

GSTC Hotel Criteria draft version 3.1

(updated November 15th, 2024)

Criteria	Indicators
SECTION A: Demonstrate effective sustainable management	
<p>A1 Sustainability Management System</p> <p>The hotel is managed with a documented system that addresses the different dimensions of sustainability like environmental, social, cultural and economic management issues, appropriate to its size and scope.</p>	<ol style="list-style-type: none"> 1. The hotel has a written sustainability policy and a multi-year plan that addresses its cultural, environmental, social, economic impacts, as well as human rights, employee rights, and stakeholder engagement. 2. The sustainability plan includes an evaluation of the potential risks and opportunities related to the local culture, local community, human rights, staff health and safety, guest health and safety, and the local economy. 3. The hotel has measurable goals for the social, cultural, and environmental indicators that are expected to be monitored according to these criteria. 4. The hotel operates a continuous improvement process based on the risks, opportunities it identifies, and the results of its measurements. 5. The policy and plan are being actively implemented. A person or group is responsible for implementing and monitoring the policy and plan. 6. The policy is reviewed at least every two years, and the plan is reviewed annually.
<p>A2 Legal compliance</p> <p>The hotel is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.</p>	<ol style="list-style-type: none"> 1. An up to date list of all applicable legal requirements is maintained. 2. The hotel possesses up-to-date versions of all necessary official documents, such as permits, licenses, and certificates. 3. All permanent and temporary structures constituting the venue comply with zoning requirements and laws related to protected and sensitive areas and heritage considerations. 4. Land ownership and tenure rights are documented. 5. The hotel complies with existing local, national and international regulations and guidelines concerning wildlife interactions, animal welfare, wildlife harvesting and trade.
<p>A3 Reporting and communication</p> <p>The hotel publishes an annual sustainability performance report online, shares it with all stakeholders, and makes the report available in an offline format upon request.</p>	<ol style="list-style-type: none"> 1. Regular (at least annual) sustainability performance reports, including sustainability policies and actions are made available to stakeholders through online platforms or website. 2. Sustainability performance reports are based at least on three-months monitoring, sustainability goals and

	<p>quantitative data based on measurements as required in the criteria.</p> <ol style="list-style-type: none"> 3. Communications contain messages inviting guest and stakeholder support. 4. Sustainability actions and policies relevant to the guests are visible in the facility via methods that adhere to sustainable best practices for displays and communications.
<p>A4 Staff engagement</p> <p>Staff are engaged with the development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery.</p>	<ol style="list-style-type: none"> 1. Staff are included in the development and engaged with the implementation of the sustainability policies and plans. 2. Staff receives guidance and training, including on-the-job training and orientation, regarding their roles and responsibilities with respect to sustainability policies, plans, and practices. Records of training or guidance are available. 3. Staff training and guidance materials are available for reference, including in multiple languages and formats accessible to people with disabilities as needed, to train all relevant staff. 4. Staff hold certificates, qualifications and/or equivalent experience in relevant disciplines/skills, when necessary. 5. The venue seeks feedback from staff on the sustainability policy, plan, and practices. This feedback is taken into consideration for continuous improvement.
<p>A5 Customer experience</p> <p>Customer satisfaction, including aspects of sustainability, is monitored and corrective action is taken.</p>	<ol style="list-style-type: none"> 1. Guest feedback, including aspects of sustainability, is monitored, analyzed, and used for continuous improvement. 2. The hotel communicates ways that guests can support or submit feedback about the sustainability policy, plan and implementation. 3. The hotel takes corrective action as soon as possible where appropriate, documents it, and consults the affected stakeholder for feedback.
<p>A6 Accurate promotion</p> <p>Promotional materials and marketing communications are accurate and transparent with regard to the hotel and its products and services, including sustainability claims. They do not promise more than is being delivered.</p>	<ol style="list-style-type: none"> 1. Media and text used in promotion are of actual experiences offered and facilities provided, including hotel's sustainability actions and performance. 2. Sustainability claims are based on verifiable records of evidenced past performance or current actions that can be clearly evidenced. 3. Evidence of all sustainability claims, communication and promotion material are made available upon request.
<p>A7 Information and interpretation</p>	<ol style="list-style-type: none"> 1. The hotel informs its staff about the basics of the natural and cultural heritage of the surrounding local area.

<p>The hotel provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, touristic points, as well as an explanation of appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites.</p>	<ol style="list-style-type: none"> 2. The hotel provides guests information regarding proper conduct within its premises, facilities, and the surrounding local area to prevent undesirable behavior and actions that could harm and/or put at risk the environment, animals, local culture, local wildlife, staff and visitors. 3. Information and interpretive materials including guidelines for appropriate behavior in the surrounding local area are prepared in consultation with the local community. 4. The hotel prioritizes the use of digital media for communication and information dissemination.
<p>A8 Land, water, and property rights</p> <p>Acquisition by the hotel of land and water rights and of property is legal, complies with local communal and indigenous rights, including their free, prior and informed consent, and does not require involuntary resettlement.</p>	<ol style="list-style-type: none"> 1. User and access rights for key resources, including land and water, are documented where applicable. 2. There is documentary evidence of communication, consultation and engagement with local, traditional and/or indigenous communities. 3. Free, prior and informed consent of local communities is documented, where relevant (showing no involuntary resettlement or land acquisition).
<p>A9 Site selection, planning, and development</p> <p>Site selection, planning, and development of all facilities and activities take into account the capacity, integrity, and impact to the natural and cultural environment, including any new builds, additions, alterations, and upgrades to existing facilities.</p>	<ol style="list-style-type: none"> 1. All relevant and required licenses and permits are valid and up to date and are made available. 2. The hotel consults the local community and addresses any concerns about new planning and developments. 3. The hotel optimizes the use of key resources, i.e. rainwater harvesting, renewable energy, energy-efficient infrastructure, composting, etc. 4. The hotel gives priority and preference to local and sustainable materials, practices, and crafts. 5. Site selection, size, design, and access have taken into account visual amenities, landscape, cultural, and natural heritage. 6. Preservation of archaeological, cultural heritage, and sacred sites has been documented. 7. Preservation of connectivity and integrity of natural sites and protected areas has been documented. 8. Potential impacts on threatened or protected species have been assessed. 9. Watercourses/catchments/wetlands are not altered, and run-off is reduced. 10. Risk factors (including climate change, natural phenomena, and visitor safety) have been assessed. 11. All development plans have taken into account the environmental footprint.

	<p>12. Impact assessment (including cumulative impacts) has been undertaken and documented as required by local government regulations.</p>
<p>A10. Buildings, construction and infrastructure</p> <p>Buildings, construction, and infrastructure development of the hotel have taken into account the local culture, ecosystems, and biodiversity, including any new builds, additions, alterations, and upgrades to existing facilities.</p>	<ol style="list-style-type: none"> 1. The hotel gives priority and preference to local and sustainable materials, practices, and crafts. 2. Native and/or endemic plants obtained from sustainable sources are used in landscaping and decoration. 3. The hotel has identified, minimized and mitigated the adverse impact on wildlife habitats and local communities. 4. Run-off is reduced where possible, and any residue is captured or channeled and filtered. 5. The hotel selects plants for their ability to tolerate prevailing or anticipated conditions e.g., drought-tolerant plants. 6. The hotel sorts and disposes of the waste from construction in an environmentally sound manner.
<p>A11. Access for all</p> <p>Where practical and appropriate, site, facilities and services are accessible to people of all abilities. Information is made available on the accessibility of sites, facilities, and services.</p>	<ol style="list-style-type: none"> 1. Site, buildings, and activities are accessible to people of all abilities. 2. There is evidence of programs to improve accessibility for individuals with various access requirements, such as people with disabilities, pregnant and nursing mothers, people with allergies, special dietary requirements, and the elderly. 3. Where sites and facilities are not immediately accessible, access is provided through the design and implementation of solutions that take into account both the integrity of the site and reasonable accommodations for persons with access requirements that can be achieved. 4. Upon request, the hotel consults stakeholders and provides additional accessibility services or equipment when feasible. 5. The hotel shares information about accessibility and how to request for accessibility services and assistance with visitors prior to and on arrival. 6. The communication materials of the hotel that are relevant to people with diverse needs are provided in accessible formats. 7. Details on levels of accessibility within the site and facilities are provided on-arrival and as necessary throughout the site. 8. The hotel provides staff with guidance and training regarding their roles and responsibilities related to accessibility. Records of training or guidance are available.

	<ol style="list-style-type: none"> 9. The hotel seeks feedback from visitors, staff and stakeholders about accessibility. Such feedback is analyzed and used for continuous improvement and future upgrades.
<p>A12. Stakeholder engagement</p> <p>The hotel engages with its stakeholders in its sustainability policies and practices and is involved in sustainable tourism issues in the destination.</p>	<ol style="list-style-type: none"> 1. The hotel is aware of the sustainability plans and goals of the DMO (Destination Management Organization) or an equivalent body in the event destination or the country. 2. The hotel is an active member of local stakeholder communities, such as NGOs, and other local public or private bodies, where these exist. 3. The hotel takes into account results and decisions of the meetings and interaction with relevant stakeholders for destination management. 4. The hotel conducts campaigns to raise awareness among stakeholders and customers about sustainability issues, policies, practices and initiatives.
<p>A13 Sourcing and purchasing</p> <p>The hotel's sourcing and purchasing policies prioritize sustainable, local, and fair-trade suppliers and products, while minimizing environmental impacts throughout the purchasing process.</p>	<ol style="list-style-type: none"> 1. The hotel maintains a written sustainable sourcing and purchasing policy that favors sustainable, local, and/or fair-trade suppliers. This policy covers all products and services used within the hotel. 2. The hotel's sustainable purchasing policy includes provisions for food & beverage supplies, building materials, furniture, guest amenities, promotional items, and any other consumables or merchandise used in hotel operations. 3. The hotel prioritizes the procurement of reusable, returnable, and repurposable goods over single-use or disposable items. In cases where consumable or disposable products must be purchased, preference is given to those made from recyclable or recycled materials. 4. The sustainable purchasing policy is actively implemented, and the hotel regularly monitors its purchasing practices to ensure compliance. 5. Sustainable product purchases have increased in share in expenditure and product category year-by-year. The product includes capital goods, food, beverage, building materials, and consumables. 6. The hotel measures and manages the proportion of goods and services sourced from local and fair-trade suppliers. There is evidence showing that fresh goods have been purchased from the local area, amounting to a minimum of

	<p>25% by expenditure and the percentage increases year-by-year.</p> <ol style="list-style-type: none"> 7. The hotel’s contracts with suppliers include sustainability requirements tailored to each supplier’s products and services. Regular evaluations are conducted to review the environmental impact and compliance of suppliers. 8. The hotel avoids single-use plastics, reduces other single-use items and promotes these practices among its suppliers. Particularly, no single-use plastic straws and stirrers, no plastic water bottles, no single-use polypropylene (PP) or Expanded Polystyrene (EPS) container in disposable food service items and no plastic packaging around dry room amenities are used. 9. Single-use/individual guest amenities, e.g., shampoo, soap, lotion, etc. are not used, except when the law requires otherwise. 10. Unnecessary packaging is avoided, and bulk purchasing is preferred whenever feasible. 11. All hotel signage, marketing materials, and promotional items are either electronic, reusable, or printed on recycled and recyclable materials. The hotel ensures that these materials are sustainable and locally sourced where possible. 12. The hotel does not purchase or use products derived from threatened or endangered species, ensuring that its sourcing practices are aligned with conservation goals. 13. The hotel conducts due diligence to ensure suppliers that provide products from the wild are in compliance with local and national regulations concerning wildlife harvesting and trade.
<p>A14. Sustainable food and beverages</p> <p>The hotel actively promotes and provides sustainable food and beverage options that prioritize locally sourced, organic, and plant-based alternatives.</p>	<ol style="list-style-type: none"> 1. The hotel offers plant-based, vegetarian, and vegan meal options across all dining services, with a minimum of 30% of menu items being plant-based. These options are clearly marked and equally available to all guests. 2. Where the hotel does not have its own food and beverage outlet, it recommends local venues that offer vegetarian or vegan options. 3. At least 50% of the plant-based ingredients used in the hotel’s food and beverages services are locally sourced and at least 20% of the ingredients are certified organic or grown using sustainable practices. 4. The hotel actively promotes plant-based options through its marketing materials, menus, and in-room guides.

	<p>Information regarding the environmental and health benefits of plant-based diets are be provided.</p> <p>5. Plant-based meal options are priced equitably compared to animal-based meals.</p>
--	--

SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts

<p>B1 Community support</p> <p>The hotel supports and engages with the local community.</p>	<ol style="list-style-type: none"> 1. The hotel supports the local community financially or in-kind in areas of need identified by the local community. Examples of support include contributions to projects led by local partners relating to the local infrastructure, environment, culture, education, training, small business development, health, or sanitation. 2. The level and nature of contributions made to schemes in the local community is recorded. 3. The local community is offered the opportunity to access the tourism facilities and services provided.
<p>B2 Local employment</p> <p>Local residents are given equal opportunities for employment and advancement, including in management positions.</p>	<ol style="list-style-type: none"> 1. The hotel has a policy to prefer local, non-transient residents for all permanent and temporary positions. 2. The policy is being actively implemented. 3. Local residents are given equal opportunity for advancement and employment in management positions. 4. The hotel measures, monitors and manages the proportion of local non-transient inhabitants of the local community with its total staff strength. 5. The hotel measures, monitors and manages the proportion of local non-transient inhabitants of the local community in management positions. 6. The hotel offers training to local residents to enhance their employability.
<p>B3 Local entrepreneurs</p> <p>The hotel cooperates with locally-owned suppliers and businesses in the development and sale of their products and the sustainability of their business practices and offerings.</p>	<ol style="list-style-type: none"> 1. The hotel gives locally-owned micro or small businesses access to its premises and guests for commercial activity. The hotel prioritizes sustainable products and services when providing access.

	<ol style="list-style-type: none"> 2. Where appropriate, the hotel provides advice and support to local service providers with whom it engages, on the quality and sustainability of their service. 3. The hotel considers and pursues opportunities for financial, collaborative and cooperative joint ventures, investments and/or partnerships with local entrepreneurs and local businesses where appropriate.
<p>B4 Exploitation, harassment and human trafficking</p> <p>The hotel has implemented a policy against sexual or any form of exploitation or harassment and human trafficking, particularly of children (minors), adolescents, women, Indigenous People, minorities, people with disabilities and all vulnerable groups.</p>	<ol style="list-style-type: none"> 1. The hotel includes procedures for monitoring, reporting, whistleblowing and responding to incidents of exploitation, harassment, and human trafficking, including forced labor in the policy. 2. The hotel communicates the policy internally (examples: onboarding or orientation programs, staff handbooks, management policies) and externally to stakeholders (examples: for visitors: customer care charter; for suppliers and service providers: purchasing policies, purchasing orders, supplier contracts). 3. The hotel provides staff with guidance and training relevant to their roles in recognizing and reporting incidents of exploitation or harassment. Records or evidence of training or guidance is made available. 4. The hotel engages with the local community and relevant stakeholders in working against exploitation, harassment and human trafficking, including forced labor. 5. The hotel updates and maintains records of all staff, particularly their respective ages, as evidence of their undertaking not to support child labor as defined and prescribed by the International Labor Organization (ILO) conventions. 6. The hotel supports action against any forms of exploitation and/or abuse of, including but not limited to children (people under 18 years old) in travel and tourism.
<p>B5 Employment inclusion and equality</p> <p>The hotel promotes inclusion and equal employment opportunities at all levels and positions, without discriminating against gender, age, race, nationality, ethnic origin, color, religion, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and/or in other ways.</p>	<ol style="list-style-type: none"> 1. The hotel undertakes to practice, uphold and maintain an inclusive and equal employment policy at all times. 2. The hotel has identified groups at risk of discrimination, including but not limited to women and local minorities. 3. The proportion of staff drawn from each of these groups is monitored and is comparable with the

	<p>demographic distribution of the local community and population.</p> <ol style="list-style-type: none"> 4. Staff have been trained to recognize bias and discrimination and to identify groups at risk of discrimination, including women, local minorities, indigenous people, and people with disabilities. 5. The hotel offers employment and advancement opportunities, including in management positions, without discrimination on the basis of race, religion, sex, gender identity, sexual orientation, parental status, national origin, age, disability, political affiliation, or other non-merit-based factors.
<p>B6 Code of Conduct</p> <p>The hotel has a code of conduct to guide the behavior and actions of staff, suppliers and guests.</p>	<ol style="list-style-type: none"> 1. The code of conduct reflects the hotel’s policies regarding appropriate behavior, exploitation, harassment, and human trafficking. 2. The code of conduct encourages respectful treatment toward all people regardless of race, religion, sex, gender identity, sexual orientation, parental status, national origin, age, disability, or political affiliation. The code of conduct shall include guidelines for verbal and non-verbal communications and interactions, appropriate physical contact and close proximity. 3. The code of conduct includes guidelines for interactions with children (minors), including guidance on appropriate physical contact, close proximity, verbal and non-verbal communications. In particular, taking photos or videos of children, giving gifts to children, and accepting gifts from children is discouraged without the permission of the child and child's parent or legal guardian. 4. The code of conduct includes guidelines for interactions with vulnerable and marginalized groups, including people with disabilities. In particular, taking photos or videos of adults in the local community is discouraged without the subject's permission. 5. The hotel communicates the code of conduct internally (examples: onboarding or orientation programs, staff handbooks, management policies) and externally to stakeholders (examples: for visitors: customer care charter; for suppliers and service providers: purchasing policies, purchasing orders, supplier contracts).

	<p>6. The hotel provides staff guidance and training about the code of conduct. Records or evidence of training or guidance are available.</p>
<p>B7 Decent work</p> <p>Labour rights are upheld, a safe and secure working environment is provided and staff are paid at least a living wage or fair wage that commensurate their skills, competencies and qualifications. Staff are offered regular training, experience and opportunities for advancement.</p>	<ol style="list-style-type: none"> 1. The hotel demonstrates awareness of and compliance with national labor regulations and/or International Labor (ILO) standards and regulations. 2. The hotel pays staff, including sub-contracted employees, no less than the legal minimum wage prescribed by local and national regulations. Where such minimum wage is not regulated, the hotel pays staff a fair wage that commensurate their skills, competencies and qualifications comparable to local wages for similar work, based on the IDH Salary Matrix or another international living wage benchmark. 3. The experienced staff with more than 2 years of continuous employment in the hotel, gets paid more than the legal minimum wage and/or gets a meaningful increase to its starting wage, in real terms. 4. The hotel offers training appropriate to the staff roles and relevant advancement and/or job enlargement opportunities. Training records are maintained for all staff, showing the level and frequency of training received. 5. The hotel undertakes to provide staff with health and medical care and social security, including expressed undertaking in its staff contracts. 6. The hotel provides a safe and secure working environment for all staff. 7. Water, sanitation, hygiene, workplace safety and personal safety such as Personal Protective Equipment ('PPE') and first aid amenities are provided for and accessible by all staff. 8. Staff satisfaction is monitored, reviewed and managed. 9. A staff grievance mechanism, issue and/or case escalation process is in place, documented in a human resource or staff handbook and communicated to all staff. 10. The hotel maintains, updates and communicates a human resource or staff handbook covering code of ethics and code of conduct, and employment processes and procedures for recruitment, selection, promotion, termination, retirement and disciplinary action, which is available and accessible to all staff.

<p>B8 Local access and livelihoods</p> <p>The hotel ensures its activities do not adversely impact local community services and livelihoods.</p>	<p>11. The hotel has a Whistleblower Policy.</p> <ol style="list-style-type: none"> 1. The activities of the hotel do not restrict local access to livelihoods, including land and aquatic resource use. 2. The activities of the hotel do not restrict access to rights-of- way and transport. 3. The activities of the hotel do not restrict access to local residences. 4. A communication mechanism is in place for local communities to report any instance of restricted access to transport, local residences, and local livelihoods in the areas of venue operations. 5. The hotel takes corrective action where appropriate, documents it, and consults the affected stakeholders for feedback.
---	---

SECTION C: Maximize benefits to cultural heritage and minimize negative impacts

<p>C1 Cultural interactions</p> <p>The hotel provides information about local culture to its guests and staff as needed. A communication mechanism is in place for local communities to report adverse impacts from visitors, and corrective action is taken where appropriate.</p>	<ol style="list-style-type: none"> 1. The hotel provides information and interpretation based on international, national and local regulations, good practices and guidance for interpretation and presentation of and visits to cultural, heritage and/or historical sites and indigenous, ethnic and local communities. 2. The hotel engages and consults with the local communities and stakeholders in presenting the local culture, heritage, history and people, as well as reviewing their presentation. 3. The hotel provides its staff guidance on appropriate behavior, information and practices on the local customs, traditions and etiquette. 4. The hotel guides visitors to prevent them from violating and showing disrespect to the local culture, local people, heritage and traditions. 5. A communication mechanism is in place for local communities and Indigenous people to report adverse impacts from visitors. 6. The hotel takes corrective action where appropriate, documents it, and consults the affected stakeholders for feedback.
--	--

<p>C2 Protecting cultural heritage</p> <p>The hotel contributes to the protecting, preserving and enhancing of cultural heritage with historical, archaeological, traditional and spiritual significance and does not impede and allows access by local residents and stakeholders.</p>	<ol style="list-style-type: none"> 1. The hotel contributes to and/or invests in the protection and enhancement of local cultural heritage. 2. The hotel provides financial and/or in-kind support in the protection, preservation, enhancement and enjoyment of cultural heritage. 3. The hotel allows and does not impede nor restrict local access to cultural heritage.
<p>C3 Presenting culture and heritage</p> <p>The hotel incorporates authentic and accurate elements of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops, while respecting all intellectual property rights.</p>	<ol style="list-style-type: none"> 1. Local art/craft is reflected in design, décor, furnishings, presentations and installations of the hotel. 2. Intangible cultural heritage and traditions are evident in amenities offered, such as shows, performances, music, food and beverage, souvenirs, merchandising and events. 3. All copyright and intellectual property rights have been respected, observed and documented. 4. The views of the local community have been sought on the presentation of local cultural heritage.
<p>C4 Artifacts</p> <p>Artifacts are not sold, traded or displayed, except as permitted by local and international law.</p>	<ol style="list-style-type: none"> 1. Any use of artifacts is declared and reported with documentary substantiation in accordance with local and/or international regulations and/or permissions. 2. Where artefacts are used, laws and bylaws have been identified and permissions of use are made available upon request. 3. Guests are guided to prevent them from removing, damaging and/or disfiguring displayed or exhibited artifacts within the facilities or in the local area.

Section D: Maximize benefits to the environment and minimize negative impacts

D1 Conserving resources

D1.1 Energy conservation

The hotel measures energy consumption by type, and takes steps to minimize energy consumption.

1. The hotel has a written energy conservation/efficiency policy that is communicated with relevant stakeholders.
2. The hotel measures total energy used in overall operations and energy used per guest night or per occupied room by type,

	<p>such as gas, electricity, transportation fuel, etc.</p> <ol style="list-style-type: none"> 3. The hotel uses renewable energy sources when available and measures the proportion of renewable energy in the total energy usage. There is evidence of a business plan for increasing the use of electricity from renewable sources. 4. The hotel has annual energy consumption reduction goals. 5. The hotel takes steps to minimize the overall consumption of energy, such as using energy-efficient lighting, natural ventilation, heating, and cooling equipment and/or turning off equipment and vehicles that are not in use. The hotel has at least 80% LED lighting in its property. 6. There is evidence of efforts to transition to sustainable energy sources for heating/cooling purposes, where possible. 7. For properties that use keycard switches, at least 90% of guest rooms that have HVAC (Heating, ventilation, and air conditioning) systems are fitted with key card switches. 8. The hotel provides guidance to suppliers, guests and staff on minimizing energy use. 9. No outside heating or air conditioning appliances are used by the hotel.
<p>D1.2 Water conservation</p> <p>The hotel measures and minimizes overall water consumption. In locations where Water Risk is high, the hotel identifies and pursues context-based water stewardship goals.</p>	<ol style="list-style-type: none"> 1. The hotel has identified and documented the Water Risk in the destination. 2. In locations where Water Risk has been assessed as high, the hotel identifies and pursues water stewardship goals. 3. The hotel measures water used in its operations and water used per guest night or per occupied room by type, such as groundwater, seawater, municipal water, water leakage etc.

	<ol style="list-style-type: none"> 4. The hotel takes steps to minimize overall water consumption, including the use of water-saving equipment, devices and practices. 5. There is documented evidence that the hotel replaced or plans to replace faucets and showerheads with water-efficient ones (e.g., smart showers or low-flow showerheads), following national guidelines or international guidelines if there are no national ones. 6. Low volume water use systems are used in toilet cisterns. 7. The hotel's water originates from a legal source or from a source which has not previously affected, and is unlikely in the future to affect, environmental flows. 8. The hotel has annual water consumption reduction targets. 9. The hotel provides guidance to suppliers, guests, and staff on minimizing water use. 10. A linen reuse program for multi-night stays is in place. 11. Water is used efficiently while watering all outdoor plants and cleaning procedures. 12. Water footprint of foods and beverages are assessed, and guests are informed and encouraged to consume low-water footprint food and beverage options.
<p>D2 Reducing pollution</p>	
<p>D2.1 Greenhouse gas emissions</p> <p>Significant greenhouse gas emissions from all sources controlled by the hotel are identified, calculated where possible and procedures implemented to avoid or to minimize them. Offsetting of the hotel's remaining emissions is encouraged.</p>	<ol style="list-style-type: none"> 1. The hotel measures greenhouse gas emissions in Scope 1, Scope 2, and areas of significant influence in Scope 3 where practical. 2. The hotel has greenhouse gas emissions reduction targets aligned with Intergovernmental Panel on Climate Change (IPCC) guidance. 3. The hotel takes steps to avoid and reduce greenhouse gas emissions from its operations and areas of influence.

	<ol style="list-style-type: none"> 4. The hotel measures greenhouse gas emissions per guest night or per occupied room. 5. The hotel offsets its greenhouse gas emissions that remain after avoidance and reduction efforts have been exhausted, utilizing Carbon Credits recognized by national or global hotels (e.g., UNFCCC), where practicable. 6. The hotel has a policy to prefer offsets that remove carbon rather than offsets that avoid emissions and to select carbon offsets that are additional, permanent, and verified by a credible organization.
<p>D2.2 Transport</p> <p>The hotel seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations.</p>	<ol style="list-style-type: none"> 1. The hotel actively encourages visitors to use the cleanest and most resource efficient transport available. Information is provided prior to arrival. 2. The hotel actively encourages staff to use the cleanest and most resource-efficient transport alternatives available. 3. The hotel provides resources such as specific information, itineraries and incentives to encourage visitors' use of public transport. 4. The hotel favors local suppliers and minimizes multiple deliveries and long supply chains.
<p>D2.3 Wastewater</p> <p>Wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects on the local population or the environment.</p>	<ol style="list-style-type: none"> 1. Wastewater from the hotel's operations is disposed of to a municipal or government approved treatment system, if available. 2. If suitable municipal wastewater treatment is not available, there is a system in place on site to treat wastewater (that meets international wastewater quality requirements). 3. Where suitable municipal wastewater treatment is not available, the hotel works with local authorities to ensure that any discharge of water has no adverse impacts on people and the environment.
<p>D2.4 Solid waste</p> <p>The hotel has a waste management system in place to reduce waste and reuse, donate, or recycle it. Action is taken to eliminate or reduce single-use items, especially plastics. Any residual waste disposal has no adverse effect on the local population or environment.</p>	<ol style="list-style-type: none"> 1. The hotel measures solid waste produced per guest night or per occupied room by relevant waste types, such as recyclables, food waste, waste to landfill, and/or waste to incinerators. 2. The hotel has a policy and has taken measures to reduce the amount of waste sent to landfills year by year.

	<ol style="list-style-type: none"> 3. The hotel has a solid waste management plan according to the Waste Hierarchy. The plan includes actions to reduce overall waste as well as reuse, recycle or recover materials. The plan addresses food waste and construction materials where applicable. 4. The hotel takes action to eliminate/reduce single-use items, especially plastics. 5. Waste disposal is to a government and/or local authority run or approved facility. 6. Staff are trained and guided to minimize, categorize, sort and dispose waste by its appropriate type. 7. Guests are guided to minimize and dispose waste by its appropriate type.
<p>D2.5 Harmful substances</p> <p>The hotel minimizes the use of harmful substances, and substitutes when available with innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly and safely managed.</p>	<ol style="list-style-type: none"> 1. The hotel maintains inventory and safety data sheets (SDS) for all harmful substances, including but not limited to pesticides, paints, disinfectants, and cleaning materials. 2. The hotel measures the consumption of chemical products for cleaning, dishwashing, laundry, sanitizing and other special cleaners (e.g. swimming pool backwashing) produced per guest night or per occupied room, specifying if they are ready-to-use or undiluted 3. The hotel increases the replacement of harmful substances with sustainability-certified alternatives when available. 4. The hotel stores, handles, and disposes of chemicals in accordance with appropriate standards and regulations. 5. Guests and staff are informed about personal use of substances which may be considered harmful to the local environment (such as toxic sunscreens and repellants).
<p>D2.6 Minimize pollution</p> <p>The hotel implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.</p>	<ol style="list-style-type: none"> 1. The hotel identifies potential sources of pollution covered in the criterion, including through stakeholder consultation and feedback. 2. The hotel monitors and reviews potential sources of pollution covered in the criterion. 3. The hotel takes action to minimize and, where possible, eliminate pollution from sources covered in the criterion.

	<ol style="list-style-type: none"> 4. The hotel addresses noise pollution, particularly from loud and open-air music performances or broadcasts. 5. No smoking is allowed in any indoor common areas. 6. No smoking is allowed in at least 80 % of guests' rooms or rental accommodations.
--	---

D3 Conserving biodiversity, ecosystems and landscapes

<p>D3.1 Biodiversity conservation</p> <p>The hotel contributes to biodiversity conservation, including through appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management.</p>	<ol style="list-style-type: none"> 1. The hotel demonstrates awareness of natural protected and conserved areas and areas of high biodiversity value and threatened species within its premises and surrounding area. 2. The hotel prevents, where prevention is not possible, minimizes and finally as a last resort rehabilitates any disturbance on natural ecosystems. 3. The hotel provides and records monetary and/or in-kind support for biodiversity conservation in the local area. 4. The hotel actively manages the property to support biodiversity conservation, including raising awareness and education. 5. The hotel identifies and mitigates activities that potentially disturb wildlife and habitats in the local area or destination including through stakeholder consultation and feedback. 6. The hotel remedies any disturbances occurred. 7. The hotel encourages guests to support biodiversity conservation.
<p>D3.2 Invasive species</p> <p>The hotel takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.</p>	<ol style="list-style-type: none"> 1. The hotel identifies local invasive species and monitors its site for their presence. 2. The hotel takes action to ensure invasive species are not introduced or spread within its site. 3. An effective program is in place to eradicate and control invasive species within the hotel site. 4. When using live plants for landscaping and decoration, the hotel prefers native or endemic plants and avoids invasive species.
<p>D3.3 Interactions with wild animals</p> <p>Observation of and interactions with wild animals and in a captive environment are responsibly managed to avoid adverse effects.</p>	<ol style="list-style-type: none"> 1. The hotel complies with existing local, national, and international regulations concerning wildlife interactions, including wildlife viewing and, where applicable, interactions with captive wildlife. 2. Direct interactions with non-captive wildlife (in particular feeding, swimming with, touching, holding or close

	<p>photographs) are not permitted unless they are specifically permitted by applicable regulations and in compliance with internationally accepted standards or guidance.</p> <ol style="list-style-type: none"> 3. Techniques used to attract captive animals in zoological settings are to follow regulated guidelines. 4. Baits, lures, supplemental feeding (including chumming), noises (including call playback), scents or other artificial stimuli are not used to attract non-captive wildlife.
<p>D3.4 Animal welfare</p> <p>The hotel that keeps, owns or manages animals is to be appropriately and duly licensed by a government authority or appointed agency and subject to regular inspections. Housing, care, handling, and viewing practices for all animals (wild and domestic animals, irrespective of circumstance) shall meet the highest standards in animal welfare. No species of wild animals will be acquired, bred or held captive, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law and recognized guidelines for animal-based tourism activities.</p>	<ol style="list-style-type: none"> 1. Where any animals are temporarily or permanently located at the hotel, their housing, care, and handling complies with local, national and international regulations, meet species-specific standards of animal welfare and adhere to the concept of the Five Domains of Animal Welfare. 2. Personnel responsible for animal care have appropriate qualifications and experience and are fully licensed, if applicable. 3. The hotel regularly monitors and maintains records of the welfare and well-being of the animals, including their dietary requirements, any preventive and curative healthcare, behavioral traits, and any abnormalities incurred, for each animal in their possession and care. 4. No wild animals are kept in captivity for the sole purpose of performance, display or public interaction. All animal-based activity must form part of a scientifically based approach to animal welfare, positively contribute to conservation and public education and be guided by recognized conservation expert's advice. 5. Animal-based practices that compromise animal welfare and well-being and subject animals to non-natural behavior, including but not limited to: animal performances, tactile interactions with all infant wild animals, walking or physical interactions with predators or cetaceans and animals used for begging, are strictly prohibited. 6. The hotel does not participate in the acquisition or breeding of wild animals except by authorized and suitably qualified and equipped persons in compliance with local and/or international law.
<p>D3.5 Wildlife harvesting and trade</p> <p>Wildlife species are not harvested, consumed, displayed or traded, except as part of a regulated activity that ensures that their utilization is</p>	<ol style="list-style-type: none"> 1. Upon request, the hotel provides information to guests about regulations concerning wildlife harvesting, consumption, and trade.

<p>sustainable, and in compliance with local and international laws and recognized guidelines.</p>	<p>2. The hotel guides guests and staff to discourage them buying products/souvenirs derived from threatened species of wildlife notified by the International Union for Conservation of Nature (IUCN) or the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).</p>
--	--

DRAFT - DO NOT SHARE