

Official Communication: Multi-site Certification Requirement

1 September 2025

Dear GSTC-accredited certification bodies,

In line with Clause 14.11.2 of the GSTC Accreditation Manual for Certification Bodies - Industry: Hotel/Accommodation & Tour Operator Version 4.1, this is an official reminder that:

- **Every site** included in a multi-site certification scope **must undergo an on-site audit at least once** over the course of the three-year certification cycle.
- Your audit programmes must clearly demonstrate how and when each site will be covered.
- Evidence of audit coverage for **all sites** will be verified during the GSTC surveillance and reaccreditation assessments.

This requirement has been effective **since November 1, 2024 when the accreditation manual v4.0 was announced**. To ensure full compliance and maintain the credibility of GSTC multi-site certification, please:

1. review and update your established or planned multi-site audit programmes and client-facing materials to explicitly reference this clause;
2. communicate the obligation to audit all sites within the cycle to your audit teams and multi-site clients; and
3. adjust audit schedules where needed to guarantee no site is omitted.

Transition Guidance on the Application of the Requirement

To ensure consistency and clarity, please note the following application of the new requirement during the transition period of the accreditation manual v4.0 (*For details of the transition requirement, please see the [2024ACL04-Transition Requirements on the Accreditation Manual Version 4.0](#)*):

- Certification renewals taking place after the transition due date (after November 1, 2025)
 - The new requirement will apply in full.
- Certification agreements signed before the announcement of the revised manual (before November 1, 2024)
 - These agreements fall under the transition process and may follow the requirement of the existing requirements based on the Accreditation Manual v.3.1.
- Certification agreements signed during the transition period (between November 1, 2024 and November 1, 2025)

- The new requirement will apply.
- For such agreements, If an audit plan has already been agreed with the client and requires adjustments to comply with the updated requirements, the CB must obtain prior approval from GSTC before implementing any changes.

Delaying or miscommunicating this requirement risks client confusion, reputational damage, and potential non-conformities under your GSTC accreditation. We appreciate your prompt action to align with this mandatory provision.

If you have any questions or need further guidance, please contact the GSTC Accreditation Division at accreditation@gstc.org.

Kind regards,



Dr. Mihee Kang

Chief Assurance Officer