



# Sustainable Travel Programme

*System Requirements  
for Sustainable Tourism Certification (v0.9)*

| System Requirements  |                               |
|----------------------|-------------------------------|
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## Introduction

This standard contains requirements applicable to travel activities certified against the Preferred by Nature Standards for Sustainable Travel Activities.

The system requirements are applicable to both small-scale and large-scale tourism companies. The requirements are formulated to be performance based, therefore the scale and complexity of operations under evaluation, will influence the systems being used to ensure compliance with the sustainability indicators of the Standards for Sustainable Travel Activities. This flexibility also means that small holders may face less requirements where it may not be necessary to require complex documentation and procedural systems.

## Scope of this standard

This standard (System Requirements) shall be used by tourism companies assessed against the Preferred by Nature Standards for Sustainable Travel Activities to achieve their sustainable tourism certification.

This standard (System Requirements) shall be used in combination or supplementary to the Preferred by Nature Standards for Sustainable Travel Activities.

## Version history

Version 0.9, 16 May 2022

## SYSTEM REQUIREMENTS

### Scope defined

- 1.1 If the certificate covers multiple legal entities/properties (members or sites), the certificate holder ensures compliance with all applicable requirements for all participant sites or members.
- 1.2 The certificate holder ensures that Preferred by Nature and its representatives have access to evaluate compliance with the requirements at relevant locations or entities.
- 1.3 The scope of the operations for which the Specific Standard for Sustainable Travel Activities is relevant is identified, in terms of:
  - a) properties/entities/organisations;
  - b) area and location (geolocation data where relevant),
  - c) services and destinations.

### Responsibilities defined and competencies in place

- 1.4 A person or position is defined that has overall responsibility for conformance with applicable standard requirements.

- 1.5 The appointed person/position has sufficient authority and resources to ensure that requirements are met.
- 1.6 Individual responsibilities for relevant requirements are defined and known.
- 1.7 Workers, including contractors and seasonal workers, demonstrate awareness of, and competence in, all aspects of fulfilling the requirements, relevant to their position and role.

## Efficient systems implemented

- 1.8 Systems are implemented to achieve conformance with applicable requirements that are adequate and proportionate to the size and complexity of operations.
- 1.9 Records required to demonstrate conformance are maintained and available for internal and external evaluation.
- 1.10 Records are maintained on file for at least five years.

## Activities monitored

- 1.11 Conformance with the requirements is monitored for all *entities*, appropriate to the size and complexity of operations.
- 1.12 Results of monitoring are maintained and available to evaluation of representatives of Preferred by Nature.

## Communications and claims managed

- 1.13 Organisations verified as meeting all applicable requirements of the Preferred by Nature Standards for Sustainable Travel Activities and these System Requirements, may use the Preferred by Nature Seal and make off-product claims about their certified status.
- 1.14 Claims and seal use must follow the Preferred by Nature seal use guide.
- 1.15 Claims and seal used must be approved in writing by Preferred by Nature prior to use.



## About us

Preferred by Nature (formerly known as NEPCon) is an international non-profit organisation working to support better land management and business practices that benefit people, nature and the climate. We do this through a unique combination of sustainability certification services, projects supporting awareness raising, and capacity building.

For more than 25 years, we have worked to develop practical solutions to drive positive impacts in production landscapes and supply chains in 100+ countries. We focus on land use, primarily through forest, agriculture and climate impact commodities, and related sectors such as tourism and conservation. Learn more at [www.preferredbynature.org](http://www.preferredbynature.org)

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