



GLOBAL SUSTAINABLE
TOURISM COUNCIL

travel forever

GSTC-Industry

Consultation and revision of the standard

Version 1.0

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PROPOSED GSTC-I CRITERIA FOR SECOND ROUND CONSULTATION

DRAFT

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The Global Sustainable Tourism Council

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Document Control

This is the first version of the draft GSTC-I following a first round consultation and consideration by the GSTC International Standards Working Group at and following its meeting on 23rd May 2016

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Proposed GSTC-I compared with GSTC-HTO

Where the original has not been changed at all this is indicated with [NC]

Proposed draft GSTC-I Criteria	Original GSTC-HTO Criteria v2
Section A Demonstrate effective sustainable management	
Proposed draft GSTC-I Criteria	Original GSTC-HTO Criteria v2
A1 Sustainability management system The organization has implemented a long-term sustainability management system that is suitable to its size and scope, and which addresses environmental, social, cultural, economic, quality, human rights, health and safety issues.	(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.
A2 Legal compliance The organization is in compliance with all applicable local, national and international legislation and regulations (including, among others, health, safety, labor and environmental aspects).	(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).
A3 Reporting and communication The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.	
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 their delivery.	(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.
A5 Customer experience Customer satisfaction, including sustainability aspects, is measured and corrective action taken. [NC]	(Old)A4 Customer Satisfaction Customer satisfaction, including sustainability aspects, is measured and corrective action taken.
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)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.

A7 Buildings and infrastructure Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure...	(Old)A6 Buildings and Infrastructure Planning, design, construction, renovation, operation and demolition of buildings and infrastructure...
A7.1 Compliance ...comply with zoning requirements and laws related to protected and sensitive areas and heritage considerations.	(Old)A6.1 Compliance ...comply with zoning requirements and with laws related to protected areas and heritage consideration.
A7.2 Impact and integrity ...take account of the capacity and integrity of the natural and cultural surroundings	(Old)A6.2 Respect heritage ...respect the natural and cultural heritage surroundings in planning, siting, design and impact assessment.
A7.3 Sustainable practices and materials ...use locally appropriate sustainable practices and materials. [NC]	(Old)A6.3 Sustainable practices and materials ...use locally appropriate sustainable practices and materials.
A7.4 Access for all ...provide access and information for persons with special needs, where appropriate.	(Old)A6.4 Access ...provide access for persons with special needs, where appropriate.
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. [NC]	(Old)A7 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.
A9 Information and interpretation Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided, as well as explaining appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites.	(Old)A8 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.
A10 Destination engagement The organisation is involved with sustainable tourism planning and management in the destination.	
SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts	
B1 Community support 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)B1 Community support The organization actively supports initiatives for local infrastructure and social community development including, among others, education, training, health and sanitation.
B2 Local employment Local residents are given equal opportunities for employment and advancement, including in management positions.	(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.
B3 Local purchasing When purchasing and offering local goods and services, the organization gives priority to local and fair-trade suppliers where these are available and of sufficient quality.	(Old)B3 Local purchasing Local services and goods are purchased and offered by the organization, following fair-trade principles.
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)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.).
	(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.
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 and minorities.	(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.
B6 Equal opportunity The organization offers employment opportunities, including in management positions, without discrimination by gender, race, disability or in other ways.	(Old)B7 Equal opportunity The organization offers equal employment opportunities to women, local minorities and others, including in management positions, while restraining child labor.
B7 Decent work Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. ¹ Employees are offered regular training, experience and opportunities for advancement.	(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.
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 neighboring communities. [NC]	(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.
B9 Local livelihoods Tourism activity does not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing. [NC]	(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.

¹ Add footnote referring to ILO Fundamental Principles and Rights at Work.

SECTION C: Maximize benefits to cultural heritage and minimize negative impacts	
C1 Cultural interactions The organisation follows international and national good practice and 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.	(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.
C2 Protecting cultural heritage The organization contributes to the protection, preservation and enhancement of local historical, archeological, culturally and spiritually important properties, sites and traditions and does not impede access to them by local residents.	(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.
C3 Presenting culture and heritage The organization 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.	(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; while respecting the intellectual property rights of local communities.
C4 Artefacts Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and/or international law.	(Old)C2 Artefacts Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local to international law.
SECTION D: Maximize benefits to the environment and minimize negative impacts	
D1 Conserving resources	
D1.1 Environmentally preferable purchasing Purchasing policies favor environmentally sustainable products, including capital goods, food, beverages, building materials and consumables.	(Old)D1.1 Local purchasing Purchasing policies favor locally appropriate and ecologically sustainable products, including building materials, capital goods, food, beverages and consumables.
D1.2 Efficient purchasing The organization carefully manages the purchasing of consumable and disposable goods, including food, to minimise waste.	(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.
D1.3 Energy conservation Energy consumption is measured by type and measures are adopted to minimize overall consumption. The organisation makes efforts to increase its use of renewable energy.	(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.
D1.4 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	(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. [NC]	environmental flows.
D2 Reducing pollution	
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 minimize them. Offsetting of remaining emissions by the organisation is encouraged.	(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.
D2.2 Transport The organization seeks a reduction in transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations.	(Old)D2.2 Transport greenhouse gas emissions The organization encourages its customers, staff and suppliers to reduce transportation-related greenhouse gas emissions.
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. [NC]	(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.
D2.4 Waste Waste, including food 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.	(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.
D2.5 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. [NC]	(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.
D2.6 Minimise pollution The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substance, and air, water and soil contaminants. [NC]	(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.
D3 Conserving biodiversity, ecosystems and landscapes	
D3.1 Biodiversity conservation The organization supports and contributes to biodiversity conservation, including through 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 minimised,	(Old)D3.4 Biodiversity conservation The organization supports and contributes to biodiversity conservation, including natural protected areas and areas of high biodiversity value.

rehabilitated, and there is a compensatory contribution to conservation management.	
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.	(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.
D3.3 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.	
D3.4 Wildlife interactions Interactions with wildlife, taking into account cumulative impacts, do not produce adverse effects on the animals concerned or on the viability and behaviour of populations in the wild.	(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 contribution to conservation management.
D3.5 Captive wildlife No captive wildlife is held, except for properly regulated activities (in compliance with local to international law) that ensure that the basic welfare needs of living specimens of wild fauna are met. Living specimens of protected and wildlife species are only kept by those authorized and suitably equipped to house and care for them humanely.	(Old)D3.2 Captive wildlife 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.
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.	(Old)D3.1 Wildlife harvesting 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.