



Global Sustainable Tourism Council

GSTC Public Consultation Report
**Accreditation Manual for Certification of
Accommodation/Hotel & Tour Operators v.3.0**

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GSTC PUBLIC CONSULTATION REPORT

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The Global Sustainable Tourism Council

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Document Control

This is the report for the GSTC Public Consultation on the Accreditation Manual for Certification of Accommodation/Hotel & Tour Operator, version 3.0.

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1. Introduction

This report gives an overview of the feedback received during the GSTC Public Consultation on the revision of the Accreditation Manual for Certification of Accommodation/Hotel & Tour Operators version 2.5. The revision in question was a partial one that mainly concerned the GSTC-Accredited Certification Bodies. As such, only these bodies were involved in the consultation process, which lasted for 60 days from February 10th, 2023 to April 10th, 2023. During this period, GSTC invited GSTC-Accredited certification bodies to provide their input and suggestions for the revision. The feedback received during the consultation process was mostly positive and supportive of the direction of the revision.

2. Process According to the ISEAL Alliance Code

At GSTC, we are committed to following the guidelines set forth by ISEAL's Standard-Setting Code of Good Practice Version 6.0 2014 regarding public consultation. We place great importance on stakeholder involvement in the revision process of our Manual and prioritize transparency.

To ensure adequate time for input, we hold public consultations on revisions for a minimum of 60 days. For major changes, we extend the consultation period to engage a diverse and inclusive range of stakeholders.

3. Methodology

The GSTC website has announced a public consultation on the Draft of GSTC Accreditation Manual for Hotel/Accommodation & Tour Operator v.3.0. The GSTC Secretariat has sent an email to GSTC Accredited Certification Bodies and ASI, requesting their feedback on the draft. The comments are submitted in a standardized MS Word document format provided by the GSTC Secretariat.

From June 19 to July 12, 2023, the GSTC conducted a 3-week review session with the GSTC Assurance Panel to refine the updated Draft based on feedback from the consultation. The goal was to ensure that stakeholder comments were accurately reflected with appropriate expressions and to obtain the Panel's final agreement on the revision⁴.

4. Comment Analysis

4.1 Scope of Consultation

The scope of consultation is shown in the Table below. The main parts as follows:

- Section 16. Requirements for Tour Operator
- Section 17. Tour Product Certification

The GSTC-Accredited Certification Bodies and ASI have provided comments on the Draft. The majority of the comments were regarding the Tour Product Certification, which became a sub-section for the Tour Operator Certification. Furthermore, there were additional comments concerning the need for expression and clarification in various sections. The changes made per section and type of change have been summarized in the table below.

Section	Sub-section	Correction for Expression/ Criteria Number or Typos	Delete	New Requirements
Title	Title	x		
Version Notes	Version Note	x		
Email	Cover (email changed)	x		
Page 6 Background	Background	x		
Page 10 GSTC Assurance Panel	(Changed the bullet and numbering) Assurance Panel	x		
Page 11 Principles for the implementation of the GSTC Accreditation	(Changed the style of table) Principles for the implementation of the GSTC Accreditation	x		
2. Normative Reference	Normative Reference (IAF MD updates)	x		
3. GSTC Requirements for GSTC Endorsed Accreditation Bodies	3.4.1.	x		

5. Scope of Accreditation	5.1.1.2.1. Tour Products			x
5. Scope of Accreditation	5.1.2.3.3.	x		
5. Scope of Accreditation	5.3.2.1.	x		
5. Scope of Accreditation	5.3.3.11.	x		
8. Conformity with GSTC Requirements	8.1.	x		
8. Conformity with GSTC Requirements	8.4	x		
8. Conformity with GSTC Requirements	8.4.	x		
8. Conformity with GSTC Requirements	8.5.9.1.	x		
8. Conformity with GSTC Requirements	8.5.7.1.1.			x
8. Conformity with GSTC Requirements	8.5.9.1.2.1.			x
8. Conformity with GSTC Requirements	8.5.12.3. move to 8.5.12.4.	x		

8. Conformity with GSTC Requirements	8.5.12.3			x
8. Conformity with GSTC Requirements	8.5.12.9.4. – move to 8.5.12.10.4.	x		
8. Conformity with GSTC Requirements	8.5.12.11. 8.5.12.11.1. 8.5.12.11.2. 8.5.12.11.3. 8.5.12.11.4.			x
8. Conformity with GSTC Requirements	8.5.12.12.4.			x
8. Conformity with GSTC Requirements	8.5.12.12. - move to 8.5.12.14.	x		
8. Conformity with GSTC Requirements	8.5.12.13. – move to 8.5.12.15.	x		
8. Conformity with GSTC Requirements	8.5.12.15 – move to 8.5.12.17.	x		
8. Conformity with GSTC Requirements	8.5.17.1.4.	x		
8. Conformity with GSTC Requirements	8.5.17.1.1.	x		

8. Conformity with GSTC Requirements	8.5.18.1.2.			x
8. Conformity with GSTC Requirements	8.5.19.9	x		
10. Auditor Qualifications, Knowledge, and Skills	Personal Attributes	x		
10. Auditor Qualifications, Knowledge, and Skills	10.9.1.	x		
10. Auditor Qualifications, Knowledge, and Skills	10.9.4.3.1.	x		
10. Auditor Qualifications, Knowledge, and Skills	10.9.	x		
10. Auditor Qualifications, Knowledge, and Skills	10.11.	x		
14. Multi-site Organization's Certification	14.4.	x		

14. Multi-site Organization's Certification	14.9.1.2.	x		
15. Group Certification	15.2.	x		
16. Requirements for Tour Operators	16.1.	x		
16. Requirements for Tour Operators	16.3.			x
16. Requirements for Tour Operators	16.4.1.		x	
16. Requirements for Tour Operators	16.4.1.2.		x	
16. Requirements for Tour Operators	16.4.1.3.			x
16. Requirements for Tour Operators	16.4.1.4.			x
16. Requirements for Tour Operators	16.3 – move to 16.4.	x		
16. Requirements for Tour Operators	16.4.2.	x		

16. Requirements for Tour Operators	16.3.3.		x	
16. Requirements for Tour Operators	16.4.- move to 16.5.	x		
16. Requirements for Tour Operators	16.5. – move to 16.6.	x		
16. Requirements for Tour Operators	16.6. – move to 16.7.	X		
16. Requirements for Tour Operators	16.10.2. – move to 16.8.	x		
16. Requirements for Tour Operators	16.11 – move to 16.12.	x		
16. Requirements for Tour Operators	16.13-16.16 16.16.1. - 16.16.4 16.17. - 16.18			x
16. Requirements for Tour Operators	16.16.2. – move to 16.23.2.	x		
16. Requirements for Tour Operators	16.3.		x	

16. Requirements for Tour Operators	16.15.1. – move to 16.22.1.	x		
16. Requirements for Tour Operators	16.16. – move to 16.23	X		
16. Requirements for Tour Operators	16.16.1.- move to 16.23.1.	x		
16. Requirements for Tour Operators	16.16.3. – move to 16.23.3.	x		
16. Requirements for Tour Operators	Sensitive issues for focus on management and auditing processes		x	
16. Requirements for Tour Operators	16.16.5. – move to 16.23.5	x		
16. Requirements for Tour Operators	16.17. – move to 16.24.	x		
16. Requirements for Tour Operators	16.18 – move to 16.25.	x		
16. Requirements for Tour Operators	16.18.1. – move to 16.25.1.	x		

16. Requirements for Tour Operators	16.20. – move to 16.15.	x		
16. Requirements for Tour Operators	16.22.		x	
16. Requirements for Tour Operators	16.23. – move to 16.16.	x		
16. Requirements for Tour Operators	16.23.1.		x	
16. Requirements for Tour Operators	16.20.1. – move to 16.16.3.	x		
16. Requirements for Tour Operators	16.17.			x
16. Requirements for Tour Operators	16.25. – move to 16.18.	x		
16. Requirements for Tour Operators	16.24.		x	
17. Tour Product	17. Branding & Market Access – move to 18.	x		
17. Tour Product	17. Tour Product Certification			x

19. Definitions	19. Attraction, Destination, and Tour Product			x
19. Definitions	Tour Enterprise		x	
Annex A	A.1.3. GSTC Accredited CB	x		
Glossary	Glossary: Third Party			x
Glossary	Glossary: Supplier			x
All	Changing note with Italic	x		
All	Changing GSTC Recognition to GSTC-Recognition	x		

4.2 GSTC Justification for Adoption/Answer to the Comment

The following table summarizes the suggested comments from the ACBs for the Manuals, based on the most common feedback received and the corresponding changes made during the revision process.

Section	Sub-section	Comment	Changes	Justification for Adoption/Answer for the Comment
8. Conformity with GSTC Requirements	8.5.9.1.2.1	Can a To only apply for the scope Tour Products? Or this is a sort of sib scope only applicable for who apply also for the Tour operator scope? Not clear in the document this point		On the revision, GSTC put the Tour Product as a sub-scope on 8.5.9.1.2.1. Under the Tour Operator.
8. Conformity with GSTC Requirements	8.5.12.11	If a client has as scope Tour operator + tour product the minimum time is the sum of the two? No clear what happens in this case		On the revision, GSTC add the 8.12.11.3. Regarding the minimum time/duration for on-site audit.
16. Requirements for Tour Operators	16.7	A definition of Due Diligence should be included. It is not clear if it shall be documented or not.		The revision of section 16.7 now specifies that due diligence should focus on the compliance of Tour Operator (TO) suppliers and subcontractors with the GSTC Industry Criteria.
16. Requirements for Tour Operators	16.7.2	Not clear. How can the TO evaluate the "risks of non-conformance by the suppliers"? based on what? Non conformance in relation to the TO SMS or to the GSTC criteria?		Section 16.7.2 follows Section 16.7.1, which specifically addresses the application of the GSTC Industry Criteria to suppliers and subcontractors.

<p>16. Requirements for Tour Operators</p>	<p>16.13</p>	<p>Unclear. Here the focus is a sampling process for the TO units/sites? For example if the TO has 30 locations, how we sample this sites? Right?</p>		<p>The GSTC has mentioned regarding the procedure shall meet IAF MD1:2018 Requirements which concerned regarding Audit and Certification of Management System Operated by Multi-Site Organization</p>
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<p>16. Requirements for Tour Operators</p>	<p>16.16</p>	<p>Here the point is crucial and unclear. How many supplier should be included in the sampling? Just 1? The most used + eventually 1 if there are some under investigations? Can the supplier be involved remotely? I suggest to create some suppliers categories (hotels, restaurants, land/water transports, guides, others) and to visit annually the most used supplier for each category (with a rotation system year by year in order to always visit different supplier per each category) + any additional supplier under investigation. I also suggest to have a special approach for outbound TO letting CB to verify ALL suppliers remotely (in order to avoid</p>		<p>This will go through the CB sampling process and depend on how CB interpreted the sampling. However, the guidance has been provided by GSTC through 16.16.1 - 16.16.4.</p>
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		big increase of costs) This or any other fixed sampling schemes avoid the change to have different approaches among CBs and, as a consequence, potential unfair competition		
16. Requirements for Tour Operators	16.23.3 -Note	The note should be removed.	Deleted	The notes were not representative 16.23.3.
17. Tour Product	17.8	Why this limit? Multidays tuor involving hotels have more impacts and can be better evaluated with this new system		Multi-day tours will require more time for evaluation compared to excursions. The rationale was written in Section 17.9.

17. Tour Product	17	Is it unclear to me how to verify each single tour. Have to we attend the tour? Or can be sufficient a desk review of the supplier used? Have this supplier to be interviewed? Remotely?		The criteria was provided in Section 17.4.
16. Requirements for Tour Operators	16.16.3	What could be the samples for evidence of the absence of the recent events relating to the GSTC Certification explained in the referred sentence? Concerning the sentence "..... absence of recent events relating to such certification ..." statement some concrete examples may be identified as objective evidence for CB's the auditor.		The GSTC Certification/certificate proof.

<p>8. Conformity with GSTC Requirements</p>	<p>8.5.12</p>	<p>8.5.12 - note Although it may seem necessary to reduce the text volume of the manual, we believe that it is important to retain the note regarding the audit checklist/evaluation tool template instead of deleting it. By doing so, it would enable greater flexibility for the GSTC in the future, allowing for the introduction of a unique checklist when appropriate. We do believe that harmonized audit tools are reports provide benefits for the GSTC assurance system.</p>	<p>Revised: <i>"NOTE: The CB shall use the audit checklist/evaluation tool template provided by GSTC once this template is published."</i></p>	<p>The notes are being re-formatted to make the wording more understandable for the Certification Bodies (CBs). These checklists, evaluation tools, and templates should be used only after provided and published by GSTC.</p>
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<p>8. Conformity with GSTC Requirements</p>	<p>8.5.12.3</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>8.5.12.3. Where applicable, the evaluation tool shall include the additional certification and audit evaluation requirements for use of GSTC name, marks and logo (sections 4.1.2, 8.5.3.2, 8.5.17.2 and 18.2.4), and for Multi-site certification, Group certification, Tour Operators and for Tour Products that are eligible for standalone certification (sections 14 to 17).</p>	<p>Add new Clause 8.5.12.3. Where applicable, the evaluation tool shall include the additional certification and audit evaluation requirements for use of GSTC name, marks as they relate to certification (Sections 14 to 17).</p>	<p>8.5.12.3 moved to 8.5.12.4 and add New Clause New 8.5.12.3</p> <p>8.5.12.3. Where applicable, the evaluation tool shall include the additional certification and audit evaluation requirements for Multi-site certification, Group certification, Tour Operators and for Tour Products that are eligible for standalone certification (sections 14 to 17).</p>
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<p>8. Conformity with GSTC Requirements</p>	<p>8.5.12.11.2</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>When the scope of certification is Tour Products....</p> <p>On-site audits shall occur at initial certification and recertification and at least once during the term of the certification a year according to the sampling matrix of the Tour Product schedule. In this section, "on-site" refers to one or more sites visited by the tour (not the sites where the tour is sold or of the office of the Tour Operator).</p>	<p>Revised and adding new Clause :</p> <p>8.5.12.11.2. On-site audits shall occur at initial certification and recertification and at least once during the term of the certification a year according to the sampling matrix of the Tour Product schedule. In this section, "on-site" refers to one or more sites visited by the tour (not the sites where the tour is sold or of the office of the Tour Operator).</p>	<p>New Clause:</p> <p>8.5.12.11. When the scope of certification is Tour Products</p> <p>8.5.12.11.1. Surveillance audits shall occur annually.</p> <p>8.5.12.11.2. On-site audits shall occur at initial certification and recertification and at least once during the term of the certification a year according to the sampling matrix of the Tour Product schedule. In this section, "on-site" refers to one or more sites visited by the tour (not the sites where the tour is sold or of the office of the Tour Operator).</p> <p>8.5.12.11.3. Audits shall normally be one-day duration and at minimum ½-day (4 hours).</p> <p>8.5.12.11.4. When the CB determines based on the risk analysis that less or more than one full day is required for the on-site audit, that determination must be justified and recorded.</p>
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<p>8. Conformity with GSTC Requirements</p>	<p>8.5.12.11.4</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>When the scope of certification is Tour Products....</p> <p>When the CB determines based on the risk analysis that less or more than one full day is required for the on-site audit, that determination must shall be justified and recored.</p>	<p>Revised</p> <p>8.5.12.11.4. When the CB determines based on the risk analysis that less or more than one full day is required for the on-site audit, that determination shall be justified and recorded.</p>	<p>The New Clause was revised with the wording and re-formatting.</p>
<p>8. Conformity with GSTC Requirements</p>	<p>8.5.17.1.4</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>In the case of Tour Product Certification, the name of the Tour, its destination country, principal regions, cities, and its main destination or attraction;</p>	<p>Revised</p> <p>8.5.17.1.4. In the case of Tour Product Certification, the name of the Tour, its destination country, principal regions, cities, and its main destinations or attractions;</p>	<p>Changing the expression from "8.5.17.1.4. The name, address and certification mark of the CB and GSTC logo; other marks (e.g., accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous;"</p> <p>To "8.5.17.1.4. In the case of Tour Product Certification, the name of the Tour, its destination country, principal regions, cities, and its main destinations or attractions;"</p>

8. Conformity with GSTC Requirements	8.5.18.1.2	8.5.18.1.2. Name of Tour, its destination country, principal regions, cities, and its main destination or attraction, along with the name of Tour Operator for the scope of Tour Product;	New Clause added 8.5.18.1.2. Name of Tour, its destination country, principal regions, cities, and its main destinations or attractions, along with the name of Tour Operator for the scope of Tour Product;	New Clause added
16. Requirements for Tour Operators	16.4.2.3	Typo: replace "tow" with "two"	Revised 16.4.2.3. As an owner of their own transport vehicles, or lease from others, or a combination of the two.	Typo fixed.

<p>16. Requirements for Tour Operators</p>	<p>16.7</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>16.7. The Tour Operator shall conduct due diligence on its suppliers and subcontractors regarding their compliance with the GSTC Industry criteria. The minimum activities for the Tour Operator organisation to fulfil this requirement shall be recorded and shall include:</p> <p>16.7.4 Monitoring the activities and tracking the performance of suppliers and subcontractors according to requirement 16.22 to ensure that these risks are effectively addressed.</p> <p>The reason for the proposal above is because the</p>	<p>Revised</p> <p>16.7. The Tour Operator shall conduct due diligence on its suppliers and subcontractors regarding their compliance with the GSTC Industry Criteria. The minimum activities for the Tour Operator to fulfil this requirement shall be recorded and shall include:</p> <p>16.7.3. Monitoring the activities and tracking the performance of suppliers and subcontractors according to requirement 16.22 to ensure that these risks are effectively addressed.</p>	<p>Contents were changed and deleted Previously in 2.5. It was "16.6. The Tour Operator shall ensure that all services providers fulfill the Reference Standard through the TO's SMS.</p> <p>16.10. The CB shall specify the Tour Operator ownership structure to be audited:</p> <p>16.10.1. Tour Operators, regardless of the level of control of the management of a service, shall ensure that all services providers that are participating in a TO GSTC Certificate fulfill the Reference Standard."</p> <p>Presently, it was move to</p> <p>16.7. The Tour Operator shall conduct due diligence on its suppliers and subcontractors regarding their compliance with the GSTC Industry Criteria. The minimum activities for the Tour Operators to fulfil this requirement shall be recorded and shall include:</p> <p>16.7.1. Communicating the GSTC Industry Criteria to the suppliers and subcontractors.</p> <p>16.7.2. Performing assessments of the suppliers and subcontractors' compliance by a checklist for ensuring their sustainability performance. The checklist used by the Tour Operator shall ensure it measures sustainability performance of the suppliers and subcontractors.</p> <p>16.7.3. Monitoring the activities and tracking the performance of suppliers and subcontractors</p>
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		<p>section 16.7 sets out the obligations of the Tour Operator. Section 16.22 sets out obligation of the CB. Section 16.7 is not conditional on section 16.22.</p>		<p>according to requirement 16.22 to ensure that these risks are effectively addressed.</p>
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<p>16. Requirements for Tour Operators</p>	<p>16.8</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>In cases where the Tour Operator owns majority equity in a supplier business of tourism services or is under common ownership, and that supplier's services are used frequently by the Tour Operator, the Tour Operator shall be required to arrange for that business to be certified under a separate and distinct certification. A five-year timeline for completion of certification shall be set by the CB.</p> <p>Please note the below proposed new section 8.5.7.1.1 for a preferred approach to expand the scope of this section to both hotels and TOs.</p>	<p>Revised</p> <p>16.8. In cases where the Tour Operator owns majority equity in a supplier or is under common ownership with that business, and supplier's products and services are promoted or used frequently by the Tour Operator, the Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification, or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of certification shall be set by the CB (8.5.7.1.1).</p>	<p>Change the expression and the number of clause From 16.10.2. In cases where the Tour Operator owns majority equity in a service provider business, and that services are used frequently by the Tour Operator, the Tour Operator shall be required to arrange for that business to be certified under a separate and distinct certification. A reasonable timeline for completion of certification shall be set by the CB.</p> <p>To 16.8. In cases where the Tour Operator owns majority equity in a supplier or is under common ownership with that business, and that supplier's products and services are promoted or used frequently by the Tour Operator, the Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification, or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of certification shall be set by the CB (8.5.7.1.1).</p>
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<p>16. Requirements for Tour Operators</p>	<p>16.15</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>The CB shall include in the audit plan and shall complete during its audit an evaluation of a sample of Tour Operator's services providers that includes all significant components of the TO's activities. The sampling plan shall be developed in advance of each audit, before the onsite assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.</p>	<p>Revised</p> <p>16.15. The CB shall include in the audit plan an evaluation of the Tour Operator's sampled suppliers that includes all significant components of the TO's activities and shall complete the evaluation during its audit. The sampling plan shall be developed in advance of each audit, before the on-site assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.</p>	<p>New clause in v.3.0.</p>
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<p>16. Requirements for Tour Operators</p>	<p>16.16</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>16.16 The CB shall ensure that the sampling process includes and prioritizes the suppliers based on the factors below, in decreasing order of importance:</p> <p>16.16.1 Supplier is most frequently used by the Tour Operator or are higher risk.</p> <p>16.16.2 Supplier is part of any kind of internal or external investigation, including complaint investigations.</p> <p>16.16.3 Suppliers other than those in sections 16.16.1, 16.16.2 and 16.16.4.</p> <p>16.16.4 Suppliers that have been certified by another GSTC Accredited CB. However, in such cases,</p>	<p>Revised</p> <p>16.16. The CB shall ensure that the sampling process includes and prioritizes the suppliers based on the factors below, in decreasing order of importance:</p> <p>16.16.1 Supplier is most frequently used by the Tour Operator;</p> <p>16.16.2. Supplier is part of any kind of internal or external investigation, including complaint investigations;</p> <p>16.16.3. Suppliers that have been certified by another GSTC-Accredited CB. However, in such cases, the CB may limit its evaluation to determining the scope, validity and absence of recent events relating to such certification, and may determine that this is sufficient evidence of</p>	<p>The Expression and the number of Clause is changed From the 16.23. The CB shall select the services providers based on the factors below, in decreasing order of importance:</p> <p>To the</p> <p>16.16. The CB shall ensure that the sampling process includes and prioritize the suppliers based on the factors below, in decreasing order of importance:</p>
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		<p>the CB may limit its evaluation to determining the scope, validity and absence of recent events relating to such certification, and may determine that this is sufficient evidence of conformity to the GSTC Criteria.</p>	<p>conformity to the GSTC Criteria; and 16.16.4. Suppliers other than those in Sections 16.16.1, 16.16.2, 16.16.3 and 16.16.4.</p>	
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<p>16. Requirements for Tour Operators</p>	<p>16.23.2</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>Special attention shall be given to contracting certified sustainable hotels due to the importance of hotels to most Tour Operator product offerings and due to the general availability of certified hotel properties. Among certified hotels, additional preference shall be given first to those certified as GSTC, and secondly to those sustainable certifications performed by a GSTC Accredited CB.</p>	<p>Revised</p> <p>16.23.2. Special attention shall be given to contracting certified sustainable hotels due to the importance of hotels to most Tour Operator product offerings and due to the general availability of certified hotels properties. Among certified hotels, additional preference shall be given to those certified to GSTC Industry Criteria by a GSTC-Accredited CB.</p>	<p>The expression is changed.</p>
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<p>16. Requirements for Tour Operators</p>	<p>16.25</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>Aviation components of Tour Operator contracting and operations are outside the scope of GSTC Accreditation for Tour Operator certification. However, the CB shall assess the Tour Operator's conformity with GSTC Criterion D2.1 Greenhouse Gas Emissions (GHG) from the following perspectives:</p>	<p>Revised to 16.25. Aviation components of Tour Operator contracting and operations are outside the scope of GSTC Accreditation for Tour Operator certification. However, the CB shall assess the Tour Operator's conformity with GSTC Criterion D2.1 Greenhouse Gas Emissions (GHG) from the following perspectives:</p>	<p>The Expression and the number of Clause is changed From 16.18. Aviation components of Tour Operator contracting, and operations are outside the scope of GSTC Accreditation for Tour Operator certification. Except when the CB should consider assessing the Tour Operator's compliance with Greenhouse Gas Emissions (GHG) criteria</p> <p>To 16.25. Aviation components of Tour Operator contracting and operations are outside the scope of GSTC Accreditation for Tour Operator certification. However, the CB shall assess the Tour Operator's conformity with GSTC Criterion D2.1 Greenhouse Gas Emissions (GHG) from the following perspectives:</p>
<p>17. Tour Product</p>	<p>17.1</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>A product receiving applying for GSTC Product Certification shall be operated by the GSTC-Certified Tour Operator.</p>	<p>Revised</p> <p>17.1. A product applying for GSTC Product Certification shall be operated by the GSTC-Certified Tour Operator</p>	<p>Expression changed</p>

<p>17. Tour Product</p>	<p>17.11.2</p>	<p>Changes to the standard itinerary of the Excursion shall conform to the requirements of the management system and all other elements of this Section 16 17.</p>	<p>Revised and ew Clause 17.11.2. Changes to the standard itinerary of the Excursion shall conform to the requirements of the management system and all other elements of Section 16 and 17;</p>	<p>New Clause added</p>
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<p>18. Branding & Market Access</p>	<p>18.2.4</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>GSTC logo usage relating to Tour Product Certificationthe excursions shall comply with the terms of the Certification Body Licensing Agreement (CBLA) with GSTC. The GSTC logo shall not be presented with or alongside any tour products unless those tour products are currently GSTC-certified according to the requirements in section 17.</p>	<p>Revised and new clause 18.2.4. GSTC Logo Usage relating to GSTC Tour Product Certification shall comply with the terms of the Certification Body Licensing Agreement (CBLA) with GSTC. The GSTC logo shall not be presented with or alongside any tour product unless those tour product are currently GSTC-Certified according to the requirements in Section 17.</p>	<p>New clauses added</p>
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<p>8. Conformity with GSTC Requirements</p>	<p>8.5.7.1.1</p>	<p>(new subsection to expand and replace) Kindly consider including the highlighted text in yellow by adding it to the document. 8.5.7.1.1 In cases where the Hotel or Tour Operator owns majority equity in a supplier business of tourism services or is under common ownership with that business, and that supplier's services are promoted or used frequently by the Hotel, the Tour Operator or their clients, the Hotel or Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification, or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of</p>	<p>Revised 8.5.7.1.1. In cases where the Hotel or Tour Operator owns majority equity in a supplier or is under common ownership with that business, and that supplier's products and services are promoted or used frequently by the Hotel or the Tour Operator, the Hotel or Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification; or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of certification shall be set by the CB (16.8). 8.5.7.1.2. During this five-year period, the scope described in the</p>	<p>New Sub Clause added in 8.5.7.1.</p>
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	<p>certification shall be set by the CB.</p> <p>8.5.7.1.2 During this five-year period, the scope described in the certification documentation shall adequately describe the exclusion of such services that are not within the scope of GSTC certification. Further, if the Hotel or Tour Operator jointly advertises its GSTC certification along with such out-of-scope services, the advertising material shall clearly differentiate between those services that are included within the scope of GSTC certification and those services that are not included.</p> <p>Please note that this revision is a preferred alternative to 16.8 above</p>	<p>certification documentation shall adequately describe the exclusion of such services that are not within the scope of GSTC certification. Further, if the Hotel or Tour Operator jointly advertises its GSTC certification along with such out-of-scope services, the advertising material shall clearly differentiate between those services that are included within the scope of GSTC certification and those services that are not included.</p>	
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		<p>and will apply to services which are part of the core guest experience. This seeks to prevent significant and/or problematic tourism activities from being excluded from the scope of a GSTC certificate</p>		
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<p>8. Conformity with GSTC Requirements</p>	<p>8.5.2.1.6</p>	<p>Kindly consider including the highlighted text in yellow by adding it to the document.</p> <p>The CB shall through legally enforceable arrangements require that the certified client:</p> <p>...</p> <p>8.5.2.1.6 Within the timelines specified by GSTC requirements, arrange for certification of frequently-used supplier businesses of tourism services that are majority-owned or commonly-owned by the client.</p> <p>[relevant to 16.8 or its alternative 8.5.7.1.1 above]</p>		<p>Considering not to put this one to the current revision. We will review for the next revision.</p>
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4.3 GSTC Full Revision Trackers

No	Section	Version 2.5	Version 3.0	Change
1	Title	For Certification of Hotels/Accommodations & Tour Operators v2.5	For Certification of Hotels/Accommodations & Tour Operators v3.0	Title changes "For Certification of Hotels/Accommodation s & Tour Operators v3.0"
2	Version Notes	Version Notes This version 2.5 of the GSTC Accreditation Manual utilizes the same section numbers as v2.4 through section 11. Numbering from section 12 onward is newly revised. This version 2.5 of the GSTC Accreditation Manual includes but not limited to the following revisions. Clarification has been made on the scope, expiration and renewal of accreditation. Additions and clarification of the requirements for implementing a certification process. Changes in auditor competences requirements and certification decision makers. Inclusion of news sections: Multi-site organization and Requirements for Tour Operators. Updates to this and related Manuals will be provided by GSTC occasionally and will be distributed to currently Accredited Certification Bodies plus those with open applications for accreditation.	Version Notes The version 3.0 of the GSTC Accreditation Manual incorporates the same Section numbering as v.2.5, ranging from Section 1 to 16. In this version, we have introduced a new Section of 17 Tour Products Certification. In addition to various changes and updates throughout the Manual, clarification has been made to the Tour Operators. Furthermore, a new Scope of certification for Tour Products operated by GSTC-Certified Tour Operators was introduced. Please note that this revision encompasses other changes as well, beyond the ones mentioned here. Updates to this and related Manuals will be provided by the GSTC occasionally and will be distributed to currently Accredited Certification Bodies plus those with open applications for accreditation.	Version Notes Updates
3	Email	To make comments on this document, please email the GSTC at: TD@GSTCouncil.org	To make comments on this document, please email the GSTC at: accreditation@gstcouncil.org	Email changed
4	Page 6 Background	The impact of travel and tourism on global and local environments and on host communities can be both positive and negative, providing both opportunities and responsibilities. Negative impacts and concerns associated with travel and tourism include:	The impact of travel and tourism on global and local environments and on host communities can be both positive and negative, providing both opportunities and responsibilities. Travel and tourism can deliver many positive benefits, including:	To ensure consistency with the paraphrase of positive and negative in the background, its rephrase the wording by placing 'Positive Impact' at the beginning of the

		<ul style="list-style-type: none"> • Its contribution to climate change, being responsible for an estimated 5% of global CO2 emissions which is growing rapidly; • Depletion of natural and precious resources, such as the use of land and water; • Creation of pollution of all kinds; • Social changes and dislocation of traditional societies; • Pressure on cultural heritage sites, natural environments and biodiversity; • Poor labour conditions and exploitation in parts of the sector. <p>Travel and tourism can also deliver many positive benefits, including:</p> <ul style="list-style-type: none"> • A growing opportunity for enterprise development and employment creation, with low barriers for entry; • Direct and indirect support for local communities, through the provision of jobs, income, services and infrastructure; • Awareness of natural and cultural heritage and support for their conservation; • Health, wellbeing and educational benefits for tourists and hosts, which should be accessible to all. 	<ul style="list-style-type: none"> • A growing opportunity for enterprise development and employment creation, with low barriers for entry; • Direct and indirect support for local communities, through the provision of jobs, income, services and infrastructure; • Awareness of natural and cultural heritage and support for their conservation; and • Health, wellbeing and educational benefits for tourists and hosts, which should be accessible to all. <p>However, alongside these positive impacts, tourism also has negative consequences for development. Negative impacts and concerns associated with travel and tourism include:</p> <ul style="list-style-type: none"> • Its contribution to climate change, being responsible for an estimated 5% of global CO2 emissions which is growing rapidly; • Depletion of natural and precious resources, such as the use of land and water; • Creation of pollution of all kinds; • Social changes and dislocation of traditional societies; • Pressure on cultural heritage sites, natural environments and biodiversity; and • Poor labour conditions and exploitation in parts of the sector. 	<p>paragraph and modifying the expression.</p>
5	Page 10 GSTC Assurance Panel	<p>The GSTC Assurance Panel is established by the GSTC, bylaws:</p> <p>The GSTC Assurance Panel ("The Panel") performs these functions:</p> <ol style="list-style-type: none"> 1. Declare standards to be "GSTC Recognized", according to the terms of the GSTC Recognition of Standards Manual as approved by the CEO and the Board. 2. Validate and provide surveillance of GSTC's contracted partner Accreditation 	<p>The GSTC Assurance Panel is established by the GSTC, bylaws:</p> <p>The GSTC Assurance Panel ("The Panel") performs these functions:</p> <ol style="list-style-type: none"> a. Declare standards to be "GSTC Recognized", according to the terms of the GSTC Recognition of Standards Manual as approved by the CEO and the Board; 	<p>Change the bullet and numbering from numbers to alphabeth</p>

		<p>Body declarations of “GSTC Accredited Certification Bodies”.</p> <p>3. Function as an Accreditation Body for tourism subsectors where GSTC does not otherwise have an external partner Accreditation Body in place.</p>	<p>b. Validate and provide surveillance of GSTC's contracted partner Accreditation Body declarations of “GSTC Accredited Certification Bodies”; and</p> <p>c. Function as an Accreditation Body for tourism subsectors where GSTC does not otherwise have an external partner Accreditation Body in place. The Panel shall operate independently of the GSTC Board and executive staff regarding specific applications. The Panel shall have no involvement with the day-to-day administrative operations of GSTC and none of the responsibilities, legal obligations or liabilities associated with being a Director.</p>	
6	Page 11 Principles for the implementation of the GSTC Accreditation	Principles for the implementation of the GSTC Accreditation	Principles for the implementation of the GSTC Accreditation	Change the style of table
7	2. Normative Reference	<p>- IAF MD 5: 2015 Determination of audit time of quality and environmental management systems</p> <p>- IAF MD 4: 2018 IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes</p>	<p>IAF MD 5: 2019 Determination of Audit Time of Quality, Environmental and Occupational Health & Safety Management System</p> <p>IAF MD 4: 2022 IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes.</p>	IAF MD updates
8	3. GSTC Requirements for GSTC Endorsed Accreditation bodies	3.4.1. A copy of the formal notice of the outcome of any complaints and appeal shall be sent to the GSTC, to td@gstccouncil.org within 5 days of the complaint or appeal being officially closed.	3.4.1. A copy of the formal notice of the outcome of any complaints and appeal shall be sent to the GSTC, to accreditation@gstccouncil.org within 5 days of the complaint or appeal being officially closed.	Email changed
9	5. Scope of Accreditation		5.1.1.2.1. Tour Products.	New Sub Clause

10	5. Scope of Accreditation	5.1.2.3.3. The CB shall follow the GSTC Checklist: Certification Scheme - Certification Body Framework when applying for the scope extension to provide auditing and certification services against a GSTC Recognized Standard owned by a certification scheme .	5.1.2.3.3. The CB shall follow the GSTC Checklist: Certification Scheme - Certification Body Framework when applying for the scope extension to provide auditing and certification services against a GSTC Recognized Standard owned by a Certification Scheme .	Certification Scheme using C and S using uppercase
11	All Note	<p>NOTE: The GSTC Checklist: Certification Scheme -Certification Body Framework is presented in Annex A.</p> <p>Below 6.6. NOTE: Certified translation of documents is a translation of documents by an authorized legal translator who states that translated documents are an accurate representation of the original text.</p> <p>Below 8.5.7.4. NOTE: To be awarded GSTC Recognized Standard, not all the GSTC Criteria are mandatory. However, for a CB to become awarded GSTC Accredited, conformity with at least one of the criteria matching each of the GSTC Criteria shall be mandatory in order to demonstrate that all certified businesses and activities comply with all the GSTC Criteria.</p> <p>Below 8.5.8.1.6. NOTE: A variety of media and mechanisms can be used to collect this information at various times, including an application form. Such information gathering can be in conjunction with or separate from, the completion of the legally binding agreement (the certification agreement) specified in clause 4.1.2 of ISO/IEC 17065.</p> <p>Below 8.5.12.1.</p>	<p><i>NOTE: The GSTC Checklist: Certification Scheme - Certification Body Framework is presented in Annex A.</i></p> <p><i>Below 6.6. NOTE: Certified translation of documents is a translation of documents by an authorized legal translator who states that translated documents are an accurate representation of the original text.</i></p> <p><i>Below 8.5.7.4. NOTE: To be awarded GSTC Recognized Standard, not all the GSTC Criteria are mandatory. However, for a CB to become awarded GSTC Accredited, conformity with at least one of the criteria matching each of the GSTC Criteria shall be mandatory in order to demonstrate that all certified businesses and activities comply with all the GSTC Criteria.</i></p> <p><i>Below 8.5.8.1.6. NOTE: A variety of media and mechanisms can be used to collect this information at various times, including an application form. Such information gathering can be in conjunction with or separate from, the completion of the legally binding agreement (the certification agreement) specified in Clause 4.1.2 of ISO/IEC 17065.</i></p> <p><i>Below 8.5.12.1.</i></p>	All NOTE are in italic

		NOTE: The CB shall use the audit checklist/evaluation tool template provided by GSTC once this template is published. Below 15.8. NOTE: The annual report can be a narrative or in the form of a template provided by the scheme or CB.	NOTE: The CB shall use the audit checklist/evaluation tool template provided by GSTC once this template is published. Below 15.8. NOTE: The annual report can be a narrative or in the form of a template provided by the scheme or CB.	
12	5. Scope of Accreditation	5.3.2.1. Accreditation Requirements are covered by legislation; 5.3.2.2. the specific law(s) must be identified; 5.3.2.3. the laws are enforced; and	5.3.2.1 Accreditation Requirements are covered by legislation; 5.3.2.2 The specific law(s) shall be identified; and 5.3.2.3 The laws are enforced.	The end move to the middle and change the expression of "must" to become "shall"
13	5. Scope of Accreditation	5.3.3.1. A requirement for a legally binding sworn statement by the organization to be certified with respect to compliance with specific named laws and regulations; 5.3.3.2. Text from the CB's manual or standard indicating that compliance with specific, named laws and regulations will be verified during the assessment.	5.3.3.1 A requirement for a legally binding sworn statement by the organization to be certified with respect to compliance with specific named laws and regulations; and 5.3.3.2 Text from the CBs manual or standard indicating that compliance with specific, named laws and regulations will be verified during the assessment.	Adding And
14	8. Conformity with GSTC Requirements	8.1. The CB shall be accredited with a defined scope as in section 5.	8.1. The CB shall be accredited with a defined scope as in Section 5 :	Section changed the S using uppercase
15	8. Conformity with GSTC Requirements	NOTE: Licensing agreement requirements are set out in clause 17.1	NOTE: <i>Licensing agreement requirements are set out in Clause 18.1.</i>	Changed the notes reference from 17.1. to 18.1. and using italic on the note
16	8. Conformity with GSTC Requirements	Note: Licensing agreement requirements are set out in clause 17.1	Note: Licensing agreement requirements are set out in clause 18.1	The Notes for the clause changes From 17 to 18

17	8. Conformity with GSTC Requirements	8.5.9.1. CB shall use the following tourism activities to describe the scope of the audit of the client: 8.5.9.1.1. Hotels/Accommodations 8.5.9.1.2. Tour Operators	8.5.9.1. CB shall use the following tourism activities to describe the scope of the audit of the client: 8.5.9.1.1. Hotels/Accommodations 8.5.9.1.2. Tour Operators 8.5.9.1.2.1. Tour Products	Adding 8.5.9.1.2. Tour Products
18	8. Conformity with GSTC Requirements	Clause 8.5.7.1. The CB shall define the scope of the certification, specifying the services and locations that have been assessed against the Reference Standard.	8.5.7.1. The CB shall define the scope of the certification, specifying the services and locations that have been assessed against the Reference Standard: 8.5.7.1.1. In cases where the Hotel or Tour Operator owns majority equity in a supplier or is under common ownership with that business, and that supplier's products and services are promoted or used frequently by the Hotel or the Tour Operator, the Hotel or Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification; or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of certification shall be set by the CB (16.8). 8.5.7.1.2. During this five-year period, the scope described in the certification documentation shall adequately describe the exclusion of such services that are not within the scope of GSTC certification. Further, if the Hotel or Tour Operator jointly advertises its GSTC certification along with such out-of-scope services, the advertising material shall clearly differentiate between those services that are included within the scope of GSTC certification and those services that are not included.	New Sub Clause in 8.5.7.1. 8.5.7.1.1. In cases where the Hotel or Tour Operator owns majority equity in a supplier or is under common ownership with that business, and that supplier's products and services are promoted or used frequently by the Hotel or the Tour Operator, the Hotel or Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification; or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of certification shall be set by the CB (16.8). 8.5.7.1.2. During this five-year period, the scope described in the certification documentation shall adequately describe the exclusion of such

				services that are not within the scope of GSTC certification. Further, if the Hotel or Tour Operator jointly advertises its GSTC certification along with such out-of-scope services, the advertising material shall clearly differentiate between those services that are included within the scope of GSTC certification and those services that are not included.
19	8. Conformity with GSTC Requirements	8.5.12.3 moved to 8.5.12.4	8.5.12.3. Where applicable, the evaluation tool shall include the additional certification and audit evaluation requirements for use of GSTC name, marks as they relate to certification (Sections 14 to 17).	8.5.12.3 moved to 8.5.12.4 and add New Clause New 8.5.12.3 8.5.12.3. Where applicable, the evaluation tool shall include the additional certification and audit evaluation requirements for Multi-site certification, Group certification, Tour Operators and for Tour Products that are eligible for standalone certification (sections 14 to 17).
20	8. Conformity with GSTC Requirements	8.5.12.3. Each CB before performing audits must define the level of risk of the client through carrying out a risk assessment. Risk assessments are applicable to all types of clients (e.g. single certificate, multi-site,	8.5.12.4. Each CB before performing audits shall define the level of risk of the client through carrying out a risk assessment. Risk assessments are applicable to all types of clients. The outcome of the risk assessment shall determine	Some expressions were deleted, some are changes, and the clause reference is changed.

		group certification and Tour Operators) and the two scopes of certifications (Hotels/Accommodations and Tour Operators). The outcome of the risk assessment shall determine the duration and the focus of the audit and is additional to the elements described in clause 8.5.12.5.	the duration and the focus of the audit and is additional to the elements described in clause 8.5.12.6.	
21	8. Conformity with GSTC Requirements	8.5.12.9.4. When the CB determines based on the risk analysis that less or more than 2 full days is required for the on-site audit, that determination must be justified.	8.5.12.10.4. When the CB determines based on the risk analysis that less or more than 2 full days is required for the on-site audit, that determination shall be justified.	Clause number changes and the expression of "must" change to "shall"
22	8. Conformity with GSTC Requirements		8.5.12.11. When the scope of certification is Tour Products 8.5.12.11.1. Surveillance audits shall occur annually. 8.5.12.11.2. On-site audits shall occur at initial certification and recertification and at least once during the term of the certification a year according to the sampling matrix of the Tour Product schedule. In this section, "on-site" refers to one or more sites visited by the tour (not the sites where the tour is sold or of the office of the Tour Operator). 8.5.12.11.3. Audits shall normally be one-day duration and at minimum ½-day (4 hours). 8.5.12.11.4. When the CB determines based on the risk analysis that less or more than one full day is required for the on-site audit, that determination must be justified and recorded.	New Clause
23	8. Conformity with GSTC Requirements		8.5.12.12.4. If a client operates tours in a sensitive area, the Tour Products will be categorized as "high" risk.	New Clause
24	8. Conformity with GSTC	8.5.12.12. When the lists in 8.5.12.11 are not available, the CB should rely on national legislation where the client operates to determine the sensitive area.	8.5.12.14. When the lists in 8.5.12.13 are not available, the CB should rely on national legislation where the client operates to determine the sensitive area.	Change the clause number and the reference clause number

	Requirements			
25	8. Conformity with GSTC Requirements	8.5.12.13. All levels of risk are subject to ratification by the CB. The two primary risk categories described in clause 8.5.12.5 may be used to define the level of risk of the client.	8.5.12.15. All levels of risk are subject to ratification by the CB. The two primary risk categories described in Clause 8.5.12.6 may be used to define the level of risk of the client.	Change the clause number and the reference clause number
26	8. Conformity with GSTC Requirements	8.5.12.15. Remote audits shall only be applied for surveillance audits. If the CB uses to some extent remote auditing techniques, IAF MD 4:2018 shall be used.	8.5.12.17. Remote audits shall only be applied for surveillance audits. If the CB uses to some extent remote auditing techniques, IAF MD 4:2022 shall be used.	Change the clause number and the reference clause number
27	8. Conformity with GSTC Requirements	8.5.17.1.4. The name, address and certification mark of the CB and GSTC logo; other marks (e.g., accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous;	8.5.17.1.4. In the case of Tour Product Certification, the name of the Tour, its destination country, principal regions, cities, and its main destinations or attractions;	Changes expressions
28	8. Conformity with GSTC Requirements	8.5.17.1.1. The name and geographical location of each certified client (or the geographical location of the headquarters and any sites within the scope of a multi-site organization. See section 15);	8.5.17.1.1. The name and geographical location of each certified client (or the geographical location of the headquarters and any sites within the scope of a multi-site organization. See Section 15);	Section changed the S using uppercase
29	8. Conformity with GSTC Requirements		8.5.18.1.2. Name of Tour, its destination country, principal regions, cities, and its main destinations or attractions, along with the name of Tour Operator for the scope of Tour Product;	New Clause
30	8. Conformity with GSTC Requirements	8.5.19.9 Surveillance audits can use, to some extent, remote auditing techniques. In this case, IAF MD 4:2018 shall be used.	8.5.19.9. Surveillance audits can use, to some extent, remote auditing techniques. In this case, IAF MD 4:2022 shall be used.	Change the reference number
31	10. Auditor Qualifications, Knowledge, and Skills	Personal Attributes	Personal Attributes	Change the style of table
32	10. Auditor Qualifications,	10.9.1. All auditors shall attend Module A, Module B, and Module E. Completion of these are sufficient for auditing Hotels.	10.9.1. Auditors of Hotels shall attend Module A, Module B, and Module E. Completion of these are sufficient for auditing Hotels.	Changes expressions

	Knowledge, and Skills	10.9.2. Auditors of Tour Operators shall satisfy 10.8.3.1 plus Module C.	10.9.2. Auditors of Tour Operators" shall satisfy Module A, Module C, and Module E. Completion of these are sufficient for auditing Tour Operators and Tour Products.	
33	10. Auditor Qualifications, Knowledge, and Skills	10.9.4.3.1 Auditors are allowed to retake the exam one time, with the same requirement of 85%+ passing mark. If failed a 2nd time, the training course must be repeated prior to additional testing.	10.9.4.3.1. Auditors are allowed to retake the exam one time, with the same requirement of 85%+ passing mark. If failed a 2nd time, the training course shall be repeated prior to additional testing.	Change expression from "must" to "shall".
34	10. Auditor Qualifications, Knowledge, and Skills	10.9. GSTC Training for Auditors. The auditor shall successfully complete GSTC's Training for Auditors requirements. <i>This must be "GSTC Auditor Training" distinct from other GSTC sustainable tourism training programs for other tourism stakeholders.</i>	10.9. GSTC Training for Auditors. The auditor shall successfully complete GSTC's Training for Auditors requirements. <i>NOTES: This shall be "GSTC Auditor Training" distinct from other GSTC sustainable tourism training programs for other tourism stakeholders:</i>	Separate the words and change some part to become a NOTE
35	10. Auditor Qualifications, Knowledge, and Skills	10.11. Auditors of CBs whose accreditation scope includes the certification with a GSTC Recognized Standard must be trained on that full standard. This is not included in the GSTC Auditor Training and must be provided by the Standard Owner or the CB.	10.11. Auditors of CBs whose accreditation scope includes the certification with a GSTC Recognized Standard shall be trained on that full standard. This is not included in the GSTC Auditor Training and shall be provided by the Standard Owner or the CB.	Change expression from "must" to "shall".
36	14. Multi-site Organization's Certification	14.4. Such an organization need not be a unique legal entity, but all sites must have a legal or contractual link with the central office of the organization and be subject to a common quality system which is laid down, established and subject to continuous surveillance by the central office. This means that the central office has the rights to implement corrections or corrective actions when needed at any site. This shall be laid down in the contract between the central office and the sites. – Organizations operating with franchises with common SMS, (for example, hotel management groups); – Tourism service companies with multiple sites offering a similar service;	14.4. Such an organization need not be a unique legal entity, but all sites shall have a legal or contractual link with the central office of the organization and be subject to a common quality system which is laid down, established and subject to continuous surveillance by the central office. This means that the central office has the rights to implement corrections or corrective actions when needed at any site. This shall be laid down in the contract between the central office and the sites. a. Organizations operating with franchises with common SMS, (for example, hotel management groups); b. Tourism service companies with multiple sites offering a similar service; and	Change the bullet and numbering from bullet to alphanumerical and Change expression from "must" to "shall".

		– Tourism companies with multiple branches.	c. Tourism companies with multiple branches.	
37	14. Multi-site Organization's Certification	14.9.1.2. size of sites eligible for multi-site assessment: the larger the size of individual sites, the greater the inherent tendency for system implementation to vary from site to site; consequently, the greater the need to have a higher sampling frequency. Similarly, extreme differences in the size or complexity of individual sites within the population increase the tendency for variations in the way in which the system is implemented. If significant variation exists in operational equipment or site size, such that it would be reasonable to expect some variations in consistency of operations, visits undertaken must ensure sufficient sampling of each sub-category of site type.	14.9.1.2. Size of sites eligible for multi-site assessment: the larger the size of individual sites, the greater the inherent tendency for system implementation to vary from site to site; consequently, the greater the need to have a higher sampling frequency. Similarly, extreme differences in the size or complexity of individual sites within the population increase the tendency for variations in the way in which the system is implemented. If significant variation exists in operational equipment or site size, such that it would be reasonable to expect some variations in consistency of operations, visits undertaken shall ensure sufficient sampling of each sub- category of site type.	Change expression from "must" to "shall".
38	15. Group Certification	15.2. Group certification is a practice of organizing individual enterprises into structured groups to implement a Reference Standard in a common manner and under a common leadership and commitment and achieve effective sustainable performance according to the Reference Standard. Group certification must not be confused with multi-site certification which can be applied to a single enterprise.	15.2. Group certification is a practice of organizing individual enterprises into structured groups to implement a Reference Standard in a common manner and under a common leadership and commitment and achieve effective sustainable performance according to the Reference Standard. Group certification shall not be confused with multi-site certification which can be applied to a single enterprise.	Change expression from "must" to "shall".
39		16.1. The term "Tour Operators" is used herein to refer to many types of packagers, transport operators, and sellers of travel. Each of those types are complex and varied in their approaches. Collectively, they offer a broad range of services in the tourism industry, marked by a high degree of packaging product and service components operated by third-party services providers. The services provided by	16.1. The term "Tour Operators" is used herein to refer to many types of packages, transport operators, and sellers of travel. Each of those types are complex and varied in their approaches. Collectively, they offer a broad range of services in the tourism industry, marked by a high degree of packaging product and service components operated by third-party suppliers. The services provided by Tour Operators occur in many locations whether	

		<p>Tour Operators occur in many locations whether spread across all continents or more locally. Users of this manual must consider the category of Tour Operator in question when applying this manual in practice.</p> <p>16.2. The main Tour Operators sustainability impacts occur outside their premises and arise by their third- party services providers such as accommodations, transportation, guiding, food services, attractions of many types, catering, entertainment and other services. Effective Tour Operator management systems are essential for these varied and complex businesses and must include sustainability and monitoring of performance on sensitive sustainability issues within the supply chain.</p>	<p>spread across all continents or more locally. Users of this manual shall consider the category of Tour Operators in question when applying this manual in practice.</p> <p>16.2. The main Tour Operators sustainability impacts occur outside their premises and arise by their third- party suppliers such as accommodations, transportation, guiding, food services, attractions of many types, catering, entertainment and other services. Effective Tour Operators management systems are essential for these varied and complex businesses and shall include sustainability and monitoring of performance on sensitive sustainability issues within the supply chain.</p>	
40	16. Requirements for Tour Operators	Services providers/Services provider	Suppliers	Change the expression
41	16. Requirements for Tour Operators		16.3. The Tour Operator registered legally as a Tour operator providing inbound, outbound or domestic tour services shall be eligible for Tour Operator Certification.	New Clause
42	16. Requirements for Tour Operators		16.4.1. Outbound Tour Operator: Businesses that operate outbound tourism comprising activities of a visitor that resides outside the country of reference, either as part of an outbound tourism trip or as part of a domestic tourism trip.	Changed Definition
43	16. Requirements for Tour Operators		16.4.1.2. Inbound Tour Operators: Businesses that operate inbound tourism comprising activities of a non-resident visitor within the country of reference on an inbound tourism trip.	Changed Definition
44	16. Requirements for Tour Operators		16.4.1.3. Domestic Tour Operators: Businesses that operate domestic tourism comprising the activities of a resident visitor within the country	New Clause

45	16. Requirements for Tour Operators		16.4.1.4. Destination Management Companies (DMCs): They may also be called Ground Handlers and other similar descriptions. Businesses arrange and operate tours for incoming tourists on behalf of overseas tour operators.	New Clause
46	16. Requirements for Tour Operators	16.3. The CB shall define the scope of certification with the client by identifying the type of Tour Operators and as per the following categories and corresponding definitions:	16.4. The CB shall define the scope of certification with the client by identifying the type and business scope of Tour Operators and as per the following categories and corresponding definitions:	Added "and business scope of" and changed the clause number
47	16. Requirements for Tour Operators	16.3.2.1. As a wholesale operator that receives the clients of other businesses in specific destinations of expertise and operational bases; 16.3.2.2. As a seller of their services on a retail basis; 16.3.2.3. As an owner of their own transport vehicles, or lease from others, or a combination of the tow	16.4.2. Bsuiness Scope of Tour Operator 16.4.2.1. As a wholesale operator that receives the clients of other businesses in specific destinations of expertise and operational bases. 16.4.2.2. As a seller of their services on a retail basis; 16.4.2.3. As an owner of their own transport vehicles, or lease from others, or a combination of the two.	16.3.2.1~16.3.2.3 were moved to under new Clause of Tour Operator Operation Scope. Finxing Typoe from wto to two
48	16. Requirements for Tour Operators	16.3.3. Land Transport Providers: Businesses that primarily lease their transport vehicles to providers of travel packages; including many vehicle types such as busses/motorcoaches, vans/ mini-vans, cars, motorcycles/motorbikes, boats/ships, bicycles. Although primarily vehicle operators and providers, they may also operate and market packages.		Delete
49	16. Requirements for Tour Operators	16.4. The CB shall be aware that Tour Operators may operate diverse sets of products/services offerings across the different categories of Tour Operators defined in 16.3.	16.5. The CB shall be aware that Tour Operators may operate diverse sets of products/services offerings across the different categories of Tour Operators defined in 16.4.	Clause number and reference clause number changed.
50	16. Requirements for Tour Operators	16.5. In cases where In cases where a tour operator manages more than one of the categories described in 16.3, the CB shall determine whether the scope of certification should include all the	16.6. In cases where a tour operator manages more than one of the categories described in 16.4, the CB shall determine whether the scope of certification should include all the categories or should each Tour Operators category apply for separate certifications.	Change in reference of clause

		categories or should each Tour Operators category apply for separate certifications.		
51	16. Requirements for Tour Operators	<p>16.6. The Tour Operator shall ensure that all services providers fulfill the Reference Standard through the TO's SMS.</p> <p>16.10. The CB shall specify the Tour Operator ownership structure to be audited:</p> <p>16.10.1. Tour Operators, regardless of the level of control of the management of a service, shall ensure that all services providers that are participating in a TO GSTC Certificate fulfill the Reference Standard.</p>	<p>16.7. The Tour Operator shall conduct due diligence on its suppliers and subcontractors regarding their compliance with the GSTC Industry Criteria. The minimum activities for the Tour Operators to fulfil this requirement shall be recorded and shall include:</p> <p>16.7.1. Communicating the GSTC Industry Criteria to the suppliers and subcontractors.</p> <p>16.7.2. Performing assessments of the suppliers and subcontractors' compliance by a checklist for ensuring their sustainability performance. The checklist used by the Tour Operator shall ensure it measures sustainability performance of the suppliers and subcontractors.</p> <p>16.7.3. Monitoring the activities and tracking the performance of suppliers and subcontractors according to requirement 16.22 to ensure that these risks are effectively addressed.</p>	contents were changed and deleted
52	16. Requirements for Tour Operators	<p>16.10.2. In cases where the Tour Operator owns majority equity in a service provider business, and that services are used frequently by the Tour Operator, the Tour Operator shall be required to arrange for that business to be certified under a separate and distinct certification. A reasonable timeline for completion of certification shall be set by the CB.</p>	<p>16.8. In cases where the Tour Operator owns majority equity in a supplier or is under common ownership with that business, and that supplier's products and services are promoted or used frequently by the Tour Operator, the Tour Operator shall be required to arrange for that business to be either (i) included within the scope of certification, or (ii) certified under a separate and distinct certification. A five-year timeline for inclusion or completion of certification shall be set by the CB (8.5.7.1.1).</p>	Change the expression and the number of clause
53	16. Requirements for Tour Operators	<p>16.11. The CB shall have documented procedures for determining the audit time based on the risk assessment considering the following factors:</p>	<p>16.12. The CB shall have documented procedures for determining the sampling process and audit duration based on the risk assessment considering the following factors:</p>	Change the expression and the number of clause
54			<p>16.13. The CB shall have a written procedure to establish and manage the sampling process for one or more than one business unit included in the scope of certification. The procedure shall meet IAF MD1:2018 Requirements.</p>	New Clause

			<p>16.14. The CB shall include in the audit process the review of the Tour Operator's management system from the headquarters and relevant field offices, of performance records relating to the requirements of the management system and suppliers contracts.</p> <p>16.15. The CB shall include in the audit plan an evaluation of a sample of Tour Operator's suppliers that includes all significant components of the TO's activities and shall complete the evaluation during its audit. The sampling plan shall be developed in advance of each audit, before the on-site assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.</p> <p>16.16. The CB shall ensure that the sampling process includes and prioritizes the suppliers based on the factors below, in decreasing order of importance:</p> <p>16.16.1. Supplier is most frequently used by the Tour Operator;</p> <p>16.16.2. Supplier is part of any kind of internal or external investigation, including complaint investigations;</p> <p>16.16.3. Suppliers that have been certified by another GSTC Accredited CB. However, in such cases, the CB may limit its evaluation to determining the scope, validity and absence of recent events relating to such certification, and may determine that this is sufficient evidence of conformity to the GSTC Criteria; and</p> <p>16.16.4. Suppliers other than those in Sections 16.16.1, 16.16.2, 16.16.3 and 16.16.4.</p> <p>16.17. Where the CB certifies both the Tour Operator as well as certain eligible Tour Products (see Section 17) that are arranged by the Tour Operator, the CB shall ensure that sampling specifically includes non- eligible and non-certified tour products, i.e., the CB cannot rely solely on evidence from certified eligible Tour</p>	
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			<p>Products when certifying the Tour Operator's overall activities, and shall obtain evidence from sampling outside of certified eligible Tour Products.</p> <p>16.18. The sampling of contracted services does not constitute certification of the suppliers nor of products. The Tour Operator's external communications shall not state or imply that suppliers or products are certified (unless the products are awarded Stand alone certification as per Section 17).</p> <p>16.19. Suppliers that are being sampled for the purpose of auditing may be audited remotely if these are considered low risk by the CB.</p>	
55	16. Requirements for Tour Operators		<p>16.15. The CB shall include in the audit plan an evaluation of a sample of Tour Operator's suppliers that includes all significant components of the TO's activities and shall complete the evaluation during its audit. The sampling plan shall be developed in advance of each audit, before the on-site assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.</p>	New Clause
56	16. Requirements for Tour Operators	<p>16.16.2. Special attention shall be given to contracting certified sustainable hotels due to the importance of hotels to most Tour Operator product offerings and due to the general availability of certified hotel properties. Among certified hotels, additional preference shall be given to those certified by a GSTC Accredited CB.</p> <p>16.16.2.1. Evidence of an increase in the number of certified hotels by a GSTC Accredited CB shall be provided in the management system records of the Tour Operator.</p>	<p>16.23.2 Special attention shall be given to contracting certified sustainable hotels due to the importance of hotels to most Tour Operator product offerings and due to the general availability of certified hotel properties. Among certified hotels, additional preference shall be given to those certified by a GSTC Accredited CB.</p> <p>16.23.2.1. Evidence of an increase in the number of certified hotels by a GSTC Accredited CB shall be provided in the management system records of the Tour Operator.</p>	Move the numbering

57		NOTE: According to 16.3, land transport providers are a category of tour operator that can be audited by a CB.		Delete
58	16. Requirements for Tour Operators	16.15.1. Sustainability measurement and monitoring mechanism of services providers performance; 16.15.2. Degree of control of services providers involved in the supply chain; 16.15.3. Mechanism of control, internal procedures and reports of the supply chain; 16.15.4. When applicable, contracting policies for non-owned and less-controlled services providers; 16.15.5. Policy for contracting and contract implementation relating to sustainability; 16.15.6. Risk assessment, appropriate to the nature, scale and complexity of the type of service provider.	16.22.1. Policy for contracting and contract implementation relating to sustainability; 16.22.2. Sustainability measurement and monitoring mechanism of suppliers performance; 16.22.3. Degree of control of suppliers involved in the supply chain; and 16.22.4. Mechanism of control, internal procedures and reports of the supply chain.	Delete and move the numbering
59	16. Requirements for Tour Operators	16.16. The CB shall ensure that Tour Operators encourage services providers to gain individual sustainable certification, and evidence of an increase in the number of certified services providers shall be provided in the management system records. For all categories of Tour Operators, the CB shall verify the following:	16.23. The CB shall ensure that Tour Operators encourage suppliers to gain individual sustainable certification if there are relevant certification programs, and evidence of an increase in the number of certified suppliers shall be provided in the management system records. For all categories of Tour Operators, the CB shall verify the following:	added "if there ~"
60	16. Requirements for Tour Operators	16.16.1. Tour Operators implement a policy of preferential contracting with certified sustainable service providers.	16.23.1. Tour Operators implement a policy of preferential contracting with certified sustainable suppliers if there are relevant certification programs.	added "if there are relevant certification programs"
61	16. Requirements for Tour Operators	16.16.3. In cases where the Tour Operator subcontracts for land transport, special attention shall be given to contracting land transport providers.	16.23.3. In cases where the Tour Operator subcontracts for land transport, special attention shall be given to contracting land transport supplier using clean energy vehicles.	added "using clean energy vehicles"
62	16. Requirements for Tour Operators	Sensitive issues for focus on management and auditing processes		Deleted
63	16. Requirement	16.16.5. All service provider contracts include clauses requiring some degree of	16.23.5. All supplier contracts include clauses requiring sustainable practices to be	Change the expression

	s for Tour Operators	sustainable practices to be implemented and reported to the Tour Operator.	implemented and reported to the Tour Operator.	
64	16. Requirement s for Tour Operators	16.17. The CB shall ensure that the following high risk service provider components are monitored in the Tour Operator's management system:	16.24. The CB shall ensure that the following main supplier components are monitored in the Tour Operator's management system:	change the expression of high risk to main
65	16. Requirement s for Tour Operators	16.18. Aviation components of Tour Operator contracting, and operations are outside the scope of GSTC Accreditation for Tour Operator certification. Except when the CB should consider assessing the Tour Operator's compliance with Greenhouse Gas Emissions (GHG) criteria.	16.25. Aviation components of Tour Operator contracting and operations are outside the scope of GSTC Accreditation for Tour Operator certification. However, the CB shall assess the Tour Operator's conformity with GSTC Criterion D2.1 Greenhouse Gas Emissions (GHG) from the following perspectives:	changed the expression
66	16. Requirement s for Tour Operators	16.18.1. When conducting the assessment, the CB shall consider whether specific aviation components are necessary in place of lower-GHG-emitting transport options such as trains or other land-transport vehicles.	16.25.1. Whether specific aviation components are necessary in place of lower-GHG-emitting transport options such as trains or other land-transport vehicles; and 16.25.2 Whether the aviation booking is directly managed by the TO.	changed the expressions and add sub clause
67	16. Requirement s for Tour Operators	16.20. The CB shall include in the audit plan an evaluation of a sample of Tour Operator's services providers that represents the whole group.	16.15. The CB shall include in the audit plan an evaluation of a sample of Tour Operator's suppliers that includes all significant components of the TO's activities. The sampling plan shall be developed in advance of each audit, before the onsite assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.	changed the expression
68	16. Requirement s for Tour Operators	16.22. The CB shall have a written procedure to establish and manage the sampling process. That procedure shall meet IAF MD 1: 2018 Requirements.		deleted as it is the same with Clause 16.13.
69	16. Requirement s for Tour Operators	16.23. The CB shall select the services providers based on the factors below, in decreasing order of importance:	16.16. The CB shall ensure that the sampling process includes and prioritize the suppliers based on the factors below, in decreasing order of importance:	changed the expression
70	16. Requirement s for Tour Operators	16.23.1. Service provider determined for on-site sampling by the GSTC Endorsed Accreditation Body or GSTC. 16.23.4. Service provider is considered high risk as per the risk table 16.24.1.		deleted

		<p>16.23.5. Logistical consideration in the case of on-site audits: combination of trips, availability of auditors, and geographic proximity.</p> <p>16.23.6. Where the sampling table dictates that 4 or more services providers shall be audited, a minimum of 25% of the sample rounded up to the nearest whole number shall be selected at random.</p>		
71	16. Requirements for Tour Operators	16.20.1. The CB shall recognize that hotels that have been certified by another GSTC Accredited CB conform to the GSTC Criteria. These GSTC certified hotels shall therefore not be included in the sampling.	16.16.3. Suppliers that have been certified by another GSTC Accredited CB. However, in such cases, the CB may limit its evaluation to determining the scope, validity and absence of recent events relating to such certification, and may determine that this is sufficient evidence of conformity to the GSTC Criteria.	16.20.1 was moved to under 16.15 with changed the expression
72	16. Requirements for Tour Operators		16.17. Where the CB certifies both the Tour Operator as well as certain eligible Tour Products (see Section 17) that are arranged by the Tour Operator, the CB shall ensure that sampling specifically includes non-eligible and non-certified tour products, i.e., the CB cannot rely solely on evidence from certified eligible Tour Products when certifying the Tour Operator's overall activities, and shall obtain evidence from sampling outside of certified eligible Tour Products.	New Clause
73	16. Requirements for Tour Operators	16.25. The sampling of contracted services does not constitute certification of the service providers nor of products. The Tour Operator's external communications shall not state or imply that service providers or products are certified.	16.18. The sampling of contracted services does not constitute certification of the suppliers nor of products. The Tour Operator's external	Change the expression and the number of clause
74	16. Requirements for Tour Operators	<p>16.24. The CB shall determine the risk based on evidence supplied by the applicant or certified tour operator in advance of each audit.</p> <p>16.24.1. The CB shall determine the level of risk of each service provider by using table 16.24.1.</p>		deleted

		<p>16.24.1.1. The CB shall determine the risk factors that are relevant to the service provider based on its category and activities.</p> <p>16.24.1.2. If any of the relevant identified risk factors apply, then the service provider is considered high risk and shall be considered in the sampling selection.</p> <p>16.24.1.3. When the factor in table 16.24.1 comprises 2 subitems, if one item is applicable then the factor shall be considered high risk.</p> <p>Table 16.24.1. Risk Table</p>		
75	17. Tour Product	17. Branding & Market Access	18. Branding & Market Access	Moved to 18
76	17. Tour Product		17. Tour Product Certification	New Section
77	17. Tour Product		17.11.2 Changes to the standard itinerary of the Excursion shall conform to the requirements of the management system and all other elements of Section 16 and 17;	New Clause
78	17. Tour Product		18.2.4. GSTC logo usage relating to GSTC Tour Product Certification shall comply with the terms of the Certification Body Licensing Agreement (CBLA) with GSTC. The GSTC logo shall not be presented with or alongside any tour products unless those tour products are currently GSTC-Certified according to the requirements in Section 17.	New Clause
79	19. Definitions		Attraction, Destination, Tour products in 19. Definition	New Section
80	19. Definitions	Tour Enterprise		Delete
81	Annex A	<p>A.1.3. GSTC Accredited CB submits an application for extension of technical sub scope to ASI:</p> <ul style="list-style-type: none"> - The CB shall indicate and provide the evidence regarding the GSTC Recognized Standard owned by the respective CS. 	<p>A.1.3. GSTC Accredited CB submits an application for extension of technical sub scope to ASI:</p> <ul style="list-style-type: none"> - The CB shall indicate and provide the evidence regarding the GSTC Recognized Standard owned by the respective CS. 	Add

		- The Standard of the CS shall be GSTC Recognized. If the GSTC Recognized status is expired, the CS shall re-apply or renew the GSTC Recognized status of the standard in accordance with the GSTC Recognized Manual v5.0.	- The Standard of the CS shall be GSTC Recognized. If the GSTC Recognized status is expired, the CS shall re-apply or renew the GSTC Recognized status of the standard in accordance with the GSTC Recognized Manual v5.0. - Tour Product is a part of the technical scope of the Tour Operator and does not require additional technical scope and separate application process.	
82	Across the Manual	Typos, grammatical errors		Corrected
83	16. Requirements for Tour Operators	16.1: The term "Tour Operators" is used herein to refer to many types of packages, transport operators, and sellers of travel. Each of those types are complex and varied in their approaches. Collectively, they offer a broad range of services in the tourism industry, marked by a high degree of packaging product and service components operated by third-party suppliers. The services provided by Tour Operators occur in many locations whether spread across all continents or more locally. Users of this manual shall consider the category of Tour Operators in question when applying this manual in practice.	The term "Tour Operators" is the businesses/organizations that plan, operate and deliver a complete package tour to a traveller. The term Tour Operator involves a large diversity of types of packages, transport operators and sellers of travel that can be combined amongst them and vary according to the set of products/services offering, ownership structure and/or geographical location of their operations. For the purpose of certification, Tour Operators comprise outbound Tour Operator, inbound Tour Operator and land transport suppliers and any combination amongst the 3 categories.	Changed with glossary
84	17. Tour Product	17. Tour Products Certification	17. Tour Product Certification	Changed to singular
85	16. Requirements for Tour Operators	16.23.1. Tour Operators implement a policy of preferential contracting with certified sustainable suppliers if there are relevant certification programs.	16.23.1. The Tour Operator implements a policy of preferential contracting with certified sustainable suppliers if there are relevant certification programs.	Updated
86	Glossary	Third-party Carried out by an individual or body that is independent of the entity being certified or accredited.		Deleted

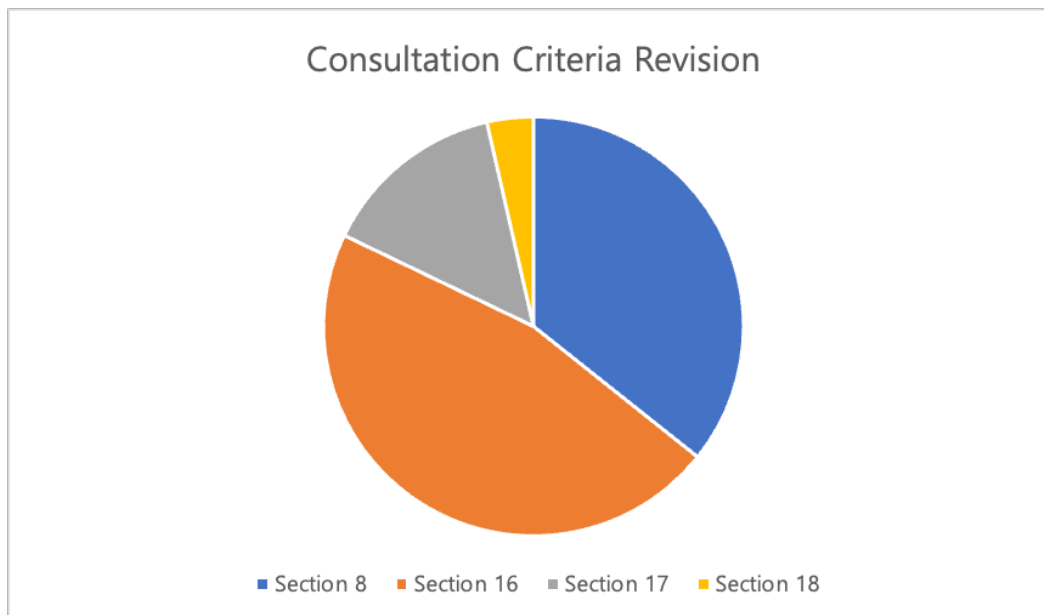
87	16. Requirements for Tour Operators	16.13. The CB shall have a written procedure to establish and manage the sampling process for one or more than one business unit included in the scope of certification. The procedure shall meet IAF MD1:2018 Requirements.	16.13 The CB shall provide sampling procedures of the Tour Operator. In case the Tour Operator has more than one unit, the sampling process needs to include them inside the scope of certification. The procedure shall meet IAF MD1:2018 Requirements	Changed
88	Glossary	Supplier Subcontracted companies or internal organizations and agents that provide a wide variety of services to a Tour Operator to form a complete tour package that is marketed to travellers. Suppliers involve a large diversity including but not limited to accommodation, transportation, guiding, food services, attractions of many types, entertainment, amongst others.		Deleted
89	16. Requirements for Tour Operators	16.15. The CB shall include in the audit plan an evaluation of a sample of Tour Operator's suppliers that includes all significant components of the TO's activities and shall complete the evaluation during its audit. The sampling plan shall be developed in advance of each audit, before the on-site assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.	16.15 The CB shall include in the audit plan an evaluation of the Tour Operator's sampled suppliers that includes all significant components of the TO's activities and shall complete the evaluation during its audit. The sampling plan shall be developed in advance of each audit, before the on-site assessment, and shall include the identification of the highest volume tours and higher risk categories of tours.	Changed the Expression
90	16. Requirements for Tour Operators	16.4.2.1. As a wholesale operator that receives the clients of other businesses in specific destinations of expertise and operational bases	16.4.2.1. A wholesale tour operator is a travel professional that creates travel packages to be sold to travelers directly or through travel agencies at a discount.	Changed the Expression
91	Across the Manual	GSTC Recognition	GSTC-Recognition	adding "-" as per the Guidelines for GSTC Terminology Usage

5. Statistic on Comment Received

After conducting all the revisions and consultations, there have been several updates, changes in expression, deletion of some parts, and additions as minor revisions. These changes will not affect the accreditation process and will not require a new scope for the Accredited Certification Bodies.

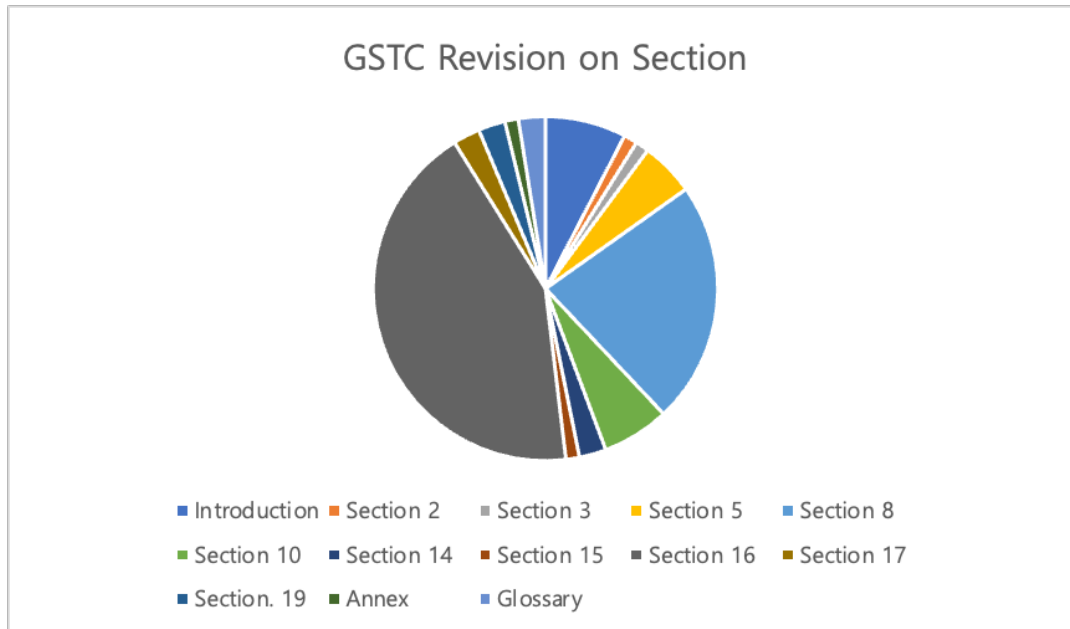
As a result, we are providing two documents containing the overall statistical results from the public consultation.

5.1 Consultation Criteria Revision



The first statistic is the "Consultation Criteria Revision," which is based on Document 4.1. This statistic displays the percentages of changes made to the sections in version 3.0, as compared to the previous revision in version 2.5.

5.2. Consultation Criteria Revision



The statistics presented are based on Document 4.2, which focuses on the GSTC revision of sections based on the feedback and the comment received during the public consultation. The comments obtained from the public consultation were organized and analyzed to be effectively utilized and implemented in the revised document.

6. Acknowledgment

The GSTC has completed the minor revision for the Accreditation Manual for Certification of Accommodation/Hotel & Tour Operators, which was approved by the GSTC Panels on July 12, 2023, and is now available on the GSTC website here. Additionally, the completion of the revision was communicated to Accredited Certification Bodies, interested Certification Bodies, and other key stakeholders through emails shared by the GSTC Secretariat- Assurance.

In this report, the GSTC Secretariat- Assurance would like to express gratitude to all participants and related stakeholders who actively engaged and contributed to the revision process. Thank you for your valuable input and commitment to promoting sustainable and responsible practices in the tourism industry.

7. Next Step

As the next step, the GSTC will allow a three-month transition period for both the Accredited Certification Bodies and the Interested Certification Bodies, and the new revision will come into effect on October 13, 2023.

The GSTC remains committed to continually improving the quality of its accreditation manuals. Therefore, another revision is planned for the upcoming year for the Accreditation Manual for Certification of Accommodation/Hotel & Tour Operator, which will address other related aspects.

For the next revision, a comprehensive public consultation will be conducted to gather a wide range of perspectives and ensure active engagement from all relevant stakeholders. The next step in the Accreditation Manual will involve significant revisions to enhance its effectiveness and relevance.

8. Conclusion

The GSTC Public Consultation Report for the Accreditation Manual for Certification of Accommodation/Hotel & Tour Operators v.3.0 has successfully concluded with significant input from GSTC Accredited Certification Bodies and other stakeholders. The revision process, adhering to the guidelines of ISEAL's Setting Social and Environmental Standard, was conducted over a 60-day period and received overwhelming support for the direction of the revision.

The report highlights the extensive comment analysis and the corresponding changes made to the manual. The revision addressed various sections, including Tour Operator and Tour Product, Normative Reference updates, Scope of Accreditation, Conformity with GSTC Requirements, and Auditor Qualifications, among others. The changes introduced through this process aim to enhance the clarity, effectiveness, and inclusivity of the Accreditation Manual.

The GSTC expresses its gratitude to all participants and stakeholders who actively engaged in the public consultation process. The revised version, approved by the GSTC Panels, will come into effect on October 13, 2023, after a three-month transition period. The GSTC remains committed to continuous improvement and will conduct further revisions to address related aspects in the upcoming year, ensuring active engagement from all relevant stakeholders in the process. By promoting sustainable and responsible practices in the tourism industry, the GSTC continues to play a vital role in advancing global sustainable tourism standards.

#END#