disseminated to customers minimal impact codes of practice specific to this product.

***4.104 Specialty criteria: Minimal impact aircraft use**

4.104.1 CORE Measures when operating aircraft	All of the following measures are undertaken when operating aircraft: ☐ Private airstrips/helipads are located as far as possible from public areas ☐ Flights over protected areas maintain a minimum height of at least 1000 feet or other specified height required by protected area manager; ☐ Wildlife watching (i.e. whale watching, whale shark viewing, penguin or bird rookeries) regulations are adhered to; ☐ Aircraft use attempts to minimise the negative effect on the ability of others to appreciate and enjoy the environment; ☐ Bunding, drip trays, ground liners or hardstands are used to reduce the impacts of fuel and oil spillage; ☐ Refuelling of aircraft does not occur in areas of high conservation value; ☐ Relatively undisturbed ecosystems, where native fauna on the ground are likely to be prone to noise disturbance, are avoided; ☐ Known breeding grounds and important feeding areas are avoided.
4.104.2 CORE Aircraft are powered, designed and operated to minimise fuel	Aircraft are powered, designed and operated to minimise fuel to the greatest possible extent for the necessary speeds, capacity and range of operation.

4.104.3 CORE No low level flights over culturally significant sites without prior consultation with Indigenous peoples	Aircraft are not operated at low levels over culturally significant sites without prior consultation with the Indigenous peoples.
4.104.4 CORE Use of low emission technologies or fuels	Low emission technologies or fuels have been investigated and are used where possible
4.104.5 CORE Practices to maximise fuel economy (flight path planning, scheduling, taxiing)	Flight path planning, scheduling, taxiing and flight practices are aimed at maximizing fuel economy.
4.104.6 ADV Flights over protected areas: at least 2,000ft high	Flights over protected areas maintain a min. height of at least 2000ft.
4.104.7 ADV No flight in highly visited and culturally sensitive areas	Aircraft use is avoided in highly visited and culturally sensitive areas
4.104.8 ADV Contributions to policy/standards	Contributions are made to the development of policy and/or standards for minimal impact aircraft use
4.104.9 ADV Minimal impact code for aircraft use	The operator has developed and abides by a minimal impact code for aircraft use

***4.105 Specialty criteria: Minimal impact rock climbing and abseiling**

4.105.1 CORE Rock climbing and abseiling measures	ALL of the following measures are practiced when rock climbing and abseiling: • Indiscriminate or excessive use of fixed equipment is avoided; • Indiscriminate or excessive use of chalk is avoided; • Chipping of rock is avoided; • Sites of geological, cultural or other scientific interest are avoided; • Access to cliffs is only achieved via existing tracks; • All necessary approvals have been obtained from the protected area manager; • Wire brushing to remove mosses and “gardening” in cracks and gullies is avoided; • Vegetation, nesting birds or other wildlife are not disturbed; Use of bolts is minimised and the use of galvanised bolts is avoided.
4.105.2 ADV Product-specific minimal impact code	The operator has developed and shares with customers minimal impact codes of practice specific to the product.

***4.106 Specialty criteria: Minimal impact caving: Show caves**

4.106.1 CORE Cave entry approval	Where required, approval has been obtained from the relevant government nature conservation agency or owner to enter the cave(s).
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4.106.2 CORE Construction and operation measures	ALL of the following construction and operation measures have been undertaken: • Where an entrance has been created or enlarged for customer access, a chamber has been installed between the cave entrance and the rest of the cave to minimise air and temperature flow; • There are no pathways or fill that block natural water courses within the cave; • Lights are controlled by movement sensors or turned off after moving through each section; • Toilets not be located near caves unless appropriate waste disposal measures are installed (e.g. dry compost toilets); • Where gates are installed an assessment is to be made on impacts to wildlife; • Electronic security, (cameras/infra-red beams) are installed; • Always have staff present; • Cave entrance must be protected by distance, vegetation or difficulty of access; • Visitors to keep to hardened tracks; • No visitor access across flowstone or cave sediment; • Tracks to have markers with reflective coating.
4.106.3 CORE Customer behaviour briefing	Prior to entering the cave, ALL of the following measures are taken to manage customer behaviour: • Customers are advised not to touch or remove any cave decorations, speleothems, bone and fossil remains, cave dwelling life forms, sediment or watercourse within the cave; • Customers must carry out all litter; • Customers are advised that eating & smoking in caves is prohibited; • Customers are advised of the natural values & sensitivities of the cave; • Customers are advised not to shine lights directly on any cave dwelling animals.
4.106.4 ADV Construction and lighting measures	All of the following construction measures have been undertaken: • In consideration of visitor safety, the grade of ascents and descents is minimised; • All lights are positioned so that there is no impact on formation or created lampen flora; • All lighting uses the lowest possible wattage; • Coloured lights are not used to light features except for historical presentation; • Any algae or other biota created by lighting is removed from the cave system; and • No cave lights and wires should be installed to create negative visual impact (e.g. no wiring visible or lights shining in visitor eyes).
4.106.5 ADV In-cave customer behaviour measures	BOTH of the following measures are taken to manage customer behaviour inside caves visited: • In very delicate caves, not accessible to general ventilation, customers are supplied with coats or slip-on covers for their shoes, or separate shoes, to minimise lint and dust loss; and • Customers are advised that it is unacceptable behaviour to wilfully damage or remove a cave feature.
4.106.6 ADV Litter patrols	Litter patrols are conducted by the operator to remove any litter left after tours.
4.106.7 ADV Camping near cave entrances	Camping is prohibited within 100 metres of all cave entrances and within the catchment of any watercourses that flow onto the cave.
4.106.8 ADV Product-specific minimal impact code	The operator has developed and disseminates to customers minimal impact codes of practice specific to this product.

***4.107 Specialty criteria: Minimal impact caving: Wild caves**

4.107.1 CORE Wild caving route measures	Comment: Specialty criteria only relevant to nature based operators. Wild caving routes must adhere to the following: • No walking on flowstone and speleothem; • Routing must be responsible towards all cave dwelling life forms; • No pointing of lights directly on cave biota.
4.107.2 CORE Wild cave tour equipment	The following equipment is used in all wild cave tours: • Battery operated lights, rather than fuel-based systems; • Soft material between ropes and natural anchors such as trees e.g. carpet or cloth; • Bolts are only used for anchoring where natural anchors are inappropriate; • Small tackle bags and packs, tightly fitted to the guide's back; • Cave-marking materials so that missing markers can be replaced and poorly defined routes can be clarified; • Equipment of ASA standard issued and logs maintained.
4.107.3 CORE Operation measures	ALL of the following operation measures have been undertaken: • Where gates are installed an assessment is to be made on impacts to wildlife • Electronic security, (cameras/infra-red beams) are installed; • Always a staff presence; • Visitors to keep to hardened tracks; • No visitor access across flowstone or cave sediment; • Tracks to have markers with reflective coating.
4.107.4 CORE In-cave customer behaviour measures	ALL of the following measures are taken to manage customer behaviour inside caves visited: • Helmets are never removed; • Any food eaten is consumed over plastic bags so that no crumbs or waste is left behind/ introduced; • Camping is prohibited; • Customers are advised not to shine lights directly on any cave animals.
4.107.5 CORE Group size limit	The maximum group size is limited to 10 people (including the guide).
4.107.6 CORE Cave location confidentiality	For cave protection and personal safety, information about the location of cave entrances and routes within caves is not provided.
4.107.7 CORE Toilets near caves	Toilets not to be located near caves unless appropriate waste disposal measures are installed (e.g. dry compost toilets).
4.107.8 CORE Cave damage legal briefing	Customers are advised of the legal ramifications if they are found wilfully damaging or removing a cave feature.
4.107.9 CORE Flowstone protection	No flow stone is walked on by guides or customers.
4.107.10 CORE Clean overalls and boots	Overalls and boots are washed clean of dirt, lint, bacteria and fungi before taking them into the cave.
4.107.11 ADV Supervised cave passage	Customers are not left in the dark to find their own way through a section of cave that contains any cave decorations, speleothems, bone and fossil remains, cave dwelling life forms, sediment or watercourse.

4.107.12 ADV Advanced group size limit	The maximum group size is limited to five (including the guide).
4.107.13 ADV Sensitive cave equipment limits	Wild caving in sensitive caves and extensions does not use: • Tackle bags and packs; and • Bolting, rigging and construction equipment.
4.107.14 ADV Litter patrols	Litter patrols are conducted by the operator to remove any litter left after tours.
4.107.15 ADV Product-specific minimal impact code	The operator has developed and disseminates to customers minimal impact codes of practice specific to their product.
4.107.16 ADV Speleological society code of ethics	The operator is a member of an Australian Speleological Society and has adopted its code of ethics.
4.107.17 ADV Air quality testing	For visitor safety, the operator must test the air quality/atmospheric quality for carbon dioxide, radon and other gases.

***4.108 Specialty criteria: Minimal impact snorkelling and SCUBA diving**

4.108.1 CORE Snorkelling and diving briefing	Comment: Specialty criteria only relevant to nature based operators. Dive instructors and customers adhere to and are advised of ALL the following measures prior to snorkelling and diving: • Using “no trace” diving techniques by avoiding contact with the substrate/flora/fauna (i.e. standing or touching/hanging on to corals or kelp, ensuring fin damage to coral is avoided, ensuring stirring of sediment is minimal); • Securing equipment (e.g. gauges and hoses) to avoid dragging; • Ensuring neutral buoyancy and avoiding overweighting; • Looking down to find an area free of fragile organisms (e.g. coral) if kneeling or standing up; • Free swimming animals are not chased, ridden or herded; • Interactions with living or dead items is discouraged • No souveniring occurs; • No collection of shells, coral or animals; • Dive group sizes are kept small (six or less people per instructor); • Written material/instructions are provided in relevant languages or using symbols.
4.108.2 ADV Pre-planned underwater routes	Pre-planned routes or underwater “trails” that are designed to minimise environmental impacts are provided for snorkelers/divers.
4.108.3 ADV Snorkeller resting stations	Flotation and/or surface resting stations or sites are provided for snorkelers.
4.108.4 ADV Product-specific minimal impact code	The operator has developed and disseminated to customers minimal impact codes of practice specific to this product.
4.108.5 ADV In-water supervision	In-water supervision is provided to monitor all of the above. This supervision should not be confused with the legal requirements of providing a snorkel lookout.

***4.109 Specialty criteria: Minimal impact trail riding and animal tours**

4.109.1 CORE Travel routes, animal hygiene and feed	ALL of the following measures have been undertaken: • Travel routes in protected areas are selected to reflect those preferred by the protected area manager; • Animals' hooves, coat and tails are clean (i.e. free of seeds and plant material) before entering areas of high conservation significance; • Animal feed is clean, approved by a protected area manager, and given using a nose bag whilst on tour; • Where feasible, animals are kept on designated tracks and roads provided, keeping to the centre of the track to avoid widening the route.
4.109.2 CORE Procedures where no tracks are available	Where no tracks are available ALL of the following procedures are adhered to: • Riders fan out on grassy or soft areas where no track or road is available; • Riders cross creeks only at designated crossings, at a 90-degree angle to bank; • Regular contact with the protected area manager is maintained to provide feedback on track conditions and be advised of appropriate routes and levels of use; • Riders advise oncoming riders of sensitive or impacted road or track conditions.
4.109.3 ADV Remedial works	Remedial works e.g. assisting water runoff from roads or revegetating closed tracks, are undertaken (in the comments area provide information on remedial works undertaken - give locations and dates).
4.109.4 ADV Animal tie-up facilities	Designated tie up facilities for animals are used or a portable fence is carried.
4.109.5 ADV Overnight animal penning	Animals are penned overnight (rather than tied to a tree) at least 30 metres from the nearest water body and in an area at least 15 square metres per animal.
4.109.6 ADV Product-specific minimal impact code	The operator has developed and disseminates to customers minimal impact codes of practice specific to this product (e.g. specifications for feed regimes to minimise potential introduction of weeds to areas of conservation value).
4.109.7 ADV Faecal matter removal	The operator collects and removes all faecal matter produced by the animals produced during the tour.

***4.110 Specialty criteria: Minimal impact fishing**

4.110.1 CORE Fishing measures	ALL of the following measures are undertaken when fishing: • Understand and adhere to fishing regulations such as size and possession limits, and seasonal or area closures; • Use tackle that is appropriate for the size and type of fish; • Attend "active" fishing gear at all times; • Do not take more fish than are required for immediate needs; • Any fish retained are euthanised humanely; • Any unused live bait is returned to the water unharmed; • Non-indigenous species are not used for live bait; • Report environmental damage and pollution to the relevant authorities; • Remove all litter and tackle and dispose of fish offal appropriately; • Interpretation is provided about how to fish sustainably, managing and protecting fish stocks, and identifying and avoiding catching threatened species; • Any injured fish are euthanised humanely.
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4.110.2 CORE Catch and release techniques	Where catch and release is practiced, ALL of the following techniques are practiced and promoted: • Rapid retrieval of fish; • Ensuring immediate attention is given to caught fish; • Using wet hands and a minimum of handling to ensure that released fish have a good chance of survival; and • Ensuring tired or semi-conscious fish are allowed time to recover before release.
4.110.3 ADV Artificial baits and barbless hooks	Only artificial baits with barbless hooks are used.
4.110.4 ADV Catch and release fishing	Only catch and release fishing is practiced.
4.110.5 ADV Species monitoring programs	Operator participates in species monitoring programs, for example with government, university or industry research bodies.

***4.111 Specialty criteria: Minimal impact houseboat/bareboat use: inland waters**

4.111.1 CORE Houseboat hirer operating instructions	Comment: Specialty criteria only relevant to nature based operators. Operators must provide information and instruction to hirers on ALL of the following measures when operating houseboats: • To use only existing houseboat mooring sites or permanent, artificial mooring sites; • To avoid areas of high conservation value and cultural significance; • To minimise adverse effects on other visitors to the natural area e.g. noise; • To use only existing fireplaces, instructions must also indicate that "Removal of wood from the riverbank is strictly prohibited"; • To avoid disruption to native vegetation and wildlife; • To not discharge sewerage, galley waste and garbage from vessels into, or onto the banks of any inland waters; • The location and use of sewerage waste disposal facilities; • Galley waste to be disposed of into the on-board garbage containers; • Garbage from vessels must be disposed of only into on-shore garbage disposal facilities; • Correct operating and emergency procedures for handling and use of fuels and oils, where applicable – it is an offence to allow fuel and oil to spill into a watercourse.
4.111.2 CORE Cleaning and maintenance pollution prevention	In order to prevent cleaning and maintenance activities from becoming a pollution risk, ALL of the following guidelines are practiced where applicable: • All hull cleaning should, if possible, be done out of the water – if this is not possible, then use only clean water and not detergents, degreasers or any other chemical cleaner; • When cleaning the vessel on land, never use more abrasion than necessary – use a sponge or cloth on soft anti-fouling – pigmented wastewater indicates that too much force is being used and that anti-foulant toxins must not be flushed into the water; • All maintenance and blasting should be carried out in a dry dock or washdown area with provision for the retention and collection of waste water from scrubbing the hull. If maintenance is away from slip-ways then work should be carried out above the high water mark and a plastic sheet used to collect debris. Old anti-fouling paint layers, wastewater and solids must not be discharged to a watercourse • When applying new coatings avoid spillage of paint, solvent or anti-foulant onto land, or into drains or watercourse.
4.111.3 CORE	Operators should also adhere to ALL of the following guidelines:

Sewage, detergents, fuel and bilge guidelines	• Sewerage/sullage is pumped ashore for treatment at sewerage waste disposal facilities (NOTE: this means vessels should be fitted with holding tanks to ensure control of sewerage/sullage discharge); • The use of environmentally friendly soaps and detergents; • If there is a fuel spill, the EPA should be contacted as soon as possible. The use of booms and absorbent materials to contain the spill is recommended. Detergents and emulsifiers must not be used, as these will increase the risk of harm to the environment; • If bilge water becomes polluted it should be pumped to suitable facilities ashore or absorbents should be used and then disposed of appropriately; • Fuel installations should be well maintained and all delivery hoses, pipework and trigger nozzles kept to a high standard and secured to prevent unauthorised use. It is recommended that a notice be clearly displayed providing advice on how to avoid spillage and what to do if they occur.
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***4.112 Specialty criteria: Minimal impact houseboat/bareboat use: marine**

4.112.1 CORE Marine bareboat customer briefing	All customers are verbally advised of the following and sufficient information is kept on board for reference during the rental: • Briefings are satisfactorily completed by a qualified instructor/briefer, with 24-hour contact details provided to customers (i.e. within the GBRMP a Qualified Bareboat Briefer must complete briefings/instruction session with customers before taking the vessel); • Keeping a constant vigil when boating to avoid hitting wildlife; • Anchoring and grounding avoid sensitive environments such as seagrass or live coral and takes into consideration changes in tide; • Anchors must be used in mud or sandy areas with adequate chain laid out to avoid dragging; • Where there are regular stops in the same location, mooring locations are chosen to prevent damage, are correctly installed and not simply tied to coral or trees for example, to minimise long-term environmental impacts; • Where applicable, vessel bow and stern are moored to prevent a wind shift from pushing the boat onto the reef or rocks; • Ancillary boats are used in such a fashion to avoid damage to coral; • Oil or grease contaminated bilge water, or untreated ballast water is not discharged; • Sewage/sullage is pumped ashore for treatment where pump-out facilities exist. Where no pump-out facilities exist sewage/sullage is only discharged where there will not be significant impacts on the receiving environment, i.e. NOT in small lakes, near coral reefs or non-flushing coastal lagoons. (NOTE: this means vessels should be fitted with holding tanks to ensure control of sewage/sullage discharge); • Seagrass beds, bird nesting/breeding habitats and seal colonies are avoided; • Refuelling on land wherever possible.
4.112.2 CORE Houseboat maintenance measures	The following are adhered to when maintaining the houseboat: • Antifouls are not used in small freshwater bodies and only organotin-free antifouls are used in marine environments; • Vessel maintenance (spray painting, anti-fouling, abrasive blasting etc.) is conducted in appropriately designed and managed facilities; • Vessels are not scrubbed to remove fouling organisms in sensitive environments if they are coated with antifouls that contain heavy metals or biocides; • Refuelling on land wherever possible; • Major works are not carried out at sea; • Hulls are not cleaned/scrubbed near reefs;

	The hull and the internal seawater pipework, fenders, anchors, open bilges, propellers and sea chests are regularly inspected for suspect species. If suspect species are evident, they are reported to the authorities.
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***4.113 Specialty criteria: Animals in captivity**

4.113.1 CORE Respect of international, national or local animal exhibition and animal welfare standards	ALL of the following responsibilities are adhered to by the business: ☐ Where the facility is bound by an Animal Ethics Committee, feedback should actively be sought from the Committee and the relevant permits have been applied for and granted; ☐ The business adheres to the current international, national or local animal exhibition and welfare standards.
4.113.2 CORE Measures to ensure staff and animal welfare and safety	Staff training and safety: ☐ Sufficient number of competent keepers are employed to ensure welfare of the animals and safety for animals, staff and visitors; ☐ That veterinary services are provided for animals when required by suitable qualified and registered veterinarian; ☐ All keepers have current and detailed job descriptions outlining their responsibilities; ☐ Written human health and safety procedures for the management of animals have been developed, maintained and implemented and in a visible location at all times; ☐ Adhere to specific animal exhibition standards where they exist, for example: Dolphins, macropod, ratite, koala, wombats, crocodilian.
4.113.3 CORE Security and emergency procedures	Security and emergency procedures: ☐ Enclosures are maintained to ensure the security, containment and safety of animals, visitors and staff; ☐ Animals are not removed from their enclosures unless for husbandry, promotion/filming/educational, presentations/interactive programs, specific enrichment procedures, veterinary purposes, transport, research or other purposes approved by a government authority with jurisdiction; ☐ Entrance to the facility and the enclosures must be kept locked when not in use; ☐ Written procedures to effectively and promptly manage emergencies are provided to staff as part of induction procedures and be readily available to staff at all times; ☐ Emergency procedures must protect the public, staff and animals, plus minimise damage to the facility.
4.113.4 CORE Enclosure design guidelines for animals' safety and wellbeing	Enclosures are designed, constructed and managed to: ☐ Suit the animal's size, development stage and number of housed animals; ☐ Where standard enclosure size has had regulations developed, the business must meet, if not exceed, these minimum standards, e.g. the Standards for exhibiting captive raptors in NSW; ☐ Provide a safe environment for the animal, visitors and staff; ☐ Minimise health risks to the animal kept in the enclosure; ☐ Enclosures should be inspected and cleaned at least daily (or on a reasonable and regular basis if housed in large paddocks or sanctuaries); ☐ Substrate and drains used within the enclosure must not harm the animal. Exhibitors must protect the animal from being caught in the drain when in use and be maintained in a hygienic way;

	☐ The enclosure must cater for the animal's needs in terms of temperature, light, air, noise levels, shelter and protection from climate extremes, minimal health risks and must provide optimal opportunities for natural behaviour; ☐ Enclosures must contain naturalistic furniture which contributes to the enrichment of the enclosed animal, e.g. bedding material, branch work, burrows, nesting boxes, ponds; ☐ The length of light and dark phases must change throughout the year to mimic natural light cycles; ☐ Indoor housing for an animal must be provided with ventilation that is sufficient to maintain the health of the animal; ☐ If an animal is being unduly stressed or harmed by the aggression/presence of other animals in the enclosure, then it, or the aggressors, must be removed from the enclosure.
4.113.5 CORE Health and wellbeing requirements	Health and wellbeing requirements: ☐ Gregarious animals must not be held alone in an enclosure unless undergoing veterinary treatment; ☐ Regular updates of international, national or local animal disease legislation are accessed and distributed to staff with regard to reporting suspected animal disease; ☐ Keepers minimise stress to the animals when carrying out routine duties; ☐ Any behaviour problems or changes in the animals behaviour are identified and strategies implemented to minimise such behaviour in the future; ☐ Nocturnal animals must at all times have free access to sleeping quarters; ☐ Semi aquatic animals are provided adequate water for natural activities and dry areas for resting; ☐ Signs for visitors are highly visible and request guests: • Not to interfere with animals e.g. tap on glass tanks, attempt to pet animals etc; • Not to feed animals (unless part of a supervised activity by a competent keeper). ☐ A documented program for the control of insects, parasites and vertebrate pests for the health and protection of animals and people has been implemented and is available to staff at all times; ☐ Mutilation of any animal for cosmetic purpose, or to change the physical appearance of the animal, is not accepted by the business. Pinioning of birds for educational or management purposes should only be undertaken when no other form of restraint is feasible and marking animals for identification should always be carried out under professional supervision, in a way that minimises suffering.
4.113.6 CORE Health and wellbeing requirements – diet guidelines	Health and wellbeing requirements – Diet: ☐ The animal's dietary requirements are met at all times and are given food that is as close to their natural diet as possible; ☐ Animals are fed in a manner appropriate to the animal's natural behaviour; ☐ The quality and quantity of drinking water must ensure good health and vitality of the animals.
4.113.7 CORE Health and wellbeing requirements – Euthanasia guidelines	Health and wellbeing requirements – Euthanasia: ☐ Euthanasia of an animal is only administered by an authorised and appropriately trained staff member/veterinarian using an approved method of euthanasia; ☐ Euthanasia methods utilised result in a rapid loss of consciousness with the death of the animal while it is unconscious.
4.113.8 CORE Capture and restraint guidelines	Capture and restraint guidelines (documented procedures, animal safety, staff and volunteer training)

	The following guidelines are adhered to regarding capture and restraint: Please briefly indicate where written procedures for the safe and expedient capture and restraint of animals are documented, how they have been implemented and are readily available to authorised and trained keepers at all times: ☐ The safety and well-being of a sedated or anaesthetised animal is of utmost priority at all stages from the induction to recovery; ☐ Staff and volunteers are trained to handle animals in the least stressful and practical manner when being captured or restrained and only by appropriately trained keepers or staff under the personal direction of appropriately trained keepers.
4.113.9 ADV Health and wellbeing requirements: visitors code of conduct, nocturnal animals	Health and wellbeing requirements: Measures are in place for health and wellbeing requirements. ☐ Nocturnal animals are only encouraged to be awake during their natural waking hours (unless contained within a reverse cycle nocturnal house, or unless the species readily adjusts to diurnal activity, e.g. Tasmanian Devils); ☐ A code of conduct for visitors is communicated to all visitors via handouts/signage etc. Please briefly indicate how you communicate to all visitors the code of conduct for visitors (e.g., handouts/signage etc.):
4.113.10 ADV Reproductive management (breeding conducted only for maintaining collection sustainability and conservation purposes)	Reproductive management: Measures are in place for reproductive management. ☐ Animal breeding programs are managed with the aim of maintaining collection sustainability, i.e. producing animals' representative of the animal species' phenotype as occurs in its natural state and of promoting the genetic sustainability of animals; ☐ Animals in reproductive programs are bred for conservation purposes, limited to endangered and threatened species.
4.113.11 ADV Conservation - Programs involving reintroduction to the wild comply with IUCN guidelines	Where programs involve introduction/reintroduction to the wild or the restocking of wild populations, the programs comply with the IUCN Position Statement on Translocation of living organisms (September 1987) and the IUCN/SSC Reintroduction Specialist Group Guidelines (May 1995) and/or are endorsed by relevant wildlife management agencies.
4.113.12 ADV Interactive programs	Interactive programs: Measures are in place for interactive programs. ☐ Interactive programs are not in conflict with the biological cycles of the animals e.g. nocturnal animals involved in daytime programs (unless the species readily adjusts to diurnal activity, e.g. Tasmanian Devil); Please briefly indicate how visitors are provided with information on animals that they could potentially come across in the natural environment through verbal interpretation or signage. Information provided includes: • what to do if they encounter the animal in the wild; • what to do if bitten, stung, scratched (where applicable); • what to do if they come across an injured animal; • if the animal is dangerous, how should they behave around the animal to minimise risk of attack.
4.113.13 ADV Animal identification and records	Animal identification and records: Measures are in place for animal identification and records.

	☐ Animals have individual permanent identification unless exempt under taxon specific standards or relevant government authority; ☐ Alternative identification may include: pictures, ear tattoos, wing or ear tags, leg bands, microchips.
4.113.14 ADV Visitor management plan (visitor carrying capacity, needs of the animals regarding future developments)	Development and capacity of the facility: a visitor management plan has been established, taking into account the visitor carrying capacity of the site and details potential needs of the animals regarding future developments of the facility.

Criteria section 5: Interpretation and education

Subtheme: Interpretation planning

5.1 Interpretation and education <i>Introduction</i>	Tourism provides opportunities for customers to learn about and experience sustainability in ways which lead to greater understanding and appreciation of the environment, culture and communities. Interpretation enables visitors to develop their knowledge and awareness and encourages them to travel responsibly. As a tourism operator, interpretation can help you explain your ideas and feelings about your destination. Good interpretation and education guarantee a more enjoyable and meaningful guest experience, encourages respect and appropriate behaviour among customers, and promotes feelings of pride among staff. ☐ I have read and understood the requirements of this section.
5.1a ECO CORE Interpretation Plan	An Interpretation Plan (or equivalent document) has been prepared and is documented for all activities, including (a one page summary or policy is acceptable): • A summary of interpretive resources and materials; • Details of interpretive content and sources; • Relevant themes/messages that address the natural and/or cultural and social values of the site/local area; • Goals and objectives in terms of educational and/or conservation outcomes and take-home messages; • Suitable interpretative methods and props; • Details of staff training, awareness and understanding in relation to interpretation and its delivery.
5.1b ECO CORE Interpretation Plan Review	The Interpretation plan or equivalent documentation is reviewed at least annually. When revising the interpretation plan and resources, it is done in a structured manner with consideration given to any valid guest feedback, guide input, new findings or changes to interpretation content.
5.1c ECO CORE Interpretation opportunities	The operator provides at least three interpretive opportunities, which are detailed in the interpretation plan, such as: • Informative interaction with a guide (including for activities/tours like bird watching, snorkelling, bushwalking, glass-bottom boats etc.); • Displays/interpretive signage; • Audio-visuals (e.g. video, slideshows, web-based information etc.); • Reference materials (e.g. books, newsletters, publications etc.);

	• Self-guided trails (e.g. with interpretive signage and/or specialist self-guiding interpretive brochure or audio guide); • Talks or lectures by specialists; • Theatre performances; • Other interpretive activities (demonstrations, games, treasure hunts, puppet shows, crafts, quizzes, etc.); • Pre-tour materials (e.g. briefing sheets, brochures, reading lists); • Interpretive brochures; • Interpretive mobile applications or technologies.
5.1d ECO CORE Question time	Time is allocated for guests to ask questions during or post interpretation activities.
5.1e ECO CORE Guide to guest ratio	Guide to guest ratio has been considered in activity planning and ensures all guests will receive the same quality interpretation and experience.
5.2 CORE Interpretative messages published on the business' website	The major interpretive messages of the experience/service/product, including take home messages, are displayed on the business' website and integrated where appropriate into other marketing communications undertaken by the operation.
5.3 CORE Information provided to guests on practices that require their participation	Information or instructions are provided to guests on any practices or initiatives requiring their participation (e.g., <i>instructions on correct use of recycling or compost bins, air conditioning or heating, refraining from feeding wildlife etc.</i>).
5.4 CORE Sustainability information in marketing and consumer-facing platforms	Sustainability information on relevant natural areas and cultural heritage is prominent/readily available in your marketing and consumer facing platforms (website, brochures, newsletters, social media, via staff etc).
5.5 ADV Climate change information is provided to customers	Climate change information is provided to customers, this can include: • An explanation of climate change theory and reality; • The impacts of climate change on the region; • The impacts of tourism and travel on climate change; • How climate change impacts can be reduced by tourism businesses, including examples of actions taken by the business; • Actions that can be taken by individuals to reduce emissions while on holiday; • Advice on where to find government and non-government resources and how to make lifestyle changes to assist climate change action.
5.6 ADV Interpretation accommodates the needs of target groups	Interpretation is developed and delivered to accommodate the needs of target groups. <i>Target groups may include non-English speakers, children, customers with some form of physical or intellectual disability etc.</i>
5.6a ECO ADV Staff are trained to deliver interpretation to target groups	Staff receive training on how to deliver interpretation to target groups in an appropriate and effective manner.

Subtheme: Credibility of interpretation and educational information

5.7 CORE Information provided to customer is from reliable sources	It is essential that all interpretation and educational content is accurate, verified and sourced from reliable sources. The accuracy of information provided to customers is sourced from and/or verified with reference to reliable sources, including: • Reference books, scientific journals or the like; • Professional persons (scientists, academics, anthropologists, environmental managers); • Museums; • Scholarly oral history; • Knowledgeable local people (specifically Indigenous people where relevant) who have a high level of recognition; • Scholarly film and television documentaries; • Recognised training courses and/or training materials (e.g. operator workbooks such as Uluru, Kakadu or Great Barrier Reef Marine Park manuals); • Recognised bodies or interest groups (e.g. land councils or industry associations); • Traditional custodians; • Consultation with National Parks Agencies or protected area managers; • Credible online resources.
5.8 CORE Content of interpretation discusses your Ecotourism Australia certification(s)	The content of interpretation will discuss your Ecotourism Australia certification(s), its role for the business, and how customers can identify certified products.
5.8a ECO CORE Credibility of interpretation and educational information	Interpretation communicates the recognised conservation significance of the area (e.g. World Heritage values, the area's protection status, and the responsible managing agency).
5.9 CORE Everyday life practices to protect culture and/or the environment	Content of the interpretation communicates how to protect culture and/or the environment in everyday life practices.
5.9a ECO CORE Credibility of interpretation and educational information	Customers are informed in advance to avoid use of any substances that may be harmful to the local environment (e.g. particular sunscreens or insect repellents may be harmful to waterways and reefs).
5.10 ADV Offsetting information provided to customers	The business provides information to customers on how to offset their holiday emissions with details of specific initiatives.

Subtheme: Staff training, awareness and understanding

5.11 CORE Trained customer service staff (sustainability,	Interpretation and education form an important component of any ecotourism experience, it is essential that all staff providing interpretation are trained, aware and have sound understanding of the subject matter, communications and delivery methods. All customer service staff have attended induction training and participated in ongoing in-house training.
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practices to minimise negative impacts and customer communications and behaviour)	Please briefly provide details on the content of the induction training and confirm it includes: • The natural and cultural values of the area; • The environmental management issues in the area; • The principles of ecotourism and sustainability and how they are adopted by the business/product; • Practices that staff are to follow as part of their duties to minimise adverse impacts; • Appropriate customer communications and behaviour.
5.11a ECO CORE Guide training	Guides and all staff delivering interpretation have undertaken training in interpretation or communication skills, must be able to demonstrate skills-based competencies and are encouraged to undertake regular professional development.
5.11b ECO CORE Lead guide training	Lead or head guides have significant experience, or have undertaken formal training in interpretation, storytelling or communication skills.
5.11c ECO CORE Lead guide qualifications	Lead or head guides are formally qualified nature/eco-tour guides through certification programs such as the EcoGuide Certification program, Savannah Guides, Wet Tropics, the Great Barrier Reef Marine Park Authority's Master Reef Guide Program or possess a national qualification such as the Certificate III or IV in Guiding.
5.12 ADV Credibility of interpretation and educational information	Staff/volunteer induction includes an overview of the following: • Climate change impacts on the operating regions; • The potential climate change impacts on the business; • Positive and negative business contributions to climate change.
5.13 ADV Staff training, awareness and understanding	It can be demonstrated that staff are aware of the results of monitoring, research, conservation or environmental programs and outcomes carried out within, or involving the operation of the business and its various sites of operation.
5.14 ADV Documented evidence of professional development	There is documented evidence that staff have access to professional development on sustainability by methods such as: • An interpretation plan or training manual; • Resource files of archive material or sourced information; • Training register or evidence of scheduled training sessions; • Access to relevant research journals and websites; • Access to specialist talks or workshops; • Update from scientific research programs; • A sustainability newsletter.

Criteria section 6: Contribution to conservation

Subtheme: Contributions to biodiversity conservation efforts

6.1 CORE Contribution to conservation	Ecotourism involves active participation in conservation. This goes beyond the minimal impact management of your operations and involves contributing to conservation outcomes that improve biodiversity, whether they relate to the biophysical environment, wildlife, or combatting climate change impacts. This may be done through the provision of physical, financial or in-kind assistance. In addition to the direct benefits your contributions make to conservation outcomes, engaging in conservation efforts facilitates greater staff engagement, pride and care for the environment in which they operate and their role in the business. It also invites respect and appreciation from your customers who will have the opportunity to witness and participate in the positive difference you are making to biodiversity by following sustainability principles. Responsible travellers are, generally, well-educated and want to contribute to the community or conservation of the areas they visit. They will also speak highly of businesses that are known to contribute to these causes. Sustainable tourism also plays an important role in educating consumers and changing attitudes towards conservation - not only in consumers but also host communities, the broader tourism industry and influencing government policy. Conservation outcomes, or targets, should be set with various actions implemented to achieve them. ☐ I have read and understood the requirements of this section.
6.2 CORE Regular contributions to conservation objectives	Ecotourism businesses must contribute regularly, and within the means of the business, to biodiversity conservation efforts. Contributions may be physical, monetary, in-kind or of any other nature. Contributions should contribute to, or achieve their own, conservation outcomes/targets (long term or short term, direct or indirect). Contributions to conservation should aim to: • Minimise visitor impacts or mitigate environmental damage from tourism activities external to those of the business; • Contribute to environmental rehabilitation or improving habitat quality and the integrity of the natural environment; • Mitigate impacts of climate change; • Contribute to rehabilitation, threat reduction or improved conservation outcomes of native endemic wildlife or at-risk flora species; • Establish, or support existing, conservation programs, or monitoring and research efforts.
6.3 CORE Records of support provided to biodiversity conservation efforts	The business records all monetary, in-kind or other support provided to biodiversity conservation efforts.
6.4 ADV Documented conservation contributions within the business' region	The business is actively involved and contributes to the broader conservation efforts within their region or has initiated or operates their own ongoing conservation projects, a foundation or supports and/or participates in ongoing scientific research to aid achievement of conservation outcomes. Details of projects or contributions must be documented, and documentation supplied in support of your application.

Subtheme: Conservation education

6.5 CORE Information provided to guests about the importance of conservation and details of the business' contribution efforts	Ecotourism businesses have a responsibility to education their guests on the importance of conservation and provide them with details of their contribution efforts. Advice to guests also covers the following issues: • Behaviour to minimise environmental impacts; • Ways in which they can support or be involved in biodiversity conservation efforts; • The importance of not purchasing merchandise derived from rare or threatened species or heritage artefacts (including significant cultural or heritage items).
6.6 CORE Information and training provided to staff about the importance of conservation and the business' contribution to conservation outcomes	The business provides information and training to their staff on the importance of biodiversity conservation and about contributions to conservation outcomes made by the business.
6.7 CORE Communication of education and environmental efforts to the members of the community	Your education and environmental efforts are communicated to members of the community (these activities may occur on or offsite).
6.8 ADV Conservation education	Guests and community members have the opportunity to engage in or assist with conservation activities as part of the product experience.

Criteria section 7: Working with local communities

Subtheme: Provision of local benefits

7.1 CORE Working with local communities <i>Introduction</i>	Ecotourism provides constructive and ongoing contributions to local communities recognising that the local community is integral to the tourism product. Working with your local community by employing local staff, purchasing provisions and services from local suppliers and utilising local facilities ensures that ecotourism can help to create better places for people to live in, and better places for people to visit. Ecotourism businesses are in a position to provide support for community groups and events and should advocate in the best interests of the community. Working with local communities is core to sustainability. Community engagement by ecotourism businesses should well exceed the requirements to run the business and result in a supportive environment that will shine through to guest experience, create excellent reviews and contribute to long-term business sustainability. ☐ I have read and understood the requirements of this section.
7.2 CORE Documented policy and record of contributions or support provided to the local community	Involvement with local communities helps build valuable relationships and encourages a support system that is mutually beneficial. When resources and employment are sourced locally, environmental impacts are reduced and the economy within the community is strengthened. The business has a documented policy in place for supporting the local community(ies) in which they operate, which may include: • Preferencing local businesses and suppliers; • Incorporating experiences such as local food and wine; • The purchase of locally produced souvenirs.

	The business keeps a documented record or register of contributions or support provided to the local community.
7.3 CORE Contribution to the broader tourism industry within your region	The business is actively involved and contributes to the broader tourism industry within their region/s of operation. When possible, the business is involved with sustainable tourism planning and management in the destination where it operates.
7.4 CORE Local resident employment	Where practical, local residents are employed by the business, and local guides are employed to present local attraction or sites, or to provide training to guides.

Subtheme: Minimal impact on local communities

7.5 CORE Customer briefing on sensitive issues to minimise their impact on the local community and its lifestyle	Ecotourism operations are developed and managed with consideration and respect for local communities. Where applicable, the following sensitive issues are covered in some form of customer briefing to minimise their impact on the local community and its lifestyle: • Subjects that should not be raised or language that should not be used; • Areas that should not be entered; • Items that should not be touched, climbed or sat on; • Places, items or people that should not be photographed without approval; • Appropriate behaviour, such as noise levels, talking, laughing or dancing.
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Subtheme: Community support

7.6 CORE Regular contributions to the welfare of the local community	Ecotourism businesses are regularly involved in the local community beyond what is required to run the business. Tangible support or participation is regularly offered to at least one organisation or event that contributes to the welfare of the local communities.
7.7 CORE Regular benefits offered to the local community	Benefits are regularly offered to at least one local community group such as education providers, cultural heritage groups, local residents or local sporting group.
7.8 CORE Involvement in local community issues	A representative of the operation is actively involved in relevant local community issues as they arise.
7.9 ADV Contribution to local climate change initiatives	The business can demonstrate involvement in the following climate change initiatives: • Actively encouraging government/community organisations to conduct climate change workshops/seminars or get involved in climate change initiatives. • Participates or supports climate change research or monitoring projects in association with an environmental, education or research institution or protected area management agency. This may include providing accommodation or transport for climate change researchers, facilitating visitor surveys related to climate change, facilitating visitor collection of environmental data for climate change research projects, or participating in climate change pilot programs.

Criteria section 8: Cultural respect and sensitivity

Subtheme: Consultation and training

8.1 CORE Cultural respect and sensitivity <i>Introduction</i>	Tourism is strongly linked to the destinations ancient and diverse landscape and unique flora and fauna. Integral to this landscape are Indigenous peoples and their equally diverse cultures and spiritual beliefs. Whether in remote, regional or urban communities the significance of the land and sea to Indigenous people is ultimately bound in the spirituality surrounding the origins of landscapes and animals, plants and the people that inhabit them. An enriched ecotourism experience is one in which host communities can proudly share their culture and visitors can learn and grow in their appreciation of the Indigenous cultural aspects of the places they visit. For your business, the incorporation of Indigenous cultural values and consideration of cultural respect and sensitivity can contribute to positive working relationships with cultural groups, help facilitate the process of reconciliation through cultural exchange, and enrich your guests' experience. Cultural competency is expected of tourism businesses entering Indigenous communities. Cultural heritage sites may be protected by law. It is a matter of responsibility for ecotourism operators to know who the Indigenous peoples are of the areas they visit, where any areas of cultural significance are located, any protocols that exist around visiting these areas and to respect the significance and diversity of their belief systems. ☐ I have read and understood the requirements of this section.
8.2 CORE Acknowledgement and respect	The business acknowledges and respects the Indigenous peoples of the lands and waters on which it operates.
8.3 CORE Contact with relevant Indigenous communities when the product involves visitation to culturally sensitive sites and/or relies heavily on cultural content	Where the product involves visitation to culturally sensitive sites and/or interpretation relies heavily on cultural content, contact has been made with relevant Indigenous-communities or representatives, to discuss and explain the nature and scope of the product and any potential impact on the community, land and water.
8.4 CORE Cultural training for front-line staff	Guides and front-line staff responsible for delivering the product have received training on the cultural heritage background for the area and how to respect and demonstrate cultural sensitivity and how to deliver cultural interpretation. You may select N/A if your business does not have any employees.
8.5 CORE Permission to access sites with cultural sensitivity	Where a product involves access to a site with cultural sensitivity, it does so with the permission of Indigenous peoples or relevant authorising bodies.
8.6 ADV Product development in consultation with Indigenous peoples or cultural groups	Relevant components of the product are approved or developed in consultation with representative Indigenous peoples and/or a cultural group with a direct connection to the heritage being visited.
8.7 ADV Interpretation material development in consultation with Indigenous peoples or cultural group	Representative Indigenous peoples and/or an appropriate cultural group are consulted on the development of interpretive material that presents any aspect of the local community heritage. In some cases, no interpretation may be the preferred option by Indigenous peoples.

8.8 ADV Employment of Indigenous staff as interpreters and/or trainers of guides	Indigenous staff who have an understanding and knowledge of local Indigenous heritage are employed to act as interpreters and/or trainers of guides in this field.
8.9 ADV Employment, training and support for Indigenous people to develop tourism business management skills	Indigenous peoples are provided employment and training opportunities and support to develop tourism business management skills.
8.10 ADV Involvement of Indigenous peoples in strategic decisions for interpretation and presentation of their culture	Appropriate representatives of the Indigenous peoples are involved in strategic decisions on the presentation and interpretation of their culture.

Subtheme: Cultural interpretation

8.11 CORE Cultural information supplied to visitors	Where applicable, the business supplies visitors with information that: • Conveys the host Indigenous community's spiritual belief for a site; • Provides an understanding of the site's importance and the local cultural practices and traditions; • Encourages respect and consideration of community norms, customs, spiritual and religious beliefs; • Outlines appropriate behaviour, cultural etiquette, and any protocols to be followed in the areas visited. In some cases, this may not be applicable as no interpretation may be the preferred option by Indigenous peoples.
8.12 CORE Accuracy of cultural interpretation content	Where cultural interpretation is delivered, the content: • Has been derived from reputable sources, e.g. Indigenous peoples or representative groups or organisations, and/or relevant government agencies. • Provides an accurate story about the local area and its cultural heritage. In some cases, this may not be applicable as documenting culturally sensitive content may be discouraged by Indigenous peoples.
8.13 CORE Documented cultural interpretation content and sources	Where cultural interpretation is delivered, the content, sources, and any relevant consultation records are documented and/or incorporated into guide/staff training where it is appropriate to do so. In some cases, this may not be applicable as documenting culturally sensitive content may be discouraged by Indigenous peoples.
8.14 ADV Information on current societal issues from an Indigenous perspective	The business supplies visitors with information that addresses current societal issues and concerns from an Indigenous perspective.
8.15 ADV Cultural interpretation	The relevant interpretation content of the business:

	- Shows commitment to allowing visitors to hear about and experience history and culture directly from Indigenous people; - Provides information introducing visitors to present-day Indigenous culture and social issues and demonstrates that it is a living, dynamic culture.
8.16 ADV Photography, film and sound footage	The business avoids publication or dissemination of photography, film or sound footage featuring deceased persons, and where use of such materials cannot be avoided, a warning is used in respect for the dead and their community.

Subtheme: Indigenous arts, crafts and goods

8.17 CORE Certificate of authenticity	The business ensures that Indigenous art and craft sold are locally made and have a Certificate of Authenticity.
8.18 CORE Promotion and use of local Indigenous arts, crafts, festival, attractions and events	The business uses and promotes the use of locally produced goods and services and promotes local/regional Indigenous arts, crafts, festivals, attractions and events.
8.19 CORE Compliance with copyright patent and intellectual laws	The business complies with copyright and intellectual property rights of local communities, including but not limited to, all Indigenous content sold, distributed, copied, published or otherwise.
8.20 CORE Commitment not to sell merchandise derived from heritage artefacts and information provided to customers	The business commits to not selling merchandise derived from heritage artefacts or items of significant cultural value and advice is provided to customers to not purchase these items from other sources. Please briefly indicate how advice is provided to customers (e.g. brochures, signage), or explain why this is N/A:
8.21 ADV Formal agreements with communities for purchasing and distributing Indigenous arts, crafts and goods	Where Indigenous arts, crafts and goods are sold, the business has formal agreements in place with communities for purchase, distribution and/or support of emerging Indigenous artists.