GSTC Industry Criteria

The GSTC-HTO Criteria have been revised to form the GSTC Industry Criteria. The Industry Criteria currently apply to Hotels and Tour Operators, but now there are for the first time separate Performance Indicators for the two.

The table below shows the current GSTC-HTO Criteria and the equivalent revised GSTC Industry Criteria, highlighting the main changes made. (Minor edits of wording or grammar are not shown).

This revision report is provided to assist GSTC-Recognized standards owners to identify the changes which they may need to make to their standard in order for it to retain GSTC-Recognized status. As stated in the GSTC Recognized Manual, the owners of Recognized standard must make any necessary changes to their standard within two years from the formal release date of the revisions.

Date of GSTC Industry Criteria (for Hotels and for Tour Operator standards): 21 December 2016

Due date for owners of GSTC Recognized standards to provide proof of adherence to these revisions: 20 December 2018

Original GSTC-HTO Criteria v2	GSTC Industry Criteria
Section A: Demonstrate effective sustainable management	**Section A: Demonstrate effective sustainable management**
(Old)A1 Sustainability management system The organization has implemented a long-term sustainability management system that is suitable to its reality and scope, and which addresses environmental, social, cultural, economic, quality, health and safety issues.	**A1 Sustainability management system** The organization has implemented a long-term sustainability management system that is suitable to its size and scope, addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement.
(Old)A2 Legal compliance The organization is in compliance with all applicable local to international legislation and regulations (including, among others, health, safety, labor and environmental aspects).	**A2 Legal compliance** The organization is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.
	A3 Reporting and communication The organization communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.

(Old)A3 Guidance and training All personnel receive periodic guidance and training regarding their roles and responsibilities with respect to environmental, social, cultural, economic, quality, health and safety issues.	**A4 Staff engagement** Staff are engaged with development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery.
(Old)A4 Customer Satisfaction Customer satisfaction, including sustainability aspects, is measured and corrective action taken.	**A5 Customer experience** Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.
(Old)A5 Accurate Promotion Promotional materials are accurate and complete with regard to the organization and its products and services, including sustainability claims. They do not promise more than is being delivered.	**A6 Accurate promotion** Promotional materials and marketing communications are accurate and transparent with regard to the organization and its products and services, including sustainability claims. They do not promise more than is being delivered.
(Old)A6 Buildings and Infrastructure Planning, design, construction, renovation, operation and demolition of buildings and infrastructure…	**A7 Buildings and infrastructure** Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure…
(Old)A6.1 Compliance …comply with zoning requirements and with laws related to protected areas and heritage consideration.	**A7.1 Compliance** …comply with zoning requirements and laws related to protected and sensitive areas and to heritage considerations.
(Old)A6.2 Respect heritage …respect the natural and cultural heritage surroundings in planning, siting, design and impact assessment.	**A7.2 Impact and integrity** …take account of the capacity and integrity of the natural and cultural surroundings.
(Old)A6.3 Sustainable practices and materials …use locally appropriate sustainable practices and materials.	**A7.3 Sustainable practices and materials** …use locally appropriate and sustainable practices and materials.

(Old)A6.4 Access	**A7.4 Access ==for all==**
…provide access for persons with special needs, where appropriate.	…provide access ==and information== for persons with special needs, where appropriate.
(Old)A7 Land water and property rights	**A8 Land water and property rights**
Land and water rights, and property acquisition are legal, comply with local communal and indigenous rights, including their free, prior and informed consent, and do not require involuntary resettlement.	Acquisition by the organization of land and water rights and of property is legal, complies with local communal and indigenous rights, including their free, prior and informed consent, and does not require involuntary resettlement.
(Old)A8 Information and interpretation	**A9 Information and interpretation**
Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to customers, as well as explaining appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites.	The organization provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation of appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites.
	==A10 Destination engagement== ==The organization is involved with sustainable tourism planning and management in the destination, where such opportunities exist.==
SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts	**SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts**
(Old)B1 Community support	**B1 Community support**
The organization actively supports initiatives for local infrastructure and social community development including, among others, education, training, health and sanitation.	The organization actively supports initiatives for local infrastructure and social community development. ==Examples of initiatives include== education, training, health and sanitation ==and projects which address the impacts of climate change==.

(Old)B2 Local employment Local residents are given equal opportunity for employment including in management positions. All employees are equally offered regular training, experience and opportunities for advancement.	**B2 Local employment** Local residents are given equal opportunities for employment and advancement, including in management positions.
(Old)B3 Local purchasing Local services and goods are purchased and offered by the organization, following fair-trade principles.	**B3 Local purchasing** When purchasing and offering goods and services, the organization gives priority to local and fair trade suppliers whenever these are available and of sufficient quality.
(Old)B4 Local entrepreneurs The organization offers the means for local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history and culture (including food and beverages, crafts, performance arts, agricultural products, etc.).	**B4 Local entrepreneurs** The organization supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history and culture.
(Old)B5 Code of conduct - community A documented code of conduct for activities in indigenous and local communities has been developed and implemented with the collaboration and consent of the affected community.	
(Old)B6 Exploitation and harassment The organization has implemented a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minorities.	**B5 Exploitation and harassment** The organization has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.
(Old)B7 Equal opportunity The organization offers equal employment opportunities to women, local minorities and others, including in management positions, while restraining child labor.	**B6 Equal opportunity** The organization offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.

(Old)B8 Employee protection and wages The international or national legal protection of employees is respected, and employees are paid at least a living wage.	**B7 Decent work** Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. Employees are offered regular training, experience and opportunities for advancement.
(Old)B9 Community services The activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighboring communities.	**B8 Community services** The activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities.
(Old)B10 Local livelihoods Tourism activity does not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.	**B9 Local livelihoods** The activities of the organization do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.
SECTION C: Maximize benefits to cultural heritage and minimize negative impacts	**SECTION C: Maximize benefits to cultural heritage and minimize negative impacts**
(Old)C1 Code of behaviour - visits The organization follows established guidelines or a code of behaviour for visits to culturally or historically sensitive sites, in order to minimize negative visitor impact and maximize enjoyment.	**C1 Cultural interactions** The organization follows international and national good practice and locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimize adverse impacts and maximize local benefits and visitor fulfilment.
(Old)C3 Site protection and access The organization contributes to the protection and preservation of local historical, archeological, culturally and spiritually important properties and sites, and does not impede access to them by local residents.	**C2 Protecting cultural heritage** The organization contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents.
(Old)C4 Presenting culture and heritage The organization incorporates elements of local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops;	**C3 Presenting culture and heritage** The organization values and incorporates authentic elements of traditional and contemporary local culture in its operations,

while respecting the intellectual property rights of local communities.	design, decoration, cuisine, or shops, while respecting the intellectual property rights of local communities.
(Old)C2 Artefacts Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local to international law.	**C4 Artefacts** Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.
SECTION D: Maximize benefits to the environment and minimize negative impacts	**SECTION D: Maximize benefits to the environment and minimize negative impacts**
D1 Conserving resources	**D1 Conserving resources**
(Old)D1.1 Local purchasing Purchasing policies favor locally appropriate and ecologically sustainable products, including building materials, capital goods, food, beverages and consumables.	**D1.1 Environmentally preferable purchasing** Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.
(Old)D1.2 Disposable goods The purchase and use of disposable and consumable goods is measured and the organization actively seeks ways to reduce their use.	**D1.2 Efficient purchasing** The organization carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste.
(Old)D1.3 Energy conservation Energy consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption, and encourage the use of renewable energy.	**D1.3 Energy conservation** Energy consumption is measured by type and steps are taken to minimize overall consumption. The organization makes efforts to increase its use of renewable energy.
(Old)D1.4 Water conservation Water consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption. Water sourcing is sustainable, and does not adversely affect environmental flows.	**D1.4 Water conservation** Water risk is assessed, water consumption is measured by type, and steps are taken to minimize overall consumption. Water sourcing is sustainable and does not adversely affect environmental flows. In areas of high water risk, context-based water stewardship goals are identified and pursued.

D2 Reducing pollution	D2 Reducing pollution
(Old)D2.1 Greenhouse gas emissions Greenhouse gas emissions from all sources controlled by the organization are measured, procedures are implemented to minimize them, and offsetting remaining emissions is encouraged.	**D2.1 Greenhouse gas emissions** ==Significant== greenhouse gas emissions from all sources controlled by the organization are ==identified, calculated where possible and== procedures implemented ==to avoid or== to minimize them. Offsetting ==of the organization's== remaining emissions is encouraged.
(Old)D2.2 Transport greenhouse gas emissions The organization encourages its customers, staff and suppliers to reduce transportation-related greenhouse gas emissions.	**D2.2 ==Transport==** The organization ==seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by== customers, employees, suppliers ==and in its own operations.==
(Old)D2.3 Wastewater Wastewater, including gray water, is effectively treated and is only reused or released safely, with no adverse effects to the local population and the environment.	**D2.3 Wastewater** Wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects to the local population or the environment.
(Old)D2.4 Waste Waste is measured, mechanisms are in place to reduce waste, and where reduction is not feasible, to re-use or recycle it. Any residual waste disposal has no adverse effect on the local population and the environment.	**D2.4 ==Solid== waste** Waste, ==including food waste==, is measured, mechanisms are in place to reduce waste and, where reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment.
(Old)D2.5 Harmful substances The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available, by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed.	**D2.5 Harmful substances** The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed.

(Old)D2.6 Minimise pollution The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water and soil contaminants.	**D2.6 Minimize pollution** The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.
D3 Conserving biodiversity, ecosystems and landscapes	**D3 Conserving biodiversity, ecosystems and landscapes**
(Old)D3.4 Biodiversity conservation The organization supports and contributes to biodiversity conservation, including natural protected areas and areas of high biodiversity value.	**D3.1 Biodiversity conservation** The organization supports and contributes to biodiversity conservation, ==including through appropriate management of its own property==. ==Particular attention is paid to== natural protected areas and areas of high biodiversity value. ==Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management.==
(Old)D3.3 Alien species The organization takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.	**D3.2 ==Invasive== species** The organization takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.
	==D3.3 Visits to natural sites== ==The organization follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitor fulfilment.==
(Old)D3.5 Wildlife interactions Interactions with wildlife, taking into account cumulative impacts, do not produce adverse effects on the viability and behaviour of populations in the wild. ==Any disturbance of natural ecosystems is minimized, rehabilitated, and there is a compensatory contributon to conservation management.==	**D3.4 Wildlife interactions** Interactions with ==free roaming== wildlife, taking into account cumulative impacts, ==are non-invasive and responsibly managed to avoid== adverse effects on ==the animals concerned== and on the viability and behaviour of populations in the wild.

(Old)D3.2 Captive wildlife	**D3.5 ==Animal welfare==**
No captive wildlife is held, except for properly regulated activities, in compliance with local to international law. Living specimens of protected and wildlife species are only kept by those authorized and suitably equipped to house and care for them humanely.	No ==species of wild animal is acquired, bred or held captive==, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law. ==Housing, care and handling of all wild and domestic animals meets the highest standards of animal welfare.==
(Old)D3.1 Wildlife harvesting	**D3.6 Wildlife harvesting ==and trade==**
Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local to international laws.	Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local and international laws.