

Q#	URN	Q17 Are there any additional aspects which should be included in the GSTC-Industry Section B? If yes, please specify	Criteria	Resolved	Justification	Recommended change
Q20	6	marketing and training	C	No change required	Covered in Section A	
Q21	118	Only because not sure how some of the above are defined	C	No change required	Often elaborated in full text, indicators, guidance and sometimes through footnotes.	Keep under review and add additional definitions where suggested.
Q20	101	Key to conservation of local biodiversity is by protecting rural heritage supported by rural tourism,	C	No change required	Agreed	
Q22	17	aspects related to active participation in key sector support programs and decision making boards (culture heritage specific, affecting destination development, professional qualification, entrepreneurship, innovation, quality, education, local production of cultural production and services and its promotion and integration in the tourism sector, etc.), private, public or mixed, could be addressed. History and evolution of sector/ business response to referenced criteria could be addressed.	C	Partially accepted	Consider new criterion in Section A 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.
Q20	5	An educational element	C	No change required	Covered in A8 and partially relates to C1	

Q22	128	The cultural heritage and living culture (in all its diversity) should be improved.	C	Partially accepted	Improvement to the cultural heritage can be addressed through reference to 'enhance' in C3 (Site protection and access). Expand 'properties and sites' to include traditions. Guidance for C4 (Presenting culture and heritage) could include reference to aspects of living culture.	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local historical, archaeological, culturally and spiritually important properties, sites and traditions and does not impede access to them by local residents."
Q21	3	All of them.	C	Rejected (with justification)	No justification given for exclusion	
ISWG IS		Immateriell cultural heritage, history and religion as resources for tourism – respected and presented correct	C	Partially accepted	C4 (Presenting culture and heritage) could include reference to intangible aspects of culture.	Add reference to intangible aspects of culture in C4 guidance.
Q22	29	incorporation of metrics	C	Rejected (with justification)	There does not appear to be any scope to apply this to Section C	

Q20	70	This could be broadened. Our resort community does not have cultural sites per se so we would like to find a way of incorporating other aspects within "cultural heritage."	C	Accepted	Understood. Include reference to culture 'in all its diversity'. Include reference to contemporary as well as traditional culture. This can certainly be encouraged through C4.	Revise C4 wording as follows: C4 Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary culture in its operations, design, decoration, cuisine or shops, while respecting the intellectual property rights of local communities.
Q21	88	reassess culture and heritage	C	No change required	Comment unclear	
Q22	135	Whose culture? can be a large question. Again a definitional question and highly sensitive in some destinations	C	Partially accepted	Include reference to culture 'in all its diversity'	Add reference to culture in all its diversity in C4 guidance..
Q20	57	Heritage interpretation	C	No change required	This is covered by A8	
Q22	57	Strongly promote knowledge of local heritage, put into value local culture and especially in certain areas educate local cultures about their importance and uniqueness. Culture is the most important asset to make destination differ and have a competitive advantage. It is vital to preserve cultural uniqueness as its the way to compete in the globalised world with so many destinations to choose from. ONce you loose the culture it cannot be recover	C	Partially accepted	Understood. Refer to valuing culture in C4. These issues may be best addressed at a destination level.	Revise C4 wording as follows: C4 Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary culture in its operations, design, decoration, cuisine or shops, while respecting the intellectual property rights of local communities.

Q22	15	Active promotion of cultural heritage	C	Accepted	C1 can be amended to embrace promotion. C4 already provides opportunities to highlight the cultural heritage.	New C1 wording as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q20	52	promotion and marketing guidelines of cultural heritage.	C	Accepted	Guideline for visits to culturally sensitive sites are included in C1 (Code of behaviour - visits) and requirement for sensitive promotion could be addressed.	New C1 wording as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q22	99	put together sections C and D.	C	Rejected (with justification)	This suggestion has been given careful consideration but it seems appropriate for GSTC-I to maintain a clear line between cultural heritage and the environment	

Q18	147	B5 should go in C	C	Accepted	It is agreed that there is overlap with C1 as currently worded. Rename and reword C1, incorporating elements of B5.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q19	147	Could consider moving to 3 categories. Three is better for most things and the line is fuzzy between C&D	C	No change required	This suggestion has been given careful consideration but it seems appropriate for GSTC-I to maintain a clear line between cultural heritage and the environment	
Q22	95	C1. Code of behaviour must be developed in consultation with local communities and civil society.	C1	Accepted	The original B5 (Code of conduct - community) included reference to consultation with and consent from local community. Combining B5 with C1 (Code of behaviour - visits) provides an opportunity to address this issue through the introduction of 'locally agreed'.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.

Q22	6	The carrying capacity must be seriously considered in this section.	C1	Partially accepted	This is largely already reflected in C1 Guidance (Best practice is for the Code of Conduct to be based on impact assessment and monitoring). This guidance should be reviewed in the new version of C1.	Review guidance for new 'C1 Cultural interactions'
ISWG	AR	Suggests combine with B5;	C1	Accepted	It is agreed that there is overlap with CI as currently worded. Rename and reword C1, incorporating elements of B5.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
ISWG	BL	CAN WE LINK IT TO B5? I ALWAYS FIND THOSE TWO VERY SIMILARY AND CONFUSING TO BE SEPARATED;	C1	Accepted	It is agreed that there is overlap with CI as currently worded. Rename and reword C1, incorporating elements of B5.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.

Q20	118	working with indigenous peoples	C1	Accepted	The original B5 (Code of conduct - community) included reference to consultation with and consent from local community. Combining B5 with C1 (Code of behaviour - visits) provides an opportunity to address this issue through the introduction of 'locally agreed'.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q20	124	Education of traveler to then have 'best practice" for 1-4.	C1	No change required	This is covered by C1 and A8	
Q20	25	Specific direction regarding support of indigenous peoples and culture	C1	No change required	This is covered in C3 and C4	
Q21	120	(NOT) C1	C1	Rejected (with justification)	No justification given for exclusion	

Q20	119	If we want outdoor cultural artifacts protected, we need to assure that our industry is a leader in achieving a zero carbon footprint (through direct action - like choice of non-polluting fuels - and through the purchase of carbon offsets, than can, for example, offset the negative impacts of driving our clients to see cultural sights using carbon fuels by finding the production of green energy to offset the damage we have just done to the atmosphere. Carbon off-sets work well (see TerraPass in the USA - http://www.terrapass.com/).)	C1	No change required	This is covered in Section D	
Q20	126	guide training	C1	Accepted	Guide training should be covered through strengthening guidance to revised C1 (Cultural interactions)	Include reference to guide training in guidance for revised C1
ISWG	JK	Consider combining with code of conduct above. My experience with various GSTC recognized standards as this is confusing especially to NA organizations.	C1	Accepted	It is agreed that there is overlap with C1 as currently worded. Rename and reword C1, incorporating elements of B5.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.

ISWG	KSB	SHOULD THIS BE LOCATED NEAR B5 OR B5 NEAR THIS ITEM?	C1	Accepted	It is agreed that there is overlap with C1 as currently worded. Rename and reword C1, incorporating elements of B5.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q21	29	(NOT) C1, C4	C1	Rejected (with justification)	No justification given for exclusion	
Q17	135	Consider adding something on community values and expectations	C1	Partially accepted	This is covered by new C1 Cultural interactions, and be strengthened through guidance.	Rename and reword C1, incorporating elements of B5. New title and wording for C1, as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment. Review guidance for new C1.
Q20	130	Demonstrate awareness of minimum impact codes by guide / briefing on local cultures	C1	Accepted	Guide training should be covered through strengthening guidance to C1 (Code of behaviour - visits)	Include reference to guide training in C1 guidance

Q20	43	"Code" should be more postiviely formulated	C1	Accepted	Remove reference to 'code' in revised C1.	New C1 wording as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q20	48	cultural exchange between resident and visitor	C1	Partially accepted	This can be addressed in part through new title for the revised C1	Rename revised C1 wording as follows: C1 Cultural interactions
Q20	147	The ones I put in B - respectful dress, photography, IP, promotion of local craft and design, respecting indigenous rights	C1	Partially accepted	Elaborate in guidance for A8 and/or C1	Elaborate in guidance for A8 and/or C1
Q22	65	• C1: It would be nice if the criteria could specify the key elements the Code of Behavior should include.	C1	Partially accepted	Elaborate in guidance for A8 and/or C1	Elaborate in guidance for A8 and/or C1
ISWG	AR	except as permitted by local AND/OR international law. NOTE: IN THE ABSENCE OF LOCAL LAW, INTERNATIONAL LAW SHOULD BE REFERRED TO.	C2	Accepted	Replace 'to' with 'and/or'	Revise C2 replacing 'to' with 'and/or'
ISWG	BenLe p	I am not sure that "display" should be mentioned too	C2	Rejected (with justification)	No reason to remove reference to display	

Q20	53	Consider that in some parts of the world archaeological sites are not protected so education of travellers not to take pottery and lithic elements is essential	C2	Partially accepted	This issue is covered by revised C1.	New C1 wording as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.
Q20	112	Be sure local Artifacts are not sent out of the local country, unless on loan to museums.	C2	Partially accepted	Elaborate in guidance for A8 and/or C1	Elaborate in guidance for A8 and/or C1
ISWG	AR	COMBINE WITH B1.	C3	Partially accepted	Point understood, but these three criteria relate separately to the different sections of GSTC-I and should all be of concern and interest to businesses. The important issue of over-burdening businesses can be addressed through explicit cross reference between B1, C3 and D3.4 in their respective indicators/guidance.	Indicators/guidance for each of B1, C3 and D3.4 should include an acknowledgement that consideration should be given to the cumulative contribution required when all three criteria are taken into account, especially for smaller organisations. Reference could also be made to recognition of varying priorities according to local context.
Q20	26	direct contribution of tourism to the recovery of cultural heritage,controlling the capacity of its touristic activity	C3	Partially accepted	Recovery of the cultural heritage can be addressed through reference to 'enhance' in C3 (Site protection and access).	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local hisotircal, archeological, culturally and spiritually important properties, sites and traditions and does not impeded access to them by local residents."

Q22	79	Could read: C3 The organization contributes to and enhances as possible 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.	C3	Partially accepted	Include reference to enhancement	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local hisotircal, archeological, culturally and spiritually important properties, sites and traditions and does not impeded access to them by local residents."
ISWG	ER	Move or split: [and does not impede access to them by local residents.] Impeding access is a different issue from contributing to heritage preservation. Suggest place not impeding access into B9 and/or B10, or separate out this criteria into two.	C3	Rejected (with justification)	This suggestion has been given careful consideration. B9 deals with access to services and B10 with access to livelihoods. Both are distinct from B3, which is about maintaining access to places which have a traditional or spiritual importance.	
Q20	38	Visitor management strategies / Carrying Capacity	C3	Partially accepted	This is largely already reflected in C1 Guidance (Best practice is for the Code of Conduct to be based on impact assessment and monitoring). This guidance should be reviewed in the new version of C1.	Review guidance for new 'C1 Cultural interactions'
Q22	38	Ask private industry to implement visitor management actions, specially where working in cultural heritage	C3	Accepted	This is addressed through the revised C1.	New C1 wording as follows: C1 Cultural interactions. The organisation follows locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment.

Q22	146	C3) Local taxes used for the protection and preservation of sites shall be eligible.	C3	No change required	C3 refers to an in-kind or cash contribution. It is implied but not specified that this contribution is voluntary.	
Q20	120	The main monuments in surrounding (km)	C3	No change required	Indicator C3.a refers to sites 'within the locality' for accommodation. A specific radius will not be universally appropriate but will depend on geographical context.	
Q22	131	The term "site" may need to be elaborated to include beaches, rough tracks and trails, vantage points etc - and not just monuments & buildings.	C3	Partially accepted	Seek to cover in C3 guidance	Review C3 guidance
Q20	135	in C3 specific templates for access conditions could be used - e.g via iAccess.travel	C3	Rejected (with justification)	C3 does not refer to access by visitors which is dealt with in A6.4 (Access)	
Q22	24	C3 should be decided by the local authorities together with local people	C3	Rejected (with justification)	This should also be of concern to the tourism industry	
Q20	32	C3.# Access by disable persons / certification	C3	Rejected (with justification)	C3 does not refer to access by visitors which is dealt with in A6.4 (Access)	
Q20	80	More focus on nature related and sensitive areas	C3	Accepted	This is addressed through criteria in D3 Conserving biodiversity, ecosystems and landscapes	Add new criterion: "D3.X Visits to natural sites. The organisation follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimise adverse impacts and maximise visitor fulfilment."
Q22	147	C3 differentiate access from the access or accessibility in B	C3	No change required	C3 does not refer to access by visitors which is dealt with in A6.4 (Access).	

Q20	65	C5: I suggest an additional criteria. I believe that Culture is not just in historic sites but in the people who practice it. I believe an indicator related to protecting, promoting, and respecting the local language would be appropriate as well as an indicator around the organization's contribution to benefit the indigenous communities themselves (or NGOs that work with them). For example, an indicator could be that an organization contributes to a non-profit dedicated to the preservation of the Quechua language, traditional dances, festivals, or clothing, etc. Much of this richness is being lost.	C3	Accepted	Consider widening categories in C3 to incorporate intangible cultural heritage. Revise C3 title and text to incorporate reference to traditions as well as properties and sites.	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local hisotircal, archeological, culturally and spiritually important properties, sites and traditions and does not impeded access to them by local residents."
Q22	65	• IN-C3: I suggest adding a volunteer component so that organizations could donate volunteer hours (ie staff cleans up litter at historical site).	C3	No change required	Indicator C3.a refers to 'in-kind or cash contribution', implying the inclusion of volunteer hours.	
Q20	105	Local cultural conservation actions in the host communities, and with local cultural and/or educational authorities.	C3	Accepted	Consider widening categories in C3 to incorporate intangible cultural heritage. Revise C3 title and text to incorporate reference to traditions as well as properties and sites.	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local hisotircal, archeological, culturally and spiritually important properties, sites and traditions and does not impeded access to them by local residents."
Q20	103	visitor management plans for cultural heritage sites	C3	Partially accepted	This is largely already reflected in C1 Guidance (Best practice is for the Code of Conduct to be based on impact assessment and monitoring). This guidance should be reviewed in the new version of C1.	Review guidance for new 'C1 Cultural interactions'

Q22	103	Cultural Heritage Sites need to invest in Visitor Management Plans that has zoning for managing visitor impacts, group size, etc.	C3	Partially accepted	This is largely already reflected in C1 Guidance (Best practice is for the Code of Conduct to be based on impact assessment and monitoring). This guidance should be reviewed in the new version of C1.	Review guidance for new 'C1 Cultural interactions'
Q20	59	Conservation and restoration	C3	Partially accepted	This would be covered by the addition of reference to enhancement under C3	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local hisotircal, archeological, culturally and spiritually important properties, sites and traditions and does not impeded access to them by local residents."
Q22	79	Could read: C4 The organization values and incorporates elements of local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops; while respecting the intellectual property rights of local communities. Perhaps something here in this latter relating to the idea of providing incentives to the local communities to continue producing authentic local art, design, decoration, food, etc...	C4	Accepted	Agreed that adding the words 'values' and 'authentic' is helpful in C4.	Reword C4 as follows: Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration , cuisine or shops, while respecting the intellectual property rights of local communities.
Q21	29	(NOT) C1, C4	C4	Rejected (with justification)	No justification given for exclusion	

Q20	76	I would include some criteria related to intangible heritage (traditions, dances... that keep their authenticity).	C4	Accepted	Consider widening categories in C3 and C4 to incorporate intangible cultural heritage. Revise C3 title and text to incorporate reference to traditions as well as properties and sites.	Reword C3 as follows: C3 Protecting cultural heritage. The organisation contributes to the protection, preservation and enhancement of local historical, archaeological, culturally and spiritually important properties, sites and traditions and does not impede access to them by local residents."
Q22	116	C4 could benefit from expanding it to not only presentation but also/rather celebration of cultural heritage. This is a tough one in general.....needs a responsible twist to it	C4	Accepted	C4 could be strengthened to incorporate 'celebrate' or similar words	Reword C4 as follows: Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration, cuisine or shops, while respecting the intellectual property rights of local communities.
Q22	65	IN-C4: I really like the guidance here.	C4	No change required	Appreciated	
Q17	105	These criteria are rather vague. They should be more specific and more engaging for the enterprises. In the case of International hotel chains with hotels and resorts in developing countries, the cultural aspect is considered as a secondary issue, and as managers are usually foreign, they promote stereotyped versions of local culture. Local cuisine is 'adapted' to the client's taste, and they end up negatively affecting the local values and culture.	C4	Partially accepted	Understood. The comment underlines the need for authenticity and this can be emphasised in C4	Reword C4 as follows: Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration, cuisine or shops, while respecting the intellectual property rights of local communities.

Q20	45	Local cuisine as a very important element for the protection of traditional local production and for the preservation of local tradition	C4	Accepted	C4 (Presenting culture and heritage) makes reference to incorporating cultural heritage into the food offer. Could be strengthened by use of 'cuisine'. Food is a commodity while cuisine is part of living cultural heritage.	Reword C4 as follows: Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration , cuisine or shops, while respecting the intellectual property rights of local communities.
Q20	105	Local culture conservation actions within the enterprise's premises.	C4	No change required	This is covered in C4	
Q21	105	Local culture support actions (traditions, art, handcrafts, music, etc.)	C4	No change required	This is covered in C4	
Q22	45	Active promotion of LOCAL tangible and intangible cultural heritage within the host community and tourism service provider staff. Seek to preserve authenticity in the presentation of local culture: Avoid stereotyped and inadequate (not authentic) presentations. In Mexico, as in many other multicultural countries, hotels tend to present a stereotyped idea of Mexican culture or folklore, disregarding the diversity of the country.	C4	Partially accepted	Understood. The comment underlines the need for authenticity and this can be emphasised in C4	Reword C4 as follows: Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration , cuisine or shops, while respecting the intellectual property rights of local communities.

Q22	105	Local culture is not only about ancient traditions, but also about contemporary artistic expressions.	C4	Accepted	Understood. Include reference to contemporary as well as traditional culture.	Reword C4 as follows: Presenting culture and heritage. The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration , cuisine or shops, while respecting the intellectual property rights of local communities.
Q20	51	Responsible Tourism		No change required	This thread runs through the GSTC Criteria	
Q20	29	C2, C3		No change required	C2 and C3 are already in place	