



GREEN TOURISM CERTIFIED

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# Certification Criteria

## Event Management

Applicable business sectors  
Event Management Companies

**September 2026**

30 criteria across 10 modules

## Criteria at a Glance

The criteria below apply to businesses certified under the Event Management scope. Each criterion sets out its intent, the compliance requirements, the indicators an auditor will look for, and how verification and non-conformities are assessed.

| Module                                                                                        | Criteria                                                                                                                                                                                                                                                                            |
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| <b>Module 1: Travel &amp; Transport</b><br>Sustainable Travel & Transport                     | <b>TT1</b> Promotion and Facilitation of Sustainable Public Transport<br><b>TT2</b> Sustainable Business and Staff Travel Management                                                                                                                                                |
| <b>Module 2: Energy &amp; Water</b><br>Energy & Water Management                              | <b>EW1</b> Building, Systems and Thermal Energy Performance<br><b>EW3</b> Water Conservation and Efficiency<br><b>EW4</b> Water Quality and Wastewater Control<br><b>EW5</b> Hand Soap and Customer Toiletries<br><b>EW6</b> Renewable-Energy Integration and Low-Carbon Transition |
| <b>Module 3: Waste</b><br>Materials & Waste Management                                        | <b>WA1</b> Single-Use Elimination<br><b>WA3</b> Application of the Waste Hierarchy: Avoid, Reduce, Reuse, Recycle                                                                                                                                                                   |
| <b>Module 4: Nature</b><br>Biodiversity                                                       | <b>NA3</b> Biodiversity Conservation and Long-Term Stewardship                                                                                                                                                                                                                      |
| <b>Module 5: Wellbeing</b><br>Equality, Training & Wellbeing                                  | <b>WB1</b> Staff Awareness and Training on Sustainability<br><b>WB2</b> Equality, Diversity, and Inclusivity Policy<br><b>WB3</b> Accessibility Information and Customer Experience<br><b>WB6</b> Health, Safety, and Wellbeing                                                     |
| <b>Module 6: Community</b><br>Community & Charitable Engagement                               | <b>CM1</b> Support for Local Social Projects<br><b>CM2</b> Participation in Community Environmental Projects                                                                                                                                                                        |
| <b>Module 7: Visitor Experience</b><br>Destination, Culture & Visitor Experience              | <b>VE2</b> Promotion and Support of Local Events and Festivals<br><b>VE5</b> Promotion of Active and Sustainable Travel                                                                                                                                                             |
| <b>Module 8: Policy &amp; Communication</b><br>Policy, Communication & Stakeholder Engagement | <b>PC1</b> Sustainability Policy and Public Statement Commitment<br><b>PC2</b> Transparent Communication of Sustainability Performance<br><b>PC3</b> Customer Feedback and Stakeholder Engagement                                                                                   |
| <b>Module 9: Monitoring</b><br>Resource, Waste & Carbon Monitoring                            | <b>MO1</b> Monitoring of Energy Use<br><b>MO2</b> Monitoring of Water Consumption<br><b>MO3</b> Monitoring and Management of Waste Streams<br><b>MO4</b> Monitoring of Carbon Emissions<br><b>MO5</b> Carbon Management and Reduction Planning                                      |
| <b>Module 10: Operations</b><br>Procurement & Operations Management                           | <b>OP1</b> Green Action Plan Implementation and Monitoring<br><b>OP2</b> Supplier Sustainability Screening and Procurement Practices<br><b>OP4</b> Green Meetings and Events<br><b>OP5</b> Cleaning, Laundry and Low-Impact Chemical Systems                                        |

# Module 1: Travel & Transport

## Sustainable Travel & Transport

### TT1 Promotion and Facilitation of Sustainable Public Transport

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| <b>Criterion Intent</b>                  | The organisation shall actively promote the use of public transport options to and within its destination. Information provided to customers shall be accurate, accessible, and designed to reduce dependence on private vehicles. The organisation shall support sustainable mobility as part of its contribution to local environmental quality and community well-being.                                                                                                                                                                                     |
| <b>Compliance Requirements</b>           | <p><b>TT1/1</b> Provide clear, current public transport information (routes, schedules, ticketing, connections) across website, booking materials and on-site points.</p> <p><b>TT1/2</b> Collaborate with local transport providers/tourism offices to ensure accuracy and promote integrated or shared ticketing.</p> <p><b>TT1/3</b> Actively encourage customer use of public transport through communication, staff training or incentives, and review/update information at least annually.</p>                                                           |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>Up-to-date transport information available across multiple communication channels.</li> <li>Partnership evidence with local or regional transport operators.</li> <li>Customer or staff incentives supporting public transport use.</li> <li>Customer feedback confirming awareness and usage of sustainable travel options.</li> <li>Records of annual review or update of public transport content.</li> </ul>                                                                                                         |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include inspection of online and physical communication materials, evidence of collaboration with transport operators, and staff interviews.</p> <p><b>A minor non-conformity</b> is raised when public transport information exists but is incomplete or outdated.</p> <p><b>A major non-conformity</b> is raised when transport information is inaccurate or unavailable to customers.</p> <p><b>A critical non-conformity</b> is raised when the organisation provides misleading information or discourages public transport use.</p> |

### TT2 Sustainable Business and Staff Travel Management

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| <b>Criterion Intent</b>        | The organisation shall manage and monitor business-related and staff travel to minimise environmental impact, reduce emissions, and promote cost efficiency. Policies and systems shall prioritise low-carbon travel options and encourage behavioural change among staff and management.                                                                                                                                           |
| <b>Compliance Requirements</b> | <p><b>TT2/1</b> Maintain a business travel policy and log all business trips (transport mode, distance, purpose).</p> <p><b>TT2/2</b> Promote alternatives to travel and low-carbon options (video-conferencing, car-sharing, cycle-to-work, transport passes) for business journeys and staff commuting.</p> <p><b>TT2/3</b> Conduct annual analysis of travel-related carbon emissions and set progressive reduction targets.</p> |

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| <b>Indicators</b>                        | <ul style="list-style-type: none"><li>• Approved business and staff travel policy available and implemented.</li><li>• Recorded travel data maintained and reviewed annually.</li><li>• Evidence of participation in sustainable mobility or car-sharing initiatives.</li><li>• Annual travel emissions summary and reduction targets documented.</li><li>• Communication materials promoting sustainable commuting to staff.</li></ul>                                                                                                              |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of the travel policy, journey logs, emission data, and internal communications. Interviews with management and staff shall confirm awareness and participation.</p> <p><b>A minor non-conformity</b> is raised when travel is monitored but data are not analysed.</p> <p><b>A major non-conformity</b> is raised when no policy or monitoring system is in place.</p> <p><b>A critical non-conformity</b> is raised when staff travel creates measurable environmental harm without mitigation or control.</p> |

## Module 2: Energy & Water

### Energy & Water Management

#### EW1 Building, Systems and Thermal Energy Performance

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| <b>Criterion Intent</b>                  | The organisation shall ensure that building fabric, lighting, heating, and hot-water systems are designed, operated, and maintained to achieve high levels of thermal and energy performance. This shall minimise energy loss, optimise system efficiency, and ensure safe and comfortable conditions while reducing operational costs and energy demand.                                                                                                                                                                                                           |
| <b>Compliance Requirements</b>           | <p><b>EW1/1</b> Lighting, heating and hot-water systems shall use energy-efficient technologies with functional, zonal, sensor-based or time controls appropriate to their use.</p> <p><b>EW1/2</b> Building fabric, pipework and thermal storage shall be adequately insulated and maintained, with heating/hot-water systems operating within optimised, compliant temperature ranges.</p> <p><b>EW1/3</b> Documented evidence shall demonstrate recent maintenance, efficiency checks or performance improvements.</p>                                           |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Lighting and plant inventories showing efficient technologies in use.</li> <li>• Evidence of insulation in building fabric, pipework, and storage vessels.</li> <li>• Operational controls (timers, thermostats, sensors) observed or documented.</li> <li>• Maintenance or service records confirming efficiency and safety checks.</li> </ul>                                                                                                                                                                            |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include on-site inspection of building fabric, plant rooms, lighting systems, and controls, supported by review of maintenance and efficiency documentation.</p> <p><b>A minor non-conformity</b> arises where systems are efficient but controls or records are incomplete.</p> <p><b>A major non-conformity</b> arises where inefficiencies or heat losses are evident and unmanaged.</p> <p><b>A critical non-conformity</b> arises where system deficiencies cause excessive energy loss, safety risks, or regulatory non-compliance.</p> |

#### EW3 Water Conservation and Efficiency

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| <b>Criterion Intent</b>        | The organisation shall implement effective measures to conserve water through efficient equipment, staff awareness, and operational practices that reduce unnecessary consumption while maintaining service quality.                                                                                                                                                                                                                              |
| <b>Compliance Requirements</b> | <p><b>EW3/1</b> Water-efficient fixtures (dual-flush toilets, aerators, low-flow taps) shall be installed and regularly inspected to ensure they remain functional.</p> <p><b>EW3/2</b> Procedures shall prevent water waste during housekeeping, cleaning and maintenance, supported by staff guidance on water-saving practices.</p> <p><b>EW3/3</b> Customers shall be informed and encouraged to participate in water-saving initiatives.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>• Inventory of water-efficient fixtures and fittings.</li> <li>• Staff training materials and evidence of implementation.</li> <li>• Customer communication materials (e.g. signage, digital information).</li> <li>• Inspection or maintenance records verifying system functionality.</li> </ul>                                                                                                         |

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| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include visual inspection of equipment, review of purchase and maintenance records, and confirmation of communication materials.</p> <p><b>A minor non-conformity</b> arises when conservation measures are implemented but not monitored.</p> <p><b>A major non-conformity</b> arises when equipment or behavioural measures are largely absent.</p> <p><b>A critical non-conformity</b> arises when excessive water use is evident with no mitigation or action plan in place.</p> |
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## EW4 Water Quality and Wastewater Control

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| <b>Criterion Intent</b>                  | The organisation shall ensure that all wastewater and drainage systems operate effectively and do not cause environmental harm. Appropriate controls shall prevent discharge of fats, oils, plastics, or harmful substances into wastewater systems.                                                                                                                                                                                                                                                            |
| <b>Compliance Requirements</b>           | <p><b>EW4/1</b> Wastewater shall be discharged only to approved, compliant systems, with oils, fats and hazardous liquids collected and managed by authorised contractors.</p> <p><b>EW4/2</b> Systems and procedures shall prevent disposal of harmful materials via toilets, sinks or drains, supported by staff/customer information discouraging inappropriate disposal.</p> <p><b>EW4/3</b> Drainage systems and treatment equipment shall be regularly inspected to ensure functionality.</p>             |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Grease traps and filtration systems in place and maintained.</li> <li>• Documentation of licensed waste and effluent contractors.</li> <li>• Signage or internal communication discouraging harmful disposal.</li> <li>• Records of periodic inspection or cleaning of drainage systems.</li> </ul>                                                                                                                                                                    |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include inspection of wastewater discharge points, review of contractor documentation, and interviews with staff.</p> <p><b>A minor non-conformity</b> arises where systems exist but inspection records are incomplete.</p> <p><b>A major non-conformity</b> arises where inappropriate disposal practices occur or controls are insufficient.</p> <p><b>A critical non-conformity</b> arises if wastewater discharge causes environmental harm or breaches regulatory requirements.</p> |

## EW5 Hand Soap and Customer Toiletries

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| <b>Criterion Intent</b> | The organisation shall procure and provide hand soaps and customer-toiletry products that minimise environmental impact, protect human health, and comply with the latest European and UK restrictions on chemical ingredients. Products shall be free from parabens, intentionally added microplastics, and other restricted synthetic additives, while prioritising natural or organic formulations and responsible sourcing. Packaging shall favour refillable, recyclable, or compostable solutions to support a circular approach to amenities management. |
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| <b>Compliance Requirements</b>           | <p><b>EW5/1</b> All hand-soap and toiletry formulations shall be verified as free from intentionally added microplastics in accordance with EU and UK REACH restrictions.</p> <p><b>EW5/2</b> Products shall be paraben-free, avoid unnecessary synthetic fragrances/colourants, and any palm-oil derivatives shall be RSPO-certified or demonstrably sustainable.</p> <p><b>EW5/3</b> Customer amenities shall employ refillable or bulk-dispensing systems wherever compatible with hygiene requirements.</p>                                                                                                                                                                                                            |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Ingredient or safety-data documentation confirming products contain no intentionally added microplastics (e.g. polyethylene, PTFE, PMMA, nylon, or similar).</li> <li>• Supplier declarations or laboratory verification supporting compliance with REACH (EU and UK).</li> <li>• Procurement records evidencing selection of organic, paraben-free, RSPO-certified products.</li> <li>• Installed refillable-dispenser systems in customer rooms and public area/customer-facing areas</li> <li>• Internal review or supplier-audit reports verifying ingredient compliance and continual improvement.</li> </ul>                                                                |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include inspection of customer amenities, review of supplier ingredient lists and compliance declarations, and confirmation of refillable or bulk-dispensing systems.</p> <p><b>A minor non-conformity</b> arises when product compliance statements are outdated or missing for limited items.</p> <p><b>A major non-conformity</b> arises when microplastic-containing or non-sustainable products remain in use without an approved substitution plan.</p> <p><b>A critical non-conformity</b> arises when prohibited microplastic ingredients (as defined under REACH 2023/2055 or UK REACH) are present in current product lines or when suppliers fail to disclose ingredient composition.</p> |

## EW6 Renewable-Energy Integration and Low-Carbon Transition

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| <b>Criterion Intent</b>        | <p>The organisation shall progressively transition its energy supply towards renewable or verified low-carbon sources, maximising on-site generation and certified green procurement. This transition shall form part of the Carbon Management Plan and be demonstrable through metering, supplier certification, contractual documentation, and financial performance assessment, enabling transparent evaluation of environmental benefit and economic return.</p>  |
| <b>Compliance Requirements</b> | <p><b>EW6/1</b> At least 50% of energy consumed shall originate from renewable sources by 2030 (or equivalent target), with on-site renewable systems installed where feasible.</p> <p><b>EW6/2</b> Energy-supply contracts shall specify renewable tariffs and guarantees of origin.</p> <p><b>EW6/3</b> Maintenance/performance records and periodic investment feasibility reviews shall demonstrate sustained output and support ROI/business-case decisions.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>• Energy-supply contracts confirming renewable tariffs and certification.</li> <li>• On-site generation data, inverter logs, and performance records.</li> <li>• CAPEX and OPEX documentation supporting ROI and payback calculations.</li> <li>• Annual reporting summarising energy mix, financial performance, and risk reduction.</li> </ul>                                                                               |

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| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include examination of energy contracts, renewable-system inspections, generation data, and financial records supporting investment decisions.</p> <p><b>A minor non-conformity</b> arises where renewable sourcing exists, but performance or financial verification is incomplete.</p> <p><b>A major non-conformity</b> arises where renewable commitments lack contractual, metering, or financial evidence.</p> <p><b>A critical non-conformity</b> arises where fossil-fuel dependency increases contrary to declared carbon-reduction and energy-security objectives.</p> |
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## Module 3: Waste

### Materials & Waste Management

#### WA1 Single-Use Elimination

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| <b>Criterion Intent</b>                  | The organisation shall implement an integrated approach to waste reduction that combines elimination of single-use items with behavioural controls for staff and customers. This approach shall reduce waste generation at source, support circular-economy objectives, and prevent reliance on disposal-based solutions through active engagement, procurement controls, and measurable performance outcomes.                                                                                                                        |
| <b>Compliance Requirements</b>           | <p><b>WA1/1</b> An inventory shall identify single-use items and key waste-generating behaviours, with reusable/refillable/recyclable alternatives and procurement controls restricting unnecessary packaging.</p> <p><b>WA1/2</b> Staff and customers shall receive clear guidance on waste-reduction practices, correct disposal and participation expectations.</p> <p><b>WA1/3</b> Waste-reduction outcomes shall be monitored annually, including volume reduction and cost/efficiency benefits.</p>                             |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Documented inventory of single-use items and replacement actions.</li> <li>• Procurement policies or contracts addressing packaging and reusability.</li> <li>• Training records and visible customer-facing waste-reduction communications.</li> <li>• Waste data or financial records demonstrating reduction outcomes.</li> </ul>                                                                                                                                                         |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of procurement records, staff training evidence, waste data, and on-site observation of operational and customer-facing areas.</p> <p><b>A minor non-conformity</b> arises where initiatives exist but lack measurable outcomes.</p> <p><b>A major non-conformity</b> arises where single-use reliance persists without control or engagement.</p> <p><b>A critical non-conformity</b> arises where waste practices contradict stated sustainability commitments or create operational risk.</p> |

#### WA3 Application of the Waste Hierarchy: Avoid, Reduce, Reuse, Recycle

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| <b>Criterion Intent</b>        | The organisation shall demonstrate active implementation of the waste-hierarchy principle — prioritising avoidance, reduction, reuse, and recycling before any disposal. Waste prevention shall be embedded in procurement, operational planning, and staff practices to minimise environmental impact and cost. The approach shall combine quantitative targets (tonnes reduced or recycled) with qualitative initiatives that drive behavioural change and continuous improvement.                                                                    |
| <b>Compliance Requirements</b> | <p><b>WA3/1</b> Procurement procedures shall prioritise reusable or recyclable materials and minimise unnecessary packaging.</p> <p><b>WA3/2</b> Departments shall maintain procedures for reusing internal materials, with recyclable waste sorted at source into clearly labelled, consistent containers.</p> <p><b>WA3/3</b> Staff shall receive periodic training on waste-hierarchy principles and segregation protocols.</p> <p><b>WA3/4</b> Waste-reduction achievements and key metrics shall be communicated internally at least annually.</p> |

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| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Documented procurement policy reflecting waste-hierarchy priorities.</li> <li>• Visual confirmation of effective segregation systems in operational areas.</li> <li>• Records of staff training attendance and materials used.</li> <li>• Quantified evidence of waste-reduction progress compared with baseline year.</li> </ul>                                                                                                                       |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include site inspections, interviews with staff, and review of procurement documentation.</p> <p><b>A minor non-conformity</b> arises where hierarchy principles are applied inconsistently or only partially documented.</p> <p><b>A major non-conformity</b> arises where recyclable materials are disposed of as general waste.</p> <p><b>A critical non-conformity</b> arises where no separation or policy exists, or waste management causes environmental harm.</p> |

## Module 4: Nature

### Biodiversity

#### NA3 Biodiversity Conservation and Long-Term Stewardship

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| <b>Criterion Intent</b>                  | The organisation shall participate in or support initiatives that protect biodiversity and natural ecosystems at the local, national, or global level. Efforts shall focus on long-term conservation, species protection, and the maintenance of ecological resilience.                                                                                                                                                                                                                                    |
| <b>Compliance Requirements</b>           | <p><b>NA3/1</b> Conservation priorities relevant to the region shall be identified, with direct or indirect support provided to relevant programmes (volunteering, donations, partnerships).</p> <p><b>NA3/2</b> On-site biodiversity features shall be maintained long-term with designated responsibility, and outcomes tracked and reported as part of sustainability/CSR reporting.</p> <p><b>NA3/3</b> Conservation messaging and customer engagement shall be factually correct and transparent.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Documentation of supported conservation programmes.</li> <li>• Records of financial or voluntary contributions.</li> <li>• Assignments of responsibility for biodiversity oversight.</li> <li>• Reports or updates on conservation outcomes.</li> <li>• Customer and staff awareness materials promoting biodiversity values.</li> </ul>                                                                                                                          |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of partnership agreements, donation records, and communication content.</p> <p><b>A minor non-conformity</b> is raised when support exists but is not monitored or reported.</p> <p><b>A major non-conformity</b> is raised when conservation claims are unsubstantiated.</p> <p><b>A critical non-conformity</b> is raised when activities directly contradict conservation principles.</p>                                                                          |

## Module 5: Wellbeing

### Equality, Training & Wellbeing

#### WB1 Staff Awareness and Training on Sustainability

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| <b>Criterion Intent</b>                  | The organisation shall ensure that all employees are aware of the company's sustainability policy, understand their role within it, and receive regular training appropriate to their responsibilities.                                                                                                                                                                                                                                                                            |
| <b>Compliance Requirements</b>           | <p><b>WB1/1</b> All employees shall be introduced to sustainability principles during induction, with periodic (at least annual) refresher training covering energy, water, waste, chemicals and customer communication.</p> <p><b>WB1/2</b> Training records, including attendance and evaluation outcomes, shall be maintained.</p> <p><b>WB1/3</b> Senior managers and supervisors shall demonstrate active leadership in sustainability awareness and continuous learning.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Training schedule and attendance logs available for review.</li> <li>• Staff interviews confirm understanding of sustainability objectives.</li> <li>• Training materials and presentations are up-to-date and relevant to operations.</li> <li>• Evidence of management participation in sustainability discussions or updates.</li> </ul>                                                                                               |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes reviewing training records, conducting staff interviews, and verifying evidence of communication materials.</p> <p><b>A minor non-conformity</b> arises where training is irregular or informal.</p> <p><b>A major non-conformity</b> arises where staff demonstrate insufficient knowledge of sustainability practices.</p> <p><b>A critical non-conformity</b> arises where no sustainability training or awareness system exists.</p>                  |

#### WB2 Equality, Diversity, and Inclusivity Policy

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| <b>Criterion Intent</b>        | The organisation shall establish and implement an Equality, Diversity, and Inclusivity (EDI) policy that ensures fair treatment and equal opportunities for all individuals, both internally and externally.                                                                                                                                                                                     |
| <b>Compliance Requirements</b> | <p><b>WB2/1</b> A formal, written EDI policy shall be approved by senior management, explicitly prohibiting discrimination and referencing relevant legal frameworks.</p> <p><b>WB2/2</b> Training shall be provided to all employees on EDI principles and handling of discrimination or harassment.</p> <p><b>WB2/3</b> The policy shall be reviewed annually and made publicly available.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>• Signed EDI policy with version control and review dates.</li> <li>• Staff training materials and attendance records.</li> <li>• Evidence of awareness campaigns or internal communications on inclusivity.</li> <li>• Availability of the policy for public and staff access.</li> </ul>                                                                |

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| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes review of policy documentation, staff interviews, and training evidence.</p> <p><b>A minor non-conformity</b> arises where a policy exists but is not communicated or reviewed.</p> <p><b>A major non-conformity</b> arises where policy content is incomplete or not implemented.</p> <p><b>A critical non-conformity</b> arises where discriminatory behaviour or systemic exclusion is identified.</p> |
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### WB3 Accessibility Information and Customer Experience

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| <b>Criterion Intent</b>                  | The organisation shall ensure that accessibility information is available, accurate, and up to date, enabling customers with diverse needs to make informed decisions and access facilities safely and comfortably.                                                                                                                                                                                                                                                                      |
| <b>Compliance Requirements</b>           | <p><b>WB3/1</b> A clear Accessibility Guide (physical access, adapted rooms, parking, restrooms, assistance) shall be prepared, available online and at reception, and regularly updated.</p> <p><b>WB3/2</b> Staff shall be trained to assist customers with disabilities respectfully and appropriately.</p> <p><b>WB3/3</b> Feedback from customers with access requirements shall be reviewed and acted upon.</p>                                                                    |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Accessibility Guide available online and on-site.</li> <li>• Training records on accessibility awareness.</li> <li>• Customer feedback logs specific to accessibility.</li> <li>• Documentation of updates or improvements to accessible facilities.</li> </ul>                                                                                                                                                                                 |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes review of the Accessibility Guide, staff interviews, and customer feedback records.</p> <p><b>A minor non-conformity</b> arises where information exists but is outdated or incomplete.</p> <p><b>A major non-conformity</b> arises where accessibility is claimed but not supported by infrastructure or staff readiness.</p> <p><b>A critical non-conformity</b> arises where accessibility needs are ignored, leading to discrimination or safety risks.</p> |

### WB6 Health, Safety, and Wellbeing

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| <b>Criterion Intent</b>        | The organisation shall implement and maintain systems that protect the health, safety, and wellbeing of customers and employees, ensuring that all facilities, services, and workplace practices meet legal, safety, and hygiene standards while promoting a supportive, fair, and respectful environment for physical and mental wellbeing.                                                                                                                                                                                                                                                                                               |
| <b>Compliance Requirements</b> | <p><b>WB6/1</b> A comprehensive health and safety policy shall be in place, signed by top management and reviewed annually, alongside a staff wellbeing policy addressing physical health, stress and mental health.</p> <p><b>WB6/2</b> Preventive measures shall be established for physical, chemical and biological hazards (fire safety, legionella, food hygiene, air quality).</p> <p><b>WB6/3</b> Procedures shall manage emergencies, including staff training and communication protocols.</p> <p><b>WB6/4</b> Customer wellbeing measures shall promote relaxation, comfort and satisfaction with environmental conditions.</p> |

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| <b>Indicators</b>                        | <ul style="list-style-type: none"><li>• Health and safety policy with annual review records.</li><li>• Documented risk assessments and evidence of corrective actions.</li><li>• Customer information materials on safety and wellbeing.</li><li>• Staff training records in emergency response and first aid.</li><li>• Audit reports confirming hygiene and maintenance compliance.</li><li>• Wellbeing policy or programme in place with management endorsement.</li></ul>                     |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes inspection of documentation, facilities, and interviews with staff responsible for customer safety.</p> <p><b>A minor non-conformity</b> arises where safety measures exist but lack full documentation or periodic review.</p> <p><b>A major non-conformity</b> arises where risk assessments are incomplete or not acted upon.</p> <p><b>A critical non-conformity</b> arises where unsafe conditions or breaches of health and safety legislation are identified.</p> |

## Module 6: Community

### Community & Charitable Engagement

#### CM1 Support for Local Social Projects

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| <b>Criterion Intent</b>                  | The organisation shall actively participate in or support social projects that benefit the local community and contribute to social cohesion, education, or cultural development.                                                                                                                                                                                                                                                                                                                                 |
| <b>Compliance Requirements</b>           | <p><b>CM1/1</b> Community needs or social causes relevant to the local context shall be identified, with support provided through financial contributions, volunteering, in-kind donations or resources, conducted ethically and transparently.</p> <p><b>CM1/2</b> Documentation of community projects shall be maintained, including beneficiaries, frequency and impact achieved.</p> <p><b>CM1/3</b> Staff involvement in community initiatives shall be encouraged and recognised internally.</p>            |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>Records of contributions, sponsorships, or volunteer initiatives.</li> <li>Evidence of ongoing partnerships with local organisations or schools.</li> <li>Documented examples of community projects and their social outcomes.</li> <li>Communication materials highlighting local engagement.</li> </ul>                                                                                                                                                                  |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes reviewing community project records, photographs, partnership documentation, and conducting staff interviews.</p> <p><b>A minor non-conformity</b> arises where community engagement is irregular or undocumented.</p> <p><b>A major non-conformity</b> arises where community participation is claimed but unsupported by evidence.</p> <p><b>A critical non-conformity</b> arises where community relationships are damaged or where activities cause reputational or social harm.</p> |

#### CM2 Participation in Community Environmental Projects

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| <b>Criterion Intent</b>        | The organisation shall participate in or support community-led environmental initiatives that improve the local environment, enhance biodiversity, or raise awareness of sustainability issues.                                                                                                                                                                                                                                                                                                                              |
| <b>Compliance Requirements</b> | <p><b>CM2/1</b> The organisation shall identify and support at least one local or regional environmental project annually.</p> <p><b>CM2/2</b> Participation shall be documented, including the nature of the contribution and measurable outcomes.</p> <p><b>CM2/3</b> The organisation shall promote these actions to customers and encourage participation or awareness.</p> <p><b>CM2/4</b> Environmental support activities shall align with the sustainability policy and respect local environmental regulations.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>Documented evidence of participation in local or national environmental campaigns.</li> <li>Photographic or written reports demonstrating involvement and results.</li> <li>Customer or staff participation records.</li> <li>Communication demonstrating transparency of the businesses local environmental contribution.</li> </ul>                                                                                                                                                 |

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| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes inspection of campaign documentation, communication materials, and project reports.</p> <p><b>A minor non-conformity</b> arises where participation is claimed but not regularly maintained.</p> <p><b>A major non-conformity</b> arises where environmental actions are isolated or lack measurable results.</p> <p><b>A critical non-conformity</b> arises where the hotel contributes to local environmental degradation or misrepresents its contribution.</p> |
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## Module 7: Visitor Experience

### Destination, Culture & Visitor Experience

#### VE2 Promotion and Support of Local Events and Festivals

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Criterion Intent</b>                  | The organisation shall actively promote, participate in, or support local events and festivals that contribute to the cultural, social, or environmental sustainability of the destination. Event promotion shall prioritise inclusivity, authenticity, and community benefit.                                                                                                                                                                                                                                                |
| <b>Compliance Requirements</b>           | <p><b>VE2/1</b> An updated calendar of relevant local events and festivals shall be maintained and communicated to customers through digital and physical channels.</p> <p><b>VE2/2</b> Partnerships shall exist with event organisers or local tourism bodies, and any hosted/sponsored events shall integrate environmental good practice and local supplier participation.</p> <p><b>VE2/3</b> The organisation shall periodically evaluate the relevance and community benefit of the events it promotes or supports.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Calendar of local events displayed and maintained.</li> <li>• Collaboration agreements with event organisers available.</li> <li>• Evidence of environmental or social initiatives linked to events.</li> <li>• Customer information channels display verified event details.</li> </ul>                                                                                                                                                                                             |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of event promotion materials, online listings, and participation evidence. Interviews shall confirm staff awareness of event partnerships.</p> <p><b>A minor non-conformity</b> is raised when event information exists but lacks annual review.</p> <p><b>A major non-conformity</b> is raised when events are promoted without verification or consultation.</p> <p><b>A critical non-conformity</b> is raised when no local engagement or event promotion is demonstrated.</p>        |

#### VE5 Promotion of Active and Sustainable Travel

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| <b>Criterion Intent</b>        | The organisation shall promote and facilitate active travel options (e.g., walking, cycling) and sustainable commuting for customers and employees, contributing to improved health and reduced environmental impact.                                                                                                                                                                                                                                                                                                     |
| <b>Compliance Requirements</b> | <p><b>VE5/1</b> Information on active travel routes and facilities shall be provided to customers and staff, supported by physical infrastructure (bicycle racks, showers, lockers) where feasible.</p> <p><b>VE5/2</b> Participation in national or local active travel schemes shall be encouraged, reinforced through awareness campaigns on health and sustainability benefits.</p> <p><b>VE5/3</b> Participation and feedback shall be monitored and periodically reviewed to improve active travel initiatives.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>• Availability of active travel facilities (bicycle parking, showers, maps).</li> <li>• Information materials promoting walking, cycling, or public transport.</li> <li>• Staff and customer participation in sustainable travel programmes.</li> <li>• Records of initiatives or partnerships with local authorities or mobility providers.</li> </ul>                                                                                                                            |

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| Verification & Non-Conformity | <p>Verification includes inspection of facilities, review of participation records, and staff interviews.</p> <p><b>A minor non-conformity</b> arises where promotion exists but lacks infrastructure or monitoring.</p> <p><b>A major non-conformity</b> arises where no active travel initiatives are present despite feasibility.</p> <p><b>A critical non-conformity</b> arises where unsafe or misleading information about travel options is provided.</p> |
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## Module 8: Policy & Communication

### Policy, Communication & Stakeholder Engagement

#### PC1 Sustainability Policy and Public Statement Commitment

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| <b>Criterion Intent</b>                  | The organisation shall maintain both a formally approved Sustainability Policy and a publicly available Sustainability Statement, each serving a distinct and complementary purpose. The Sustainability Policy shall function as a binding governance and management control instrument, defining mandatory commitments, accountability, and operational expectations. The Sustainability Statement shall function as a communication document, transparently explaining the organisation's sustainability intent, priorities, and approach to staff, customers, and external stakeholders. Together, these documents shall ensure effective sustainability governance, regulatory compliance, auditability, and credible external communication.                                                                                                                                                                                                                                        |
| <b>Compliance Requirements</b>           | <p><b>PC1/1</b> The Sustainability Policy shall be an internal governance document, approved and signed by top management, communicated to staff, and made available to external stakeholders upon request.</p> <p><b>PC1/2</b> The Sustainability Statement shall be a separate, publicly available document, approved and signed by top management.</p> <p><b>PC1/3</b> The Statement shall accurately reflect the commitments defined in the Policy and shall not exceed or contradict them.</p> <p><b>PC1/4</b> Both documents shall be reviewed following significant operational, legal or organisational changes.</p>                                                                                                                                                                                                                                                                                                                                                             |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• A formally approved and signed Sustainability Policy clearly identified as an internal governance document, and available at least upon request.</li> <li>• A separately titled Sustainability Statement publicly available via the website or customer-facing channels.</li> <li>• Consistency between the Sustainability Policy and the Sustainability Statement, with no contradictory or exaggerated claims.</li> <li>• Documented review dates or version control demonstrating periodic or trigger-based updates.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include examination of the Sustainability Policy and Sustainability Statement, confirmation of top-management approval signatures, review of publication channels, and assessment of alignment between internal commitments and public claims. Interviews may be used to confirm staff awareness of the Policy and the purpose of the Statement.</p> <p><b>A minor non-conformity</b> is raised where both documents exist but are not clearly differentiated, or where review dates are outdated.</p> <p><b>A major non-conformity</b> is raised where either the Sustainability Policy or the Sustainability Statement is missing, unsigned by top management, or inconsistent with actual operational practice.</p> <p><b>A critical non-conformity</b> is raised where public Sustainability Statements materially misrepresent commitments, substitute marketing claims for governance controls, or contradict documented policies or observed practices.</p> |

#### PC2 Transparent Communication of Sustainability Performance

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| <b>Criterion Intent</b> | The organisation shall communicate sustainability information in a transparent, factual, and evidence-based manner. All claims and achievements must be supported by verifiable data and be consistent with operational performance. |
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| <b>Compliance Requirements</b>           | <p><b>PC2/1</b> At least one formal sustainability communication (report, newsletter, digital media or web content) shall be produced.</p> <p><b>PC2/2</b> Communications shall distinguish verified data from aspirational targets, and marketing/promotional material shall accurately represent achievements without exaggeration.</p> <p><b>PC2/3</b> Internal communication mechanisms shall ensure employees are informed of sustainability objectives and results.</p> <p><b>PC2/4</b> Public communications shall include contact information for further enquiry or verification.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Annual sustainability report or equivalent communication produced.</li> <li>• Evidence of data traceability to measurable sources.</li> <li>• Alignment between operational data and external messages.</li> <li>• Internal communication records demonstrating regular updates to staff.</li> </ul>                                                                                                                                                                                                                                                  |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of published materials, digital communication, and staff awareness.</p> <p><b>A minor non-conformity</b> arises where information is outdated or not periodically updated.</p> <p><b>A major non-conformity</b> arises where unverified or inconsistent claims are identified.</p> <p><b>A critical non-conformity</b> arises when misleading or false sustainability claims are intentionally made (greenwashing).</p>                                                                                                                                   |

### PC3 Customer Feedback and Stakeholder Engagement

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Criterion Intent</b>                  | <p>The organisation shall maintain effective systems for collecting, analysing, and responding to customer and stakeholder feedback relating to sustainability performance. Feedback shall inform continual improvement and influence management decisions.</p>                                                                                                                                                                                                          |
| <b>Compliance Requirements</b>           | <p><b>PC3/1</b> Feedback systems shall include sustainability-specific questions, be reviewed regularly, and inform improvement actions.</p> <p><b>PC3/2</b> The organisation shall acknowledge and respond to relevant sustainability feedback or complaints, with stakeholder engagement (staff, community, suppliers) documented where applicable.</p> <p><b>PC3/3</b> Evidence shall demonstrate that engagement outcomes contribute to measurable improvements.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Structured feedback mechanisms in operation (surveys, reviews, digital forms).</li> <li>• Records showing regular analysis of sustainability-related feedback.</li> <li>• Documented actions or decisions resulting from stakeholder input.</li> <li>• Evidence of communication back to stakeholders regarding implemented changes.</li> </ul>                                                                                 |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include examination of feedback forms, records of stakeholder communication, and corresponding corrective actions.</p> <p><b>A minor non-conformity</b> arises where sustainability feedback is collected but not analysed.</p> <p><b>A major non-conformity</b> arises where no structured feedback process exists.</p> <p><b>A critical non-conformity</b> arises where legitimate sustainability concerns are ignored or suppressed.</p>        |

## Module 9: Monitoring

### Resource, Waste & Carbon Monitoring

#### MO1 Monitoring of Energy Use

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Criterion Intent</b>                  | The organisation shall implement a systematic approach for monitoring and analysing all energy consumption within its operations to enable demonstrable cost control, tariff optimisation, operational efficiency, and continuous reduction of environmental impact.                                                                                                                                                                                                                                                                                                        |
| <b>Compliance Requirements</b>           | <p><b>MO1/1</b> Energy consumption shall be recorded at defined intervals and consolidated/compared against baselines or targets to identify cost trends, abnormal usage and tariff inefficiencies.</p> <p><b>MO1/2</b> Energy data shall be analysed to detect anomalies or losses, with performance and cost trends reviewed by management to inform operational, tariff or investment decisions.</p> <p><b>MO1/3</b> Identified energy-saving or tariff-optimisation opportunities shall be documented and prioritised based on potential savings and feasibility.</p>   |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Metering data, utility bills, or monitoring system outputs showing regular tracking.</li> <li>• Baselines, targets, or benchmarks linked to cost and consumption.</li> <li>• Evidence of tariff review, optimisation, or supplier comparison.</li> <li>• Records of identified savings opportunities or implemented actions.</li> </ul>                                                                                                                                                                                            |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of energy records, utility invoices, tariff information, and analysis outputs to confirm active cost and performance management.</p> <p><b>A minor non-conformity</b> is raised where energy monitoring exists, but cost or tariff analysis is limited.</p> <p><b>A major non-conformity</b> is raised where monitoring data are incomplete or not used for cost control or decision-making.</p> <p><b>A critical non-conformity</b> is raised where energy data or cost information is falsified or unavailable for verification.</p> |

#### MO2 Monitoring of Water Consumption

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Criterion Intent</b>        | The organisation shall monitor, record, and analyse water consumption across its operations to enable early leak detection, prevent unnecessary water and energy costs, and support efficient resource and cost management.                                                                                                                                                                                                                                            |
| <b>Compliance Requirements</b> | <p><b>MO2/1</b> Water consumption shall be recorded at intervals sufficient to identify abnormal usage, and compared against baselines to detect inefficiencies with cost implications.</p> <p><b>MO2/2</b> Identified anomalies or leaks shall be investigated promptly, with results and corrective actions reviewed by management.</p> <p><b>MO2/3</b> Water-reduction targets shall be documented and reviewed with reference to consumption and cost savings.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>• Meter readings, bills, or sub-meter data showing regular monitoring.</li> <li>• Baselines or benchmarks linked to expected water and cost performance.</li> <li>• Records of detected leaks, corrective actions, and avoided costs.</li> <li>• Management review notes referencing water-related cost control.</li> </ul>                                                                                                     |

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| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include examination of water records, utility invoices, leak reports, and evidence of corrective actions taken to prevent unnecessary expenditure.</p> <p><b>A minor non-conformity</b> is raised where monitoring exists, but leak-related cost impacts are not assessed.</p> <p><b>A major non-conformity</b> is raised where monitoring is inconsistent or fails to trigger corrective action.</p> <p><b>A critical non-conformity</b> is raised where water consumption is unmonitored, or data are unreliable or falsified.</p> |
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### MO3 Monitoring and Management of Waste Streams

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| <b>Criterion Intent</b>                  | <p>The organisation shall establish and maintain a structured system for monitoring and managing all waste streams produced within its operations. This system shall quantify the types and volumes of waste generated, ensure legal compliance in storage and disposal, and support continual reduction of total waste intensity per operational unit (e.g. per night or occupied room). The waste-monitoring process shall be integrated into the organisation's environmental management framework, linking recorded data to action plans, improvement targets, and disposal costs. Monitoring shall cover, as a minimum, general waste, recyclables, food, organic, hazardous, and contractor-managed waste.</p> |
| <b>Compliance Requirements</b>           | <p><b>MO3/1</b> Waste volumes shall be recorded by stream and disposal route to enable cost control and identification of avoidable landfill or contamination charges.</p> <p><b>MO3/2</b> Only licensed waste contractors shall be used, with waste-monitoring results used to review bin sizing, collection frequency and contractor pricing.</p> <p><b>MO3/3</b> Management shall periodically review waste data to identify cost-saving and waste-reduction opportunities.</p>                                                                                                                                                                                                                                   |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Waste records linked to invoices showing volumes, frequency, and cost per stream.</li> <li>• Evidence of contract review, renegotiation, or service adjustment based on waste data.</li> <li>• Licensed contractor documentation and disposal route confirmation.</li> <li>• Management review notes referencing cost optimisation or avoided penalties.</li> </ul>                                                                                                                                                                                                                                                                                                         |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of waste invoices, contractor agreements, monitoring records, and evidence of contract optimisation actions.</p> <p><b>A minor non-conformity</b> is raised where waste is monitored but not used for contract or cost optimisation.</p> <p><b>A major non-conformity</b> is raised where waste streams are not differentiated, leading to uncontrolled costs.</p> <p><b>A critical non-conformity</b> is raised where unlicensed contractors are used or illegal disposal occurs.</p>                                                                                                                                                                                          |

## MO4 Monitoring of Carbon Emissions

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| <b>Criterion Intent</b>                  | The organisation shall establish and maintain a structured system for measuring, recording, and analysing all direct and indirect carbon emissions arising from its operations. This shall include Scope 1 (fuel and onsite combustion), Scope 2 (electricity and purchased energy), and relevant Scope 3 (waste, water, travel, and procurement) categories. The organisation shall enable transparent reporting, year-on-year performance comparisons, and the assessment of financial exposure linked to greenhouse gas emissions. The monitoring process shall enable transparent reporting, performance benchmarking, and continuous reduction of total greenhouse-gas (GHG) emissions. |
| <b>Compliance Requirements</b>           | <p><b>MO4/1</b> Carbon emissions shall be calculated using recognised emission factors, converting energy, fuel and activity data to CO<sub>2</sub>-equivalent values.</p> <p><b>MO4/2</b> Baseline and annual carbon data shall be maintained to support performance benchmarking and long-term planning.</p> <p><b>MO4/3</b> Significant emission sources shall be identified and reviewed to prioritise cost-effective reduction opportunities.</p> <p><b>MO4/4</b> A documented procedure shall define how carbon data are collected, verified and used for reporting and risk assessment.</p>                                                                                           |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>Carbon inventory covering Scope 1, Scope 2, and relevant Scope 3 emissions.</li> <li>Documented emission factors and calculation methodology.</li> <li>Year-on-year comparison demonstrating trend analysis.</li> <li>Evidence of management review referencing financial or regulatory risk.</li> </ul>                                                                                                                                                                                                                                                                                                                                              |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include examination of source data, calculation methodology, emission factors, and reporting records.</p> <p><b>A minor non-conformity</b> is raised where emissions are calculated but not benchmarked or reviewed.</p> <p><b>A major non-conformity</b> is raised where significant emission sources are excluded or miscalculated.</p> <p><b>A critical non-conformity</b> is raised where no carbon-monitoring system exists or data are unreliable.</p>                                                                                                                                                                                                           |

## MO5 Carbon Management and Reduction Planning

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| <b>Criterion Intent</b>        | The organisation shall operate a documented Carbon Management Plan (CMP) defining measurable reduction targets, assigned responsibilities, and timelines consistent with national or corporate net-zero objectives. The CMP shall integrate energy, waste, transport, and procurement actions under a unified decarbonisation strategy, including investment prioritisation.                                                                                                                                                                                                               |
| <b>Compliance Requirements</b> | <p><b>MO5/1</b> A formal Carbon Management Plan shall specify baseline year, emission boundaries and reduction targets (% CO<sub>2</sub>e), identifying specific measures to achieve them.</p> <p><b>MO5/2</b> Senior management shall review progress at least annually and allocate resources for implementation.</p> <p><b>MO5/3</b> Carbon-reduction achievements shall be reported transparently to stakeholders and staff.</p> <p><b>MO5/4</b> Offsetting measures, where used, shall complement but not replace direct reductions and must be verified to recognised standards.</p> |

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| <b>Indicators</b>                        | <ul style="list-style-type: none"><li>• Approved CMP signed by senior management.</li><li>• Evidence of annual progress reports showing achieved reductions.</li><li>• Meeting minutes demonstrating resource allocation and follow-up.</li><li>• Records of verified offsets, if applicable.</li></ul>                                                                                                                                              |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include examination of the CMP, associated data, and management-review records.</p> <p><b>A minor non-conformity</b> arises when the CMP exists but lacks an annual review.</p> <p><b>A major non-conformity</b> arises when no active plan or assigned responsibilities exist.</p> <p><b>A critical non-conformity</b> arises when public claims of reduction are unsupported by evidence or contradict actual emissions.</p> |

## Module 10: Operations

### Procurement & Operations Management

#### OP1 Green Action Plan Implementation and Monitoring

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Criterion Intent</b>                  | The organisation shall maintain and implement a Green or Sustainability Action Plan that translates the policy into measurable targets, timelines, and responsibilities. The plan shall be a living document demonstrating accountability, progress tracking, and continual improvement.                                                                                                                                                                                                                                                    |
| <b>Compliance Requirements</b>           | <p><b>OP1/1</b> The Action Plan shall outline clear objectives for resource efficiency, carbon reduction, waste management and social engagement, with performance indicators and baseline comparisons.</p> <p><b>OP1/2</b> Responsibilities and timelines shall be assigned to specific team members or departments.</p> <p><b>OP1/3</b> Progress shall be reviewed quarterly and presented to management for follow-up.</p> <p><b>OP1/4</b> Evidence of improvements achieved and corrective actions implemented shall be maintained.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Updated Green Action Plan with measurable KPIs and named responsibilities.</li> <li>• Meeting records demonstrating quarterly review and management oversight.</li> <li>• Evidence of improvements (e.g., reduced energy, waste, or water use).</li> <li>• Documentation linking feedback and data analysis to action adjustments.</li> </ul>                                                                                                                                                      |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of the action plan, performance metrics, and progress reports.</p> <p><b>A minor non-conformity</b> arises where the plan exists but lacks review or assigned responsibilities.</p> <p><b>A major non-conformity</b> arises where objectives are absent or results are not monitored.</p> <p><b>A critical non-conformity</b> arises where no sustainability plan is established or maintained.</p>                                                                                                    |

#### OP2 Supplier Sustainability Screening and Procurement Practices

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| <b>Criterion Intent</b>        | The organisation shall maintain a responsible procurement procedure that evaluates and prioritises suppliers based on their environmental, ethical, and social performance.                                                                                                                                                                                                                                                                                                                                                          |
| <b>Compliance Requirements</b> | <p><b>OP2/1</b> A supplier screening checklist addressing environmental and social practices shall be implemented, with preference given to local, ethical and environmentally certified suppliers.</p> <p><b>OP2/2</b> The purchasing policy shall prohibit products or services that conflict with sustainability objectives, and supplier sustainability performance shall be reviewed at least annually.</p> <p><b>OP2/3</b> Documentation shall demonstrate how procurement decisions align with the sustainability policy.</p> |
| <b>Indicators</b>              | <ul style="list-style-type: none"> <li>• Procurement policy and supplier screening documentation available.</li> <li>• Examples of supplier evaluation records and feedback.</li> <li>• Evidence of preference for sustainable and local suppliers.</li> <li>• Records of rejected suppliers based on non-compliance with criteria.</li> </ul>                                                                                                                                                                                       |

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| <b>Verification &amp; Non-Conformity</b> | <p>Verification includes examination of procurement records, supplier evaluations, and evidence of sustainability-based purchasing decisions.</p> <p><b>A minor non-conformity</b> arises where screening is inconsistent or incomplete.</p> <p><b>A major non-conformity</b> arises where procurement decisions disregard sustainability requirements.</p> <p><b>A critical non-conformity</b> arises where procurement practices contradict sustainability commitments or support unethical suppliers.</p> |
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## OP4 Green Meetings and Events

*Only applicable if the business provides meetings & events*

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| <b>Criterion Intent</b>                  | The organisation shall plan, deliver, or support meetings and events as commercially viable products that integrate sustainability into procurement, resource use, and supplier management. Sustainable event practices shall be embedded into event design and delivery to reduce costs, manage risk, and enhance the economic value and credibility of event offerings.                                                                                                                                                                                                                                                                  |
| <b>Compliance Requirements</b>           | <p><b>OP4/1</b> A documented approach to sustainable event delivery shall cover procurement, materials, energy use and waste management.</p> <p><b>OP4/2</b> Event packages shall include low-impact catering, reusable/recyclable materials and single-use controls, delivered through suppliers selected on sustainability credentials and local sourcing.</p> <p><b>OP4/3</b> Event performance shall be reviewed following delivery to assess sustainability outcomes and identify improvements.</p> <p><b>OP4/4</b> Promotional and sales materials shall accurately reflect the sustainability measures implemented in practice.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Documented sustainable events policy or procedures.</li> <li>• Procurement records demonstrating sustainable and local supplier selection.</li> <li>• Evidence of reusable, recyclable, or reduced-material event setups.</li> <li>• Post-event reviews or reports referencing sustainability and efficiency outcomes.</li> <li>• Sales or promotional materials aligned with actual event delivery practices.</li> </ul>                                                                                                                                                                         |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include review of event policies, supplier contracts, procurement records, and post-event evaluations.</p> <p><b>A minor non-conformity</b> is raised where sustainable event practices exist but are not formally documented or reviewed.</p> <p><b>A major non-conformity</b> is raised where sustainability claims are inconsistent with actual event delivery or supplier practices.</p> <p><b>A critical non-conformity</b> is raised where events cause significant environmental harm or materially misrepresent sustainability performance.</p>                                                              |

## OP5 Cleaning, Laundry and Low-Impact Chemical Systems

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| <b>Criterion Intent</b> | The organisation shall ensure that all cleaning and laundry operations use low-impact chemical systems that minimise environmental pollution, prevent the release of microplastics and microfibres, protect staff and customers, and comply with applicable European and UK chemical-safety legislation. Cleaning and laundry processes shall be managed as a single controlled system, covering product selection, dosing, storage, wastewater protection, and supplier assurance, in order to reduce fragmentation, duplication, and chemical risk across operations. |
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| <b>Compliance Requirements</b>           | <p><b>OP5/1</b> All cleaning and laundry chemicals shall be inventoried, labelled and supported by current Safety Data Sheets and supplier declarations, confirming compliance with EU/UK REACH restrictions on microplastics.</p> <p><b>OP5/2</b> Only eco-certified, biodegradable, phosphate-free, chlorine-free and microplastic-free products shall be used.</p> <p><b>OP5/3</b> Automated dosing systems and, where applicable, microfibre-capture or filtration devices shall be implemented to limit chemical and fibre discharge.</p> <p><b>OP5/4</b> Staff and contractors shall be trained and monitored to ensure correct chemical use, dosing, storage and wastewater protection.</p> |
| <b>Indicators</b>                        | <ul style="list-style-type: none"> <li>• Consolidated chemical and detergent inventory with SDS and supplier declarations.</li> <li>• Evidence of compliance with EU and UK REACH microplastic restrictions.</li> <li>• Eco-label certifications for cleaning and laundry products.</li> <li>• Records of dosing systems, filtration devices, and maintenance checks.</li> <li>• Training logs and contractor compliance documentation.</li> </ul>                                                                                                                                                                                                                                                 |
| <b>Verification &amp; Non-Conformity</b> | <p>Verification shall include inspection of chemical-storage areas, laundry facilities, supplier documentation, and observation of operational practices.</p> <p><b>A minor non-conformity</b> arises where documentation is incomplete but products appear compliant.</p> <p><b>A major non-conformity</b> arises where uncertified or unverified products are in use.</p> <p><b>A critical non-conformity</b> arises where restricted substances, microplastics, or unsafe handling practices are identified.</p>                                                                                                                                                                                |