

Q#	URN	Survey response	Criterion	Resolved	Justification	Recommended change
Q14	17	Other related to timeframe and continuity of investment and operations, business growth planning and estimates	A	Rejected (with justification)	Outside the scope of GSTC-I. The GSTC-I is concerned with wider sustainability impacts and not with business performance and profitability.	
Q16	17	aspects related to active participation in key sector specific support programs and decision making boards (affecting destination development, professional qualification, entrepreneurship, innovation, quality, education, etc... and its integration in the tourism sector), private, public or mixed, could be addressed here	A	Partially accepted	Consider new criterion requiring engagement with sustainable tourism planning and management in the destination, where this exists	Add new criterion: AX Destination engagement. The organisation is involved with sustainable tourism planning and management in the destination.
Q14	23	Business Plan	A	Rejected (with justification)	Outside the scope of GSTC-I. The GSTC-I is concerned with wider sustainability impacts and not with business performance and profitability.	
Q14	24	fixed timetable to introduce unfinished/not started measurements	A	Rejected (with justification)	Relates to certification process not standard	
Q14	29	A1, A3, A4, A6, A8	A	No change required	Reaffirms the need for these sections	

Q16	29	Incorporation of metrics	A	Rejected (with justification)	Where measurement is required, this is already stated in the relevant criterion. Introduction of specific quantified thresholds/targets would not be appropriate for GSTC-I as a global standard but use by individual schemes is not precluded.	
Q16	45	Sustainability depends on social, cultural, political economic and environmental issues. These 5 criteria should be integrated into the complete scheme of the GSTC criteria, in order to truly aim at a sustainable development of tourism, as well as to a sustainable management of the natural and cultural tourism assets within destinations.	A	Rejected (with justification)	'Political' is the only one of the five criteria that is not explicitly integrated into the GSTC framework if criteria. It is difficult to see how this can apply to an individual enterprise.	
Q14	52	Operation of Tours	A	Rejected (with justification)	GSTC-I are criteria for all sectors of the industry. Individual sectors will not be specified in the criteria but dealt with through sector-specific indicators.	
Q16	57	Carrying capacity of the certain resources may vary in different locations, so hotels and accomodations should have this issues in mind and help to improve the destination as a whole	A	Partially accepted	This is addressed through A6.2.	Consider addition to IN-6.2a: "Where possible the cumulative impacts of tourism in the locality should be considered" (as in D1.4)
Q16	65	<ul style="list-style-type: none"> All: Guidance section of each KPI is EXTREMELY helpful. 	A	No change required	Appreciated	

Q14	79	Harmonizing the GSTC HTO Section with the GSTC D criteria, for example: safety and security, crisis and emergency management, etc.	A	Partially accepted	The desirability of harmonisation is accepted. Coverage of GSTC-D and GSTC-I have been reviewed and no fundamental change is proposed to GSTC-I. GSTC-D A.12 and A13 deal with safety and security and crisis and emergency management at a destination level. GSTC-I addresses these issues through health and safety aspects of A1 (Sustainability management system).	No change to criteria. Guidelines to refer to safety and securing, crisis and emergency management within sustainability management system
Q15	80	Criteria should focus on requirements that the applicant establishment is able to influence.	A	No change required	This is helpful guidance	

Q17	94	Need alignment to UN Guiding Principles on Business and Human Rights across a number of these criteria. Overall management needs to include criteria that business has demonstrated they have identified known and potential human rights impacts, including reference to particularly vulnerable groups such as children, and have mitigation measures and grievance mechanisms in place. These need to include child safeguarding policies and procedures for both staff and suppliers. This currently hold cross-cutting implications for A1, 2, 3, 5, 6, 7	A	Partially accepted	The importance of human rights and the recent UN Guiding Principles aimed specifically at business are recognised. This is a large topic with many aspects. It would not be possible to reflect and address all the details, including those raised in the various comments made on this topic, comprehensively within the GSTC. Therefore it is proposed that the overall issue is flagged up for coverage by businesses within their sustainability management system. More specific matters mainly relate to criteria B4 to B10. Some changes in wording to the actual criteria B8 are proposed, with reference to labour rights, and the issues will also be reflected in review of the relevant indicators and guidance throughout Section B.	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.
Q14	101	All 8 areas are effective tools for sustainable management and are already in various degrees part of our initiatives here in Costa Rica.	A	No change required		

Q16	105	There should be special indicators (more strict) for hotels and tourism-related enterprises which are located within or adjacent to NPAs and important cultural sites. The criteria should pose higher sustainable management standards.	A	Partially accepted	There is specific reference to protected areas in A6.1 in relation to buildings and infrastructure. Other criteria refer to activity in natural and cultural sites and to sensitive areas. This is considered sufficient. Further specific reference to protected areas can be covered in the indicators or best practice guidance.	Ensure appropriate reference to NPAs etc in Guidelines
Q14	118	Profitable operations - without this, the rest is a moot point.	A	Rejected (with justification)	Outside the scope of GSTC-I. The GSTC-I is concerned with wider sustainability impacts and not with business performance and profitability.	
Q14	121	FINAL DESTINATION VERIFICATION - SPOT CHECKS 24 HOUR NOTICE	A	Rejected (with justification)	Relates to certification process not standard	
Q22	143	The guidance note should state that when ever small hotels are required to have a simple system or policy, such policy/system should be documented. The fact that it is simple does not negate the need for such to be documentd.	A	Accepted	Recommend change to A1 guidance to require documented systems for all organisations	Amend A1 guidance to require documented systems for all organisations
Q25	143	The guidance note should state that when ever small hotels are required to have a simple system or policy, such policy/system should be documented. The fact that it is simple does not negate the need for such to be documentd.	A	Accepted	Recommend change to A1 guidance to require documented systems for all organisations	Amend A1 guidance to require documented systems for all organisations

Q16	143	The guidance should state that when ever small hotels are required to have a simple system or policy, such policy/system should be documented. The fact that it is simple does not negate the need for such to be documentd.	A	Accepted	Recommend change to A1 guidance to require documented systems for all organisations	Amend A1 guidance to require documented systems for all organisations
ISWG	IS	Is it realistic to have a criteria suggesting cooperation between actors, as in the supply chain or use of local suppliers where possible as part of a sustainable management – or is it fully covered in section B?	A	No change required	This is covered in Section B (B3 and B4)	
ISWG	IS	Host role, the responsibilities of receiving guests (hotel and tour operator)	A	No change required	Key aspects covered in A1, A3, A4	
Q14	10	Sustainability reporting, targets and management review should included to A1 - Also leadership need to appear as in new ISO 14001	A1	Partially accepted	These concepts are already understood to be part of a sustainability management system. Guidenace should include reference to them. Reporting and communication requirements to be strengthened.	Add new criterion AX: Reporting and communication. The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.
Q14	144	The sustainability management system should also address animal welfare issues, including wild (both captive and wild living) and domesticated animals.	A1	Rejected (with justification)	This is too specific to include in the requirement for the overarching system. It is covered further in Section D.	
Q14	11	Risk management	A1	No change required	A Sustainability Management System should be expected to include identification of risk and risk management	Reference to risk management can be made in Guidance

Q14	15	Add criteria for Stakeholders, Value Chain and Reporting	A1	Partially accepted	Elaboration of these aspects is not required in the criteria as could be expected to form part of a Sustainability Management System. A1 Guidance requires 'formal reporting' for larger organisations and could be strengthened through reference to stakeholders/value chain. Guidance could be strengthened to encourage all organisations to communicate and report on their sustainability performance.	Add new criterion AX: Reporting and communication. The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.
Q26	24	There should be a very strict CSR policy proposal	A1	No change required	CSR is implied by many GSTC criteria, including A1	
Q16	43	Marketing needs to deal with customers while communication should focus on performance reporting (linked or aligned with GRI for example)	A1	Partially accepted	A1 Guidance requires 'formal reporting' for larger organisations only. Requirements for communication/reporting should be strengthened.	Add new criterion AX: Reporting and communication. The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.
Q26	48	is Social Corporate Responsibility taken in account?	A1	No change required	CSR is implied by many GSTC criteria, including A1	

Q26	48	And what about tourism contribution to reduction of climate change gases?	A1	No change required	Greenhouse gas emissions are dealt with within D.2.1 and D.2.2	
Q26	52	Development of guidelines on interpretation of sustainability, communication plan for actors.	A1	Partially accepted	Accept need for strengthening of requirements for organisations to communicate and report on their sustainability performance.	Add new criterion AX: Reporting and communication. The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.
Q14	59	Safety and security operational guidelines	A1	Partially accepted	A sustainability management system that covers safety (and by implication security) is already a requirement of A1. No change to criteria but add security to Guidelines	Add security to Guidance
Q14	67	Health, safety and security risks management, beyond statutory obligations.	A1	Partially accepted	Health and safety (and by implication security) already requires in sustainability management system (A1). Reference to security and to risk management can be made in Guidance	Add security and risk management to Guidance
Q14	87	Quality	A1	No change required	A1 specifically refers to quality issues being addressed in SMS	

Q14	88	improve HHRR	A1	Partially accepted	A1 and A2 specifically refer to the management of health and safety issues and compliance with legislation. Strengthen reference to risk management in guidance	Add risk management to Guidance
Q16	95	A1- The indicators should explicitly refer to human rights. Also should recommend Human Rights Due Diligence that integrates the rights of children as the best-practice process (or include policies, assessment of impacts that includes engagement with potentially/actually affected individuals and groups as well as experts,, grievance mechanisms and public reporting)	A1	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.
Q16	99	for small organizations it's too complex to write down an official Long-Term Sustainability Management System.	A1	Rejected (with justification)	Basic documentation should be a requirement of any management system. Existing A1 guidance requires 'documented systems' for larger organisations only but elsewhere it is recommended that A1 guidance extends this requirement to all organisations.	
Q14	113	Governance of the sustainability program, and wther there is a team or individual responsible	A1	No change required	This should be covered by A1 and A3	

Q15	113	reporting. Companies should produce an annual sustainability report or content in the annual report	A1	Accepted	Accept need for strengthening of requirements for organisations to communicate and report on their sustainability performance.	Add new criterion AX: Reporting and communication. The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.
Q19	143	The guidance should state that when ever small hotels are required to have a simple system or policy, such policy/system should be documented. The fact that it is simple does not negate the need for such to be documentd.	A1	Accepted	Recommend change to A1 guidance to require documented systems for all organisations	Change A1 guidance to require documented systems for all organisations
Q14	143	include a section for risk assessment or risk management to ensure continual improvement. this will be a proactive criteria	A1	Partially accepted	Reference to can be made to risk management in Guidance	Add reference to risk management in Guidance
Q15	10	what are the differences between A2 AND A61 - could be legal and third party compliance	A2	No change required	There is an overlap between A2 and A6.1, and A2 probably does cover A6.1. However, A6.1 (which refers for example to zoning requirements which may not be covered by legislation or even regulation) is explicitly concerned with land use and operations respecting the natural and cultural heritage.	
Q15	29	(NOT) A2, A5, A7	A2	Rejected (with justification)	No justification has been given	

Q26	41	Human Rights Due Diligence according to the UN Guiding principles should be involved in new criteria	A2	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8
Q26	56	FOOD SAFETY ISSUES MIGHT BE INCLUDED	A2	No change required	This is covered in A1, A2 and A3	
Q16	65	• A2: Legal compliance is a good addition from previous version of criteria.	A2	No change required		
Q17	66	Not to evade the taxes	A2	Rejected (with justification)	Desirable and pertinent but outside the scope of GSTC-I and not possible to verify.	
Q14	94	Need alignment to UN Guiding Principles on Business and Human Rights across a number of these criteria. Overall management needs to include criteria that business has demonstrated they have identified known and potential human rights impacts, including reference to particularly vulnerable groups such as children, and have mitigation measures and grievance mechanisms in place. These need to include child safeguarding policies and procedures for both staff and suppliers. This currently hold cross-cutting implications for A1, 2, 3, 5, 6, 7	A2	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.
Q14	95	A separate criterion for human rights	A2	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.

Q26	95	Stronger alignment with the UN Guiding Principles on Business & Human Rights, in particular the recommended process of human rights due diligence whereby companies identify the actual and potential human rights impacts of their business operations and relationships, take action to address them and communicate progress. Engaging with expert stakeholders, as well as groups affected by the business (particularly vulnerable groups such as children) is key to this.	A2	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.
Q16	95	A2. Legal compliance should be modified to include compliance with international standards. National legislation often falls short of international labor and human rights standards so companies that meet such legislation may still be causing adverse impacts. At a minimum, the international standards should include the International Bill of Human Rights, the Convention on the Rights of the Child, and the principles concerning fundamental rights set out in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work.	A2	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.
Q15	116	Legal Compliance should be cross-cutting	A2	No change required	A2 requires compliance with all relevant legislation and regulations (including health, safety, labor and environmental). It is cross-cutting in that all Section A relates to overall sustainable management of the enterprise/operation	

Q14	120	Licensing for Industry;	A2	No change required	A2 Guidance requires documentation of compliance with permit/license and planning conditions	
Q14	147	visitor safety, construction	A2	Partially accepted	Suggest that this is dealt with through widening interpretation of sustainable practices and materials in A6.3.	Strengthen through A6.3 Guidance. Add reference to siting, design and construction taking account of risk factors eg natural phenomena.
ISWG	IS	Insert "land water property". (shouldn't land, water and property legislation been included here as an example as "all applicable local to international legislation" is mentioned?)	A2	No change required	Aspects listed in A2 are not intended to be exhaustive. Legal issues relating to land, water and property rights are covered separately in A7.	
Q16	79	A3 Guidance and training - All personnel receive periodic guidance and training regarding their roles and responsibilities with respect to environmental, social, cultural (language et al.), economic, quality, health and safety issues.	A3	Partially accepted	Specific mention of language not considered appropriate here but guidance and training will need to address the broad interpretation of culture elaborated in C, especially C4.	
Q14	94	Need alignment to UN Guiding Principles on Business and Human Rights across a number of these criteria. Overall management needs to include criteria that business has demonstrated they have identified known and potential human rights impacts, including reference to particularly vulnerable groups such as children, and have mitigation measures and grievance mechanisms in place. These need to include child safeguarding policies and procedures for both staff and suppliers. This currently hold cross-cutting implications for A1, 2, 3, 5, 6, 7	A3	Partially accepted	See answer to Q17, URN 94	Amend A1: Add 'human rights' to issues to be addressed in sustainability management systems. Amend criterion B8 (Employee protection) and revise elements of indicators and guidance in Section B to address relevant issues.

ISWG	AR	Insert "regarding key issues, business relevance"	A3	Partially accepted	Requirement for personnel to understand importance of sustainability issues and overall sustainable management goals of the organisation	Add to A3 Guidance and training (renamed Staff engagement): ...regarding "sustainability issues, the sustainable management goals of the organisation and"their roles and responsibilities....
ISWG	IS	Overlap with B2: B2 refers to all employees (incl local employees) should be offered training, isn't that is already included here?	A3	No change required	A3 refers specifically to roles and responsibilities with respect to issues addressed in the SMS. Both A3 and B2 are important.	
Q16	79	A3 Guidance and training - All personnel receive periodic guidance and training regarding their roles and responsibilities with respect to environmental, social, cultural (language et al.), economic, quality, health and safety issues.	A3	Accepted	Include reference to language in A3 guidance	Include reference to language in A3 guidance
Q15	5	(NOT) Customer satisfaction	A4	Rejected (with justification)	No justification has been given	
Q14	26	a responsible way of working with employees, suppliers, customers	A4	No change required	This lies behind many of the GSTC-I criteria. For example, B3 (Local purchasing) makes reference to fair-trade principles	

Q16	95	A4. Complaint system should be a grievance mechanism that anyone impacted by the business can access	A4	Accepted	An active system for handling complaints should be accessible to all stakeholders, including customers, employees and communities.	This can be addressed through guidance to AX Communication and reporting
ISWG	ER	Suggest remove	A4	Rejected (with justification)	No justification has been given	
Q15	29	(NOT) A2, A5, A7	A5	Rejected (with justification)	No justification has been given	
Q15	43	(NOT) Marketing and communication	A5	Rejected (with justification)	No justification has been given	
Q16	135	Tourisk Inc. and STI already have a draft program called iAccess which could be the basis for GSTC to use as a building block for all enterprises or sites to provide simple basic information on access conditions. See iAccess.travel (or STI at http://sustainabletravel.org/our-work/solutions-for-businesses/sustainable-management-system/access-for-all/ for specific templates for information on each type of site.	A5	No change required	Noted	
Q15	147	promotion is virtually impossible to measure	A5	Rejected (with justification)	A5 refers to promotional materials, which can be scrutinised. Guidance elaborates on this.	
ISWG	AR	Remove 'and complete' (subjective)	A5	Accepted	Agree that 'complete' is subjective	Remove 'and complete'
ISWG	ER	Replace 'complete' with 'transparent',	A5	Accepted		Replace 'complete' with 'transparent'

ISWG	JK	Replace 'complete' with 'realistic'	A5	Rejected (with justification)	'Realistic' is subjective. A5 already requires that promotional materials do not promise more than is being delivered	
ISWG	JK	Marketing communications.	A5	Accepted	A5 should apply to all marketing communications	Add to A5 as follows: <i>Promotional materials and marketing communications are accurate....</i>
Q17	57	sustainable planning / location of infrastructure and accommodations	A6	No change required	This is covered in A6.	
Q16	79	A6 could read as follows: Buildings and Infrastructure - Planning, design, construction, renovation, operation and demolition of buildings and infrastructure adheres to and implements sustainability principles.	A6	Rejected (with justification)	Specific criteria relating to the four components of A6 are justified.	
Q16	125	A6, A7 - this criteria for our market is somewhat onerous. We cannot point to individual practices by operators easily; moreover NZ has comprehensive legislation that would make it very difficult/impossible for operators to build or operate in a less than respectful, sustainable and community minded fashion. Recognition of this legislation in more developed countries could be considered.	A6	No change required	Verification of conformity with A6 and A7 is required. In some countries this may be dealt with through reference to legislation. Criteria Application associated with GSTC-I allow for justification to be given if it is felt that circumstances do not require a specific criterion to be applied to a specific tourism product.	

Q14	142	Under "Buildings and Infrastructure" suggest adding another section on security and emergency / business continuity planning	A6	Partially accepted	Suggest that this is dealt with through widening interpretation of sustainable practices and materials in A6.3.	Strengthen through A6.3 Guidance. Add reference to siting, design and construction taking account of risk factors eg natural phenomena.
Q16	24	A6.1 to A6.4 should be relevant on all topics	A6.1	No change required		
Q14	69	Buildings and infrastructure: appropriate sustainable (coastal) development; community involvement;	A6.1	Partially accepted	Coastal development is not mentioned specifically in GSTC-HTO but Goal 14 of SDG refers to coastal tourism and Integrated Coastal Zone Management. Community involvement is covered in A7.	Amend A6.1, deleting 'with' and inserting 'and sensitive' after 'protected'. Include reference to 'coastal' and perhaps 'marine' in A6.1 Guidance
Q16	137	A.6.1. Add: Reduction of land use (beyond the legal requirements)	A6.1	Rejected (with justification)	Land use implications are covered in existing criteria	
Q15	3	(NOT)Buildings & Infrastructure and Heritage	A6.2	Rejected (with justification)	No justification has been given	
Q14	48	tourism carrying capacity planning	A6.2	Partially accepted	Indicator A6.2a specifically refers to the assimilative capacity of the ecosystem to change and takes into account local cultural heritage conservation and presentation aims. Revise wording to strengthen.	Change A6.2 Respect heritage to "A6.2 Impact and integrity: ...take account of the capacity and integrity of the natural and cultural surroundings."

Q14	57	carrying capacity issues	A6.2	Partially accepted	Indicator A6.2a specifically refers to the assimilative capacity of the ecosystem to change and takes into account local cultural heritage conservation and presentation aims	Change A6.2 Respect heritage to "A6.2 Impact and integrity: ...take account of the capacity and integrity of the natural and cultural surroundings."
Q19	57	Sustainable planning should be addressed when developing new accommodation infrastructure, have KPI indicators to organize and place them in a sustainable manner both for local inhabitants and locals	A6.2	No change required	A6.2 requires respect for natural and cultural heritage surroundings. Guidance requires that A6.2 is mandatory for new construction, redevelopment and new activities	
Q16	79	A.6.2 Respect and enhance heritage - ...respect and when and where possible enhance the natural and cultural heritage surroundings in planning, siting, design and impact assessment.	A6.2	Partially accepted	Include reference to 'enhance where possible and appropriate' in A6.2 indicators/guidance	Incorporate reference to 'enhance where possible and appropriate' in A6.2 indicators/guidance
Q16	80	A.6.2: Should only deal with future Developments.	A6.2	Rejected (with justification)	While it is accepted that A6.2 should apply to future developments and indeed Guidance requires that A6.2 is mandatory for new construction, redevelopment and new activities, flexibility for this to apply not only to future developments should be maintained.	

Q14	105	Many resorts have been built within or adjacent to NPAs, especially in developing countries. The inclusion of indicators regarding this issue is important for the sustainability of the natural environment.	A6.2	Partially accepted	A6.1 deals with protected areas. It is recommended elsewhere that A6.1 includes reference to sensitive, as well as, protected areas and this should take account of areas surrounding NPAs. A6.2 is also relevant.	Amend A6.1, deleting 'with' and inserting 'and sensitive' after 'protected'. Include reference to 'coastal' and perhaps 'marine' in A6.1 Guidance
Q14	112	Flora & Fauna protection as well as the habitat	A6.2	No change required	Indicator A6.2c requires that endangered or protected wildlife has not been displaced or reproductive habitat destroyed. Change IN-A6.2c to add 'Rare'.	
Q16	137	A.6.2. Add: No food, souvenirs or items are purchased nor sold that are listed by "CITES"	A6.2	Rejected (with justification)	This is more appropriately dealt with under D3.1	
Q16	142	Under A.6.2 Respect heritage - IN-A6.2.c should read "Rare, endangered and protected wildlife".	A6.2	Accepted	Indicator A6.2c requires that endangered or protected wildlife has not been displaced or reproductive habitat destroyed. Change IN-A6.2c to add 'Rare'.	

ISWG	AR	Text edit: finish at "...respect the natural and cultural heritage surroundings."	A6.2	Partially accepted	Acceptance of this edit requires amendments elsewhere to retain 'siting' and 'impact assessment'	Add 'siting' to text of A.6. Reword A6.2 title and text as follows: Change A6.2 Respect heritage to "A6.2 Impact and integrity: ...take account of the capacity and integrity of the natural and cultural surroundings." Include "an impact assessment has been undertaken..." in IN-A6.2a
ISWG	BL	Text edit: finish at "...respect the natural and cultural heritage surroundings."	A6.2	Partially accepted	Acceptance of this edit requires amendments elsewhere to retain 'siting' and 'impact assessment'	Add 'siting' to text of A.6. Reword A6.2 title and text as follows: Change A6.2 Respect heritage to "A6.2 Impact and integrity: ...take account of the capacity and integrity of the natural and cultural surroundings." Include "an impact assessment has been undertaken..." in IN-A6.2a
ISWG	ER	Text edit: finish at "...respect the natural and cultural heritage surroundings."	A6.2	Partially accepted	Acceptance of this edit requires amendments elsewhere to retain 'siting' and 'impact assessment'	Add 'siting' to text of A.6. Reword A6.2 title and text as follows: Change A6.2 Respect heritage to "A6.2 Impact and integrity: ...take account of the capacity and integrity of the natural and cultural surroundings." Include "an impact assessment has been undertaken..." in IN-A6.2a

ISWG	IS	Integrity of landscapes, not to intervene with natural landscapes (hotel and tour operator);	A6.2	Partially accepted	Strengthen wording of A6.2, which currently requires respect for natural and cultural heritage surroundings.	Change A6.2 Respect heritage to "A6.2 Impact and integrity: ...take account of the capacity and integrity of the natural and cultural surroundings."
Q14	32	6.5 Building Sustainability Certifications	A6.3	Partially accepted	Building sustainability certification is an indicator of best practice	A6.3 Guidance could refer to building sustainability certification as best practice. Certification can be used as evidence of compliance with A6.3
ISWG	AR	SUGGEST MOVING SECOND PART OF D3.3 TO HERE: "Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.":	A6.3	Rejected (with justification)	This is specifically covered in IN-6.3a. Retention in D3.3 is important in context of biodiversity conservation	
ISWG	BL	Disposal of waste from construction (steel/concrete/plastic/paint/hazardous waste) must be sorted and disposed of in an environmentally sound manner.	A6.3	Accepted	Incorporate into A6.3a or add as separate indicator	Incorporate as specific example of sustainable practice in guidance for A6.3a or add as separate indicator
Q14	31	Accessible Travel Criterias apart from just Access	A6.4	Partially accepted	A6.4 deals with access in relation to planning/design and operation of buildings and infrastructure. The need to cover 'accessibility for all' is accepted.	
Q26	31	I would like to see accessible travel criterias used in all the three pillars (socio - cultural and ecological) parameters of certification. Currently there is nothing for disability checks and the industry should make it necessary in taking this aspect forward.	A6.4	Partially accepted	A6.4 deals with access in relation to planning/design and operation of buildings and infrastructure. The need to cover 'accessibility for all' is accepted.	

Q15	31	Access should be more than just building & Infrastructure	A6.4	Partially accepted	A6.4 deals with access in relation to planning/design and operation of buildings and infrastructure. The need to cover 'accessibility for all' is accepted.	
Q16	80	A.6.4: More focus on information about access for persons with special needs (important so that affected persons the right information).	A6.4	Partially accepted	Indicator A6.4a requires that the level of accessibility is clearly communicated to the customer. The need to cover 'accessibility for all' in other aspects is accepted and should be addressed.	
Q15	118	Only because not sure how some of them are defined? for e.g., what does "access" mean?	A6.4	Rejected (with justification)	While the point is taken about the need for clarity, this has been addressed as far as possible	
Q14	135	Specific objective information on accessibility conditions (as part of A8 and or A6.4	A6.4	Partially accepted	Indicator A6.4a requires that the level of accessibility is clearly communicated to the customer, and this requirement could be strengthened in the text of A6.4.	Amend A6.4 to "provide access and information for...."
ISWG	AR	Suggest 'accessibility for all';	A6.4	Partially accepted	Agree to edit A6.4. Consider wording used in GSTC-D	Amend A6.4 to 'Access for all'

	AR	AGREE WITH BL THAT CLARIFICATION IS NEEDED ON THIS CRITERIA AS TO WHAT IS ALREADY BEING IMPLEMENTED AT A LEGISLATION LEVEL;	A6.4	Rejected (with justification)	Legislation varies significantly between countries and GSTC-I should not be restricted by what may be covered by legislation in some places.	
ISWG	BL	Suggest 'accessibility to all' +	A6.4	Partially accepted	Agree to edit A6.4. Consider wording used in GSTC-D	Amend A6.4 to 'Access for all'
ISWG	BL	THIS IS A MASSIVE AREA, WE NEED TO CLARIFY LEVELS AND EXPECTATIONS. THERE IS ALREADY A EU LAW REGARDING ACCESSIBILITY AND NEW BUILDINGS;		Rejected (with justification)	Legislation varies significantly between countries and GSTC-I should not be restricted by what may be covered by legislation in some places.	
ISWG	ER	Suggest adding definition of special needs	A6.4	Partially accepted	GSTC-D refer to "persons with disabilities and others who have specific access requirements"	Elaborate IN-64.a, using wording from GSTC-D A8
Q15	29	(NOT) A2, A5, A7	A7	Rejected (with justification)	Justification not given	
Q15	67	Criterion A7 (Land, water and property rights) can be satisfied with criteria A2 and A6.1	A7	Rejected (with justification)	A7 covers more than legal compliance with issues relating to land, water and property rights.	

Q16	125	A6, A7 - this criteria for our market is somewhat onerous. We cannot point to individual practices by operators easily; moreover NZ has comprehensive legislation that would make it very difficult/impossible for operators to build or operate in a less than respectful, sustainable and community minded fashion. Recognition of this legislation in more developed countries could be considered.	A7	No change required	Verification of conformity with A6 and A7 is required. In some countries this may be dealt with through reference to legislation. Criteria Application associated with GSTC-I allow for justification to be given if it is felt that circumstances do not require a specific criterion to be applied to a specific tourism product.	
Q15	136	(NOT) A7 Land water and property rights	A7	Rejected (with justification)	No justification has been given	
Q16	136	A7, I'm an auditor for three different eco labels: Green Key, Travelife, Green Globe, following GSTC criteria and the A7 section is almost impossible to control so it should not be part of the criteria	A7	Rejected (with justification)	While the problem of application is understood, this criterion covers fundamental issues and	
ISWG	BenLep	Suggest guidance on how to seek indigenous consent;	A7	Rejected (with justification)	This goes beyond what can be included within the text of the guidance at this level.	
ISWG	ER	Suggest adding definition of 'involuntary resettlement';	A7	Partially accepted	Consider inclusion in footnotes or glossary	Consider inclusion in footnotes or glossary
ISWG	IS	Is the former criterion A2 not referring to land, water and property legislation?	A7	Rejected (with justification)	A7 covers more than legal compliance with issues relating to land, water and property rights.	

Q16	21	Customer engagement	A8	Partially accepted	A4 deals with customer satisfaction, but there is no reference to customer engagement. This is addressed to some extent by a new criterion related to reporting and communication.	Add new criterion AX: Reporting and communication. The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.
Q16	67	Criterion A8 seems to me very relevant to criteria C1, C3 and C4 of Section C about cultural heritage. In my opinion, as it is now, it creates a repetition and might link better if incorporated in the latter Section. However, a criterion providing "Information about and interpretation of the natural surroundings, as well as explaining appropriate behaviour while visiting natural areas" would need to be added in Section D also.	A8	Partially accepted	There may be some overlap between A8 and parts of Section C. However, this is best addressed through changes in Section C, together with a corresponding Criterion in Section D as suggested.	Revise 'C1 Code of behaviour - visits' to become 'C1 Cultural interactions'. Add new 'DX Visits to natural sites'.
Q14	93	Promote intercultural understanding, environmental education, knowledge and enlightenment	A8	No change required	Already covered in A8	
Q14	137	Sensitization of the customers: Sustainability/Biodiversity conservation is part of the travel experience.	A8	No change required	Covered in A8, and could be supported through A3	
ISWG	AR	Replace 'natural surroundings' with 'local biodiversity'; Remove 'customers' to be more inclusive; ADDING BIODIVERSITY HERE AS TAKEN FROM D3.4	A8	Partially accepted	Natural surroundings' implies more than biodiversity eg geodiversity. Remove 'customers', as this implied. D3.4 is a separate point about contributing to biodiversity conservation.	Amend A8 to remove 'to customers'

ISWG	ER	Businesses should not be required to provided actual interpretation to guests if other sources are available. Importance is access and resources for interpretation.	A8	Rejected (with justification)	It is important that businesses are involved in the giving of information and interpretation, rather than simply relying on others to do so. Interpretation can mean signposting other resources.	
Q16	94	Same as 14. UNICEF would be a recommended stakeholder for the Draft Criteria Consultation phase over May - June.		Accepted	GSTC need to capture responses to Q27 (stakeholders)	