

## GSTC Guidance to Certification Bodies on Interpretation of the GSTC Accreditation Manual v2.4

<b>Document(s) Referenced:</b>	GSTC Accreditation Manual v2.4 (for Certification of Hotels and Tour Operators)
<b>Document Section(s) Referenced:</b>	Section 15 - Sampling within the Audit
<b>Specific Item(s) Referenced:</b>	15.1.2 - Guidelines for the type of sampling and size of the samples to be employed in each instance
<b>Description of Ambiguity or Uncertainty:</b>	Sampling is currently not defined, and ambiguity exists regarding whether it includes TO management issues, suppliers, and tour components.
<b>GSTC Guidance as of this date:</b>	<p>GSTC hereby guides CBs to include within their sampling selection:</p> <ol style="list-style-type: none"> <li>1 - Suppliers contracted by the TO</li> <li>2 - Procedures executed by the TO from their home office</li> </ol> <p>Informal guidance is hereby provided on Supplier and Supply Chain review and audit sampling, to be further refined via a formal consultation process. Review of Tour/Excursion components are to be conducted in the context of reviewing the sustainable practices of the contracted suppliers that provide them.</p>
<b>Rationale:</b>	<p>Supply chain management is more important than internal operations/office management, because the product line of tour operators is used by significant numbers of clients and office operations are small by comparison. The greatest impacts of a TO's management policies are in the field and not in their offices.</p> <p>Supply chains are extremely diverse and varied. Guidance must be provided to ensure that supply chain management by the TO operator includes preferential contracting with suppliers of product components that attain minimum levels of sustainability.</p>
<b>Date:</b>	16-September-2019

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