**GLOBAL SUSTAINABLE TOURISM COUNCIL FOOD SERVICE PROVIDERS STANDARD DRAFT**

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| **Standard** | **Indicators** |
| SECTION A: DEMONSTRATE EFFECTIVE SUSTAINABLE MANAGEMENT | |
| **A1 Management of Sustainability**  The organization has a written system to plan, apply, and track its sustainability practices. The system is appropriate to its size and scope and drives continuous improvement. | **A1.1** The organization has a written sustainability policy, clear targets it can measure, and strategies to keep improving, suited to its size and activities.  **A1.2** The sustainability policy, documents, and targets match the organization’s size, staff capacity, and activities. The policy is shared clearly with all stakeholders.  **A1.3** The sustainability policy, targets, and documents cover key areas such as environment, community, culture, economy, quality, human rights, health, and safety.  **A1.4** The organization reviews the implementation and effectiveness of its sustainability policy and system at least once a year through self-audits, measuring progress against its own targets.  **A1.5** The management system of the organization includes a process for monitoring and continuous improvement in sustainability performance. |
| **A2 Food Safety and Risk Management**  The organization implements effective food safety practices and risk management systems to ensure food quality, guest and employee safety, and operational continuity. | **A2.1** The organization maintains a documented Food Safety Risk Management Plan that defines clear actions to ensure food safety. The plan includes procedures for managing emergency situations, such as natural disasters and pandemics.  **A2.2** Food risks are proactively managed through clear allergen labeling on menus and enhanced hygiene protocols communicated to all employees.  **A2.3** The organization provides training at least once a year — including scenario exercises if needed — to prepare employees for long-term risks to food safety and operations. |
| **A3 Legal Compliance**  The organization follows all local and international laws, including those on health, safety, labor, and the environment. | **A3.1** The owner or a designated employee regularly checks and confirms that the organization follows all legal rules, including updates and new laws.  **A3.2** The organization demonstrates compliance with all applicable regulations. |
| **A4 Reporting and Communication**  The organization shares its sustainability policy, actions, and results in clear, easy-to-understand language with guests, suppliers, employees, and local communities. | **A4.1** The organization shares its sustainability actions and progress toward timebound targets, based on accurate data collected over a monitoring period appropriate to its operational capacity.  **A4.2** If the organization has a website or social media, it shares its sustainability policy, progress, and target achievements on these platforms.  **A4.3** The organization encourages guests to support its sustainability efforts, such as by using low-impact transport or similar actions. |
| **A5 Employee Engagement**  All employees are actively engaged in implementing the organization’s sustainability policies and actions, and receive guidance and training appropriate to their roles to support effective delivery. | **A5.1** Employee involvement in creating and applying the organization’s sustainability policies and actions is shown through documented participation, such as consultations, surveys, or workshops with the participation of employees.  **A5.2** The organization designates a person or team, appropriate to its size and complexity, who is knowledgeable about the sustainability policy and the organization's sustainability targets.  **A5.3** Employees receive ongoing, role-appropriate training to help carry out the organization’s sustainability policies, actions, and targets.  **A5.4** Employees who handle food have the required certifications and qualifications for their roles. All food handlers hold valid hygiene certificates.  **A5.5** All employees have completed basic occupational health and safety training appropriate to their work. |
| **A6 Service Quality and Guest Experience**  The organization ensures high service quality and guest satisfaction through consistent practices, employee training, and ongoing improvement. | **A6.1** The organization sets and communicates service quality expectations to employees through staff meetings, training, or internal guidelines.  **A6.2** The organization provides guests with accessible ways to share feedback on their experience, including satisfaction and, if relevant, sustainability matters. This may include an on-site complaint box or online feedback options.  **A6.3** The organization takes appropriate action in response to guest feedback, complaints, or comments and can provide examples, upon request, of how it has addressed concerns. |
| **A7. Accurate Promotion and Information**  Promotional materials, information and marketing communications accurately and transparently represent the organization’s products, services, and sustainability practices. No promises or implications are made beyond what can realistically be delivered. | **A7.1** All services, food, and facilities shown in promotional materials, marketing communications, and information reflect only what is genuinely available to guests.  **A7.2** Sustainability-related information about menu items is communicated transparently on menus, boards, or website, with clear definitions for terms such as gluten-free, vegan, or vegetarian.  **A7.3** All sustainability claims by the organization are backed by reasonable evidence, such as past performance, supplier info, documents, or certifications. If formal certification isn’t available, the organization clearly explains trusted sources (like direct farm or fishery partnerships) to stakeholders.  **A7.4** The organization provides clear definitions of terms like “local” (e.g., community-based, regional, national, cross-border), tailored to the geographical context and availability, and shares these transparently with guests. (See B3 for the definition of local supplier.)  **A7.5** Where packaging and non-food materials are provided to guests (e.g. takeout boxes, napkins), the organization clearly communicates their sustainability features — such as whether they are recyclable, compostable, or not. |
| **A8 Buildings and Infrastructure**  New construction, expansion, and renovation projects follow sustainable and responsible design and building principles. Existing facilities are operated in ways that minimize negative impacts. | **A8.1** The organization’s signage design and placement respect local cultural and natural heritage. This may include using existing structures, keeping signs small and discreet, and following local rules where they apply.  **A8.2** The organization ensures that its buildings, construction, or renovation activities avoid harm to sensitive natural or cultural areas and do not cause disturbance to the local community, including neighbors, in all settings.  **A8.3** Paints, varnishes, polishing materials, and similar finishes used in food preparation, service, and dining areas are selected to minimize harm to human health, using low-VOC, non-toxic, or certified safe products. |
| **A9 Sustainable Practices and Materials**  The organization utilizes sustainable practices and materials appropriate to its local or regional context, prioritizing environmentally responsible choices. | **A9.1** The organization demonstrates sustainable practices in the sourcing of furnishings (e.g. tables, chairs, service materials, uniforms). When newly acquired or replaced, items are prioritized from sustainability-certified products, environmentally responsible materials, second-hand sources, or upcycled materials. The retention and maintenance of existing furnishings in good condition is recognized as a sustainable practice.  **A9.2** Where temporary structures (such as event stalls or pop-ups) are used, the organization selects materials that can be reused, recycled, or disposed of responsibly.  **A9.3** Where the organization has direct control over new construction or renovation, it applies sustainability measures or seeks third-party green building certification, as appropriate to the project’s scale and context. |
| **A10 Menu**  The organization’s menu is provided in a sustainable format or through digital solutions where feasible. It communicates the sustainability characteristics, origins, and traditional significance of dishes. | **A10.1** The organization uses sustainable materials for physical menus such as using durable, reusable, or responsibly sourced materials, or provides digital menus to reduce environmental impact.  **A10.2** Information on menu items, including sustainability-related characteristics (see A7.2), allergens, dietary suitability (e.g. vegan, vegetarian, plant-based), and cultural or belief-sensitive elements, is provided clearly, either on the menu or through supplementary materials (e.g. online platforms, QR codes, or other accessible means) in languages suitable for local inhabitants and key guest demographics.  **A10.3** Menus are accessible and available in formats supporting guests with visual impairments. |
| **A11 Land, Water, and Property Rights**  The organization ensures that any land, property, or water it uses is accessed and operated legally, without contributing to forced relocation or community displacement. | **A11.1** Where the organization owns, leases, or operates on public land, property, or water resources, it ensures that legal usage rights (e.g. ownership, lease agreements, permits, licenses) are clearly documented and available for verification.  **A11.2** Where the organization owns or controls land or property and its activities may directly affect the local community or environment, it engages appropriately with local communities or authorities to address concerns and support positive relationships.  **A11.3** Where the organization directly uses or benefits from natural water bodies (e.g., for water extraction, discharge, or location-dependent activities), it takes measures to avoid harm to ecosystems and complies with all relevant local environmental regulations. |

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| SECTION B: MAXIMIZING SOCIAL AND ECONOMIC BENEFITS TO THE LOCAL/REGIONAL COMMUNITY AND MINIMIZING NEGATIVE IMPACTS | |
| **B1 Local Community Development**  The organization fosters active communication and collaboration with the local community, supporting initiatives that enhance local infrastructure and social development. | **B1.1** Where appropriate to its size and activities, the organization considers local community needs and, where feasible, supports initiatives or responds to local concerns.  **B1.2** The organization actively contributes to social responsibility initiatives, either by implementing its own community projects or by supporting existing programs with measurable targets and outcomes. Contributions may support local communities or producer communities in other regions or countries.  **B1.3** The organization considers local community needs and priorities in its decisions, in ways that fit its size, activities, and context. This may include informal feedback, dialogue with local groups, or working with local authorities. |
| **B2 Local Employment**  The organization prioritizes employment and career advancement opportunities for local residents, including in management positions. | **B2.1** The organization provides employment opportunities to local residents.  **B2.2** Where relevant, the organization implements practices that help attract and retain local talent. |
| **B3 Local Procurement**  The organization prioritizes the procurement of goods and services from local suppliers and smallholder farmers ensuring fair, inclusive, and sustainable procurement practices while maintaining quality. | **B3.1** The organization establishes and applies a local procurement policy that prioritizes purchasing from local farmers, small-scale producers, cooperatives, or businesses owned by local or regional residents. The proportion of local sourcing is appropriate to the availability of local products and the organization’s context.  **B3.2** The organization regularly reviews its supply chain to increase local sourcing, considering availability, seasonality, and sustainability performance.  **B3.3** The proportion of goods and services purchased or sourced locally is measured, managed, and regularly reported, with transparency in terms of spend value and/or weight.  **B3.4** When local ingredients are used, their origin is clearly shared with guests in an appropriate way (such as on menus, boards, websites), in line with other communication practices.  **B3.5** The organization prioritizes local sourcing in a way that supports marginalized communities, small businesses, or vulnerable groups, ensuring procurement practices contribute to equitable economic opportunities.  **B3.6** If the organization has appropriate space, it is encouraged to grow its own food using organic, regenerative, or recognized sustainable farming methods.  *Local supplier: Suppliers that provide products or services produced or sourced within a reasonable proximity to the business, appropriate to its location and context. Where formal definitions of “local” exist from local authorities or procurement bodies, these should be used. If no formal definition exists, local may be defined as within 50 km up to 200 km of the business, or a larger radius where local production is limited (e.g., in city-states, islands, or dense urban areas).* |
| **B4 Supporting Local Entrepreneurs**  The organization supports local entrepreneurs and small businesses, including those from marginalized communities, by providing opportunities to supply products or services or collaborate in ways that foster local economic development. | **B4.1** Beyond direct purchasing, the organization supports local small-scale suppliers, cooperatives, or entrepreneurs through actions such as capacity building, training, mentorship, or knowledge-sharing on business development, sustainability, or quality standards, where feasible.  **B4.2** The organization identifies and engages local service providers, prioritizing those that align with its sustainability targets and can benefit from local collaboration or support. |
| **B5 Community Services and Livelihoods**  The organization ensures that its activities and operations do not compromise essential community services or access to local livelihoods, integrating community needs into decision-making and impact mitigation. | **B5.1** Where the organization undertakes new investments, growth, or development, it considers the impact on local livelihoods and engages with local communities or authorities as appropriate.  **B5.2** The organization maintains an accessible communication, feedback, and complaint mechanism (e.g., digital, in-person) and in the local language. This mechanism allows communities to report concerns about resource access and propose improvements before grievances arise.  **B5.3** If the organization’s development or activities limit access to essential services or local livelihoods (for example, by blocking access routes or public spaces), it works collaboratively to identify solutions. |
| **B6 Access for All**  The organization makes efforts to provide equitable access and clear information for individuals with diverse needs. | **B6.1** The organization makes efforts to provide amenities or services that support the diverse needs of guests and employees, appropriate to its size and facilities. This may include support for breastfeeding, pet-friendly areas, and other accommodations where feasible.  **B6.2** Clear and accurate information regarding accessibility and available accommodations is transparently presented through the organization's website, social media platforms, or onsite communications. |
| **B7 Exploitation and Harassment**  The organization implements and enforces policies to prevent any form of commercial, sexual, or labor exploitation, forced labor, harassment, or child begging, particularly targeting protected and vulnerable groups. | **B7.1** The organization complies with all relevant local and international regulations prohibiting exploitation, including forced labor, child labor, and harassment, and makes reasonable efforts to protect vulnerable groups within its operations.  **B7.2** The organization takes steps to communicate its commitment to preventing exploitation to employees. This includes clear guidance on how to report concerns (including anonymous reporting) and, where feasible, providing training or awareness-raising on these issues.  **B7.3** Employee records, including age, working conditions, and employment contracts are maintained and compliance with International Labour Organization (ILO) standards are demonstrated to stakeholders upon request, ensuring the absence of child labor and forced labor.  **B7.4** Where the business provides dedicated spaces, activities, or services for children, it implements measures to ensure a safe and protective environment. This may include training for relevant employees and guidance on appropriate interactions. |
| **B8 Equal Opportunity**  The organization ensures equal employment opportunities, including management positions, for all individuals, without discrimination, and actively fosters diversity, equity, and inclusion in its workplace. | **B8.1** The organization maintains a documented non-discrimination policy that applies to employees, regardless of gender, ethnicity, age, disability, religion, sexual orientation, or other protected characteristics.  **B8.2** Career advancement and promotion opportunities are based on merit and qualifications, with fair and transparent processes ensuring equal access for all employees.  **B8.3** The organization provides equal training opportunities for all employees, ensuring that individuals receive the necessary skills and development to advance in their careers. |
| **B9 Decent Work**  The organization respects labor rights, ensures a safe and secure working environment, and provides fair wages for all employees. Measures are in place to foster employee well-being, satisfaction, and a culture of continuous improvement. | **B9.1** The organization supports job security by providing employees with fair, legal contracts that clearly define employment terms. Where feasible, it offers stable employment opportunities (e.g., permanent or longer-term contracts) rather than relying predominantly on casual or short-term arrangements.  **B9.2** Employment contracts include provisions for health insurance, social security, along with legally mandated benefits.  **B9.3** The organization ensures that employees work reasonable hours in line with national labor laws and industry best practices. Efforts are made to prevent excessive working hours and ensure fair rest periods and days off.  **B9.4** The organization conducts Occupational Health and Safety (OHS) risk assessments to identify and mitigate workplace hazards, ensuring a safe and secure working environment.  **B9.5** Adequate facilities for water, food, sanitation, and hygiene are provided for all employees and guests, separately.  **B9.6** Special areas for dressing and resting, as well as adequate lockers are provided for all employees, separated for different gender identifications when necessary.  **B9.7** The organization ensures employees have a safe and confidential way to raise concerns or complaints (e.g., employee feedback box) without fear of retaliation.  **B9.8** All employees are paid at least the national legal minimum wage. Where a recognized living wage benchmark exists for the location, the organization is encouraged to pay at least that level.  **B9.9** Overtime hours of the employees are compensated in line with local labor laws and regulations.  **B9.10** The organization ensures that foreign and migrant workers have the same fair working conditions, rights, and protections as all other employees. This includes preventing exploitative practices like recruitment fees and clearly communicating labor rights, safety rules, and employment terms. |

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| SECTION C: MAXIMIZING BENEFITS ON CULTURAL HERITAGE AND MINIMIZING NEGATIVE IMPACTS | |
| **C1 Presenting Cultural Heritage**  The organization respects intellectual property rights while using cultural elements in its operations, design, decoration, food, or retail. This applies to both local culture and world cuisines when shared outside their place of origin. | **C1.1** The organization reflects and respects the local culture in its spaces or operations. This may include the use of local materials, art, craft, design, or furniture, collaborating with local service providers, or participating in local cultural initiatives. Businesses offering world cuisines demonstrate respect for the local culture through such means appropriate to their location and context.  **C1.2** Copyright and intellectual property rights are strictly observed, with necessary permissions obtained for the use of works of art and cultural symbols in operations, marketing, and product development. |
| **C2 Safeguarding and Promoting Food Traditions**  The organization helps preserve and promote food traditions by using local or regional culinary knowledge, ingredients, or techniques where relevant. It respects the authenticity of these traditions while encouraging innovation that builds on them to enhance guest experiences and support sustainability. | **C2.1** The organization has a policy to respect and help preserve and continue food heritage.  **C2.2** Where local agricultural products and traditional ingredients are part of the organization’s offerings, employees are educated on their significance to support respectful and informed culinary practices.  **C2.3** Where traditional or regional dishes are offered, the organization collaborates with local community members from the respective cuisine’s origin to ensure authenticity, respectful adaptation, and transfer of local knowledge.  **C2.4** The organization ensures that world cuisine offerings are prepared and presented with cultural sensitivity, avoiding misrepresentation or disrespect of food traditions.  **C2.5** The organization offering fusion cuisine combines culinary traditions by respecting the origins and cultural significance of the dishes or ingredients used, while encouraging innovation and creative expression. |
| **C3 Artifacts**  The organization ensures that any cultural or historical artifacts used in its decor or displays comply with local and international laws. | **C3.1** Where cultural or historical artifacts, symbols, or designs are used in decor, menus, or branding, the organization ensures they are presented respectfully and, where necessary, complies with local and international laws regarding their use.  **C3.2** Artifacts or replicas displayed are accompanied by accurate information about their cultural or historical significance. |

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| **SECTION D: MAXIMIZING ENVIRONMENTAL BENEFITS AND MINIMIZING NEGATIVE IMPACTS** | |
| **D1. Conserving Resources** | |
| **D1.1. Responsible Sourcing**  The organization follows responsible sourcing practices by prioritizing environmentally and socially sustainable suppliers and products, ensuring ethical procurement of food, beverages, construction materials, and consumables. | **D1.1.1** The organization has a written responsible sourcing policy with clear annual targets to improve supplier compliance with sustainability standards.  **D1.1.2** Under its responsible sourcing policy, the organization prefers products and suppliers with recognized environmental or animal welfare certifications, or local and small-scale producers using sustainable or regenerative practices, where feasible.  **D1.1.3** The organization implements responsible seafood sourcing by prioritizing products certified by credible schemes such as the Marine Stewardship Council (MSC), Aquaculture Stewardship Council (ASC), Ocean Wise, or equivalent regional programs. Where certification is not available, sourcing from sustainable fisheries or those in improvement projects is encouraged.  **D1.1.4** The organization ensures that the seafood offered in the menu is in compliance with fishing bans.  **D1.1.5** Animal protein ingredients used in menu items are preferred from producers that do not use cages or crates (e.g., battery cages, veal crates, gestation crates, poultry cages) based on local availability.  **D1.1.6** The organization tracks the proportion of responsibly sourced products (e.g. seafood, fruits, vegetables, grains, dairy, beverages, oils, herbs, and spices) and makes reasonable efforts to improve or maintain high standards over time. Products of animal origin are held to higher sustainability standards to minimize environmental impact. |
| **D1.2 Efficient purchasing**  The organization works to reduce the purchase and use of consumables and single-use items, including takeaway packaging, to minimize waste, prioritize sustainable materials, and promote responsible consumption. | **D1.2.1** The organization works to identify and eliminate any single-use items, such as packaging, disposable cutlery, cups, sachets, and printed menus, and to phase out non-biodegradable materials (e.g. plastics, PFAS) where feasible. Collaboration with suppliers to reduce packaging is encouraged.  **D1.2.2** The organization works to minimize the use of single-use items used for packaging of takeaway food and beverages, through reduction, reuse, and returnable options, prioritizing these over recycling. Collaboration with suppliers to reduce packaging is encouraged.  **D1.2.3** The procurement and use of consumables and single-use products are monitored, with targets set to reduce their overall use and transition to sustainable alternatives where appropriate. Consideration is given to balancing food waste reduction with packaging waste minimization to ensure optimal environmental impact.  **D1.2.4** The organization ensures that compostable and biodegradable packaging is only used in locations where proper waste processing infrastructure exists, avoiding environmental harm from non-compatible materials. |
| **D1.3 Energy Conservation**  Energy consumption is monitored and managed to minimize total usage. The organization takes practical steps to improve energy efficiency and incorporates renewable energy where feasible. | **D1.3.1** The organization measures total energy consumption by type (e.g., electricity, gas, petroleum) where data is available.  **D1.3.2** Idle energy consumption in kitchen equipment is minimized through proper operation protocols, automatic shut-off systems, or energy-saving settings.  **D1.3.3** When equipment reaches the end of its life cycle or becomes inefficient beyond repair, it is replaced with higher energy-efficient models, ensuring that replacements align with best sustainability practices.  **D1.3.4** Renewable energy options (e.g., solar-powered appliances or renewable energy credits) are integrated where feasible. In leased spaces, efforts are made to collaborate with property owners to transition to renewable energy sources.  **D1.3.5** Employees are trained in energy-efficient practices, including proper equipment usage, turning off idle appliances, and optimizing heating and cooling systems to ensure long-term sustainability. |
| **D1.4 Water Conservation**  Water consumption is monitored and managed to minimize total usage. The organization ensures sustainable water sourcing and implements practical steps to improve water efficiency. | **D1.4.1** The organization regularly monitors total water consumption in kitchen operations, sanitation and stewarding, and service areas.  **D1.4.2** Equipment and operational practices that minimize water consumption are implemented, including water-efficient dishwashing, leak prevention, and optimized cooking and cleaning processes.  **D1.4.3** Water used by the organization is sourced legally and sustainably, ensuring it does not negatively impact environmental flows or deplete local water supplies.  **D1.4.4** Employees are provided with guidance on responsible water use, promoting awareness and conservation efforts within the organization. |
| **D2 Reducing Pollution** | |
| **D2.1 Greenhouse Gas Emissions**  Greenhouse gas (GHG) emissions from sources within the organization’s control are identified and managed through reduction, transition strategies, and mitigation efforts. Emphasis is placed on emissions from procurement, operations, mobility, and waste management in food service contexts. | **D2.1.1** The organization actively transitions to lower-carbon alternatives by reducing high-impact items, sourcing lower-emission ingredients, and supporting waste-reducing purchasing models such as using off-spec produce or collaborating with suppliers on waste reduction initiatives.  **D2.1.2** The organization takes steps to enable guests to make lower-carbon choices by designing menus and offerings that promote plant-based and low-emission options, offering reusable containers, and communicating the carbon impact of menu items where appropriate.  **D2.1.3** The organization transparently communicates its GHG reduction efforts, including examples of sustainable practices, in reports or customer-facing materials. |
| **D2.2 Liquid Waste Management**  The organization ensures that all forms of liquid waste, including wastewater and used oil, are effectively treated, safely reused or discharged, and managed in ways that do not negatively impact the local community or the environment. | **D2.2.1** Wastewater is discharged to a treatment system approved or operated by municipal or public authorities, if available, to ensure compliance with local regulations and environmental standards.  **D2.2.2** If appropriate municipal wastewater treatment is not available, the organization implements a system that meets or exceeds international water quality standards and prevents adverse effects on the local/regional population and environment.  **D2.2.3** Grease traps are installed and maintained regularly in kitchens to prevent the release of fats, oils, and grease into wastewater systems, ensuring proper functionality and compliance with regulations.  **D2.2.4** Used cooking oil is collected, stored carefully to prevent leakages, and disposed of responsibly through vendors capable of repurposing or recycling it.  **D2.2.5** Where feasible, records of used oil collection and disposal are maintained to ensure responsible handling and promote continuous improvement. |
| **D2.3 Solid, Food, and Beverage Waste Management**  Solid waste, including food and beverage waste, is measured, and mechanisms for reduction, reuse, and recycling are implemented. Waste disposal is conducted in a manner that does not negatively impact the local community or the environment, with a priority placed on waste prevention before disposal solutions. | **D2.3.1** The total amount of solid waste, including food waste, packaging, and other non-food materials, is measured and categorized (e.g., organic, recyclable, non-recyclable) at a frequency appropriate to the size and operations of the business (e.g., through periodic audits) and tracked to improve waste management efforts.  **D2.3.2** A comprehensive solid waste management plan is in place, detailing strategies for waste prevention, reduction, reuse, and recycling. The plan focuses on minimizing food waste at all stages, including procurement, food preparation, buffet service, and plate waste.  **D2.3.3** Procurement and menu practices prioritize waste prevention by implementing inventory management and planning techniques to avoid overordering, sourcing seasonal foods to minimize spoilage, designing menus and recipes to promote reuse of ingredients and leftovers, and engaging suppliers that use minimal and sustainable packaging.  **D2.3.4** Where feasible, the organization donates or redistributes surplus edible food to prevent it from becoming waste. The organization establishes partnerships with food banks, animal barns, charities, or community organizations for structured food donation programs. Transparency is ensured by publicly sharing information about donation partners.  **D2.3.5** Where feasible, the organization uses environmentally responsible disposal methods for unavoidable organic waste, such as composting, bioenergy conversion, anaerobic digestion, or animal food (only if non-toxic and appropriate for animal consumption).  **D2.3.6** Waste disposal is handled through facilities operated or approved by government authorities. |
| **D2.4 Hazardous Substances Management**  The use of hazardous substances, including pesticides, paints, disinfectants, and cleaning materials, is minimized and replaced with non-harmful or environmentally friendly alternatives wherever possible. Hazardous substances are managed appropriately throughout their lifecycle, including storage, usage, transportation, and disposal, to protect biodiversity, human health, and the environment. | **D2.4.1** An up-to-date inventory of hazardous substances is maintained, accompanied by Safety Data Sheets (SDS) for all items.  **D2.4.2** Hazardous substances, such as certain cleaning agents, pest control chemicals, and maintenance products, are used sparingly, with preference given to alternatives and processes that minimize airborne particles (e.g., avoiding aerosols).  **D2.4.3** The organization ensures that hazardous substances and chemicals do not come into contact with food, beverages, or food service items such as plates, utensils, and cutlery.  **D2.4.4** Actions are taken to identify, source, and implement environmentally friendly alternatives to hazardous substances used in painting, cleaning, disinfecting, and pest control.  **D2.4.5** Hazardous substances are stored, handled, and transported according to appropriate safety standards to prevent leaks, contamination, or exposure.  **D2.4.6** The organization has a cleaning plan along with consumption and dosage control tables.  **D2.4.7** Disposal of hazardous substances follows legal and environmental guidelines, ensuring safe removal through authorized and certified disposal vendors. Documentation is maintained for all disposals.  **D2.4.8** The organization has procedures to manage the lifecycle of hazardous substances, including employee training, handling, and disposal to ensure compliance with safety and environmental standards. |
| **D2.5 Minimizing Pollution**  The organization implements practices to minimize pollution affecting humans and animals, air, water, and soil. | **D2.5.1** The organization identifies and minimizes potential sources of pollution from its operations (e.g. noise, artificial lighting, and other impacts on air, water, and soil). This process is carried out through internal reviews appropriate to the size and type of the business.  **D2.5.2** Chimneys, ventilation systems, and filtration equipment comply with legal and environmental regulations, with regular maintenance and inspections conducted to ensure efficiency and emissions control.  **D2.5.3** Identified pollution sources are monitored regularly, and appropriate corrective actions are implemented when needed to maintain compliance and minimize environmental harm.  **D2.5.4** The organization applies measures to minimize pollution from its operations, such as using low-emission appliances and eco-friendly or dimmed lighting. |
| **D3 Conserving Biodiversity and Ecosystems** | |
| D3.1 Biodiversity Conservation  The organization supports biodiversity conservation through its sourcing and menu practices and by diversifying species used in its offerings, avoiding over-reliance on major commercial species, as well as sourcing in ways that minimize harm to ecosystems. Where relevant, biodiversity is also protected through responsible management of any property or outdoor space under the organization’s control. | **D3.1.1** Where the organization operates on or near a natural conservation area or an area of high biodiversity value, it collaborates actively with local conservation authorities or recognized environmental organizations. This collaboration aims to protect biodiversity, minimize potential impacts of operations, and support conservation initiatives. The organization demonstrates regular communication, joint activities, or contributions (financial or in-kind) as part of this collaboration.  **D3.1.2** If the organization's activities have disturbed or damaged local natural ecosystems, the organization funds or actively participates in restoration efforts to rehabilitate affected areas.  **D3.1.3** If the organization maintains a garden, park, or cultivable land, it prioritizes the use of historically local, non-invasive plants, fruits, and vegetables. The organization supports biodiversity by planting heirloom varieties and promoting local, regionally significant crops that help preserve natural diversity.  **D3.1.4** The organization supports biodiversity through its procurement and menu practices by incorporating products from heirloom plant varieties, heritage or rare breed meat and dairy, native or local seafood and plant species, and by avoiding overreliance on a narrow range of widely used commercial species. |
| **D3.2 Land and Wildlife Management**  Where the organization manages outdoor areas under its control, it takes measures to prevent the introduction and spread of invasive species by prioritizing native species for landscaping and restoration; and ensure that any interactions with wildlife are non-invasive, responsible, and protective of animal welfare. | **D3.2.1** Where the organization owns or manages land (e.g. gardens or outdoor areas), it monitors these areas for the presence of invasive species and takes appropriate action to prevent their spread.  **D3.2.2** Invasive species are not used in landscaping and restoration efforts, and proactive measures are taken to prevent their spread. The only exception is when invasive species are intentionally used in menu offerings as part of biodiversity conservation efforts.  **D3.2.3** Pest control is conducted using environmentally friendly methods that do not harm local biodiversity or disrupt natural ecosystems.  **D3.2.4** Where the organization manages or hosts animals on-site, or operates in locations where direct interactions with wildlife are possible, it prohibits direct interactions such as feeding, touching, or using animals for entertainment, to prevent behavioral disruptions and dependency on human interaction.  **D3.2.5** The organization takes reasonable measures to minimize its impact on biodiversity, with a focus on supply chain choices (e.g. sourcing ingredients that avoid harm to sensitive ecosystems or endangered species). |
| **D3.3 Animal Health and Welfare**  Where the organization keeps animals on-site, it ensures no wild animal species are acquired, bred, or kept captive except by authorized and properly equipped personnel, in compliance with local and international laws. All wild and domestic animals under its care are managed according to high animal welfare standards. | **D3.3.1** The organization fully complies with legal regulations for any activities involving captive wildlife, ensuring that all interactions align with international animal welfare guidelines.  **D3.3.2** When animals are housed or kept within the facility, their health, living conditions, and well-being are continuously monitored to prevent harm, distress, or unethical treatment.  **D3.3.3** The organization ensures that no animals, whether wild or domestic, are used for entertainment, performances, or other non-welfare-based purposes. |
| **D3.4 Wildlife Sourcing**  The organization ensures that any wildlife species served (e.g. game, wild-caught species, foraged foods) are sourced legally and sustainably, in compliance with local and international laws, and without contributing to overexploitation or harm to biodiversity. | **D3.4.1** The organization evaluates the conservation risks of species used on its menu, referring to regularly updated, credible sources (e.g. Marine Conservation Society Good Fish Guide, or equivalent regional guides).  **D3.4.2** Accurate information regarding wildlife hunting, fishing, harvesting, trade, and products derived from wildlife species is transparently provided on the menu, in shared guest areas, or in communication materials (such as the website or social media accounts).  **D3.4.3** Endangered species are not used or sold, following the International Union for Conservation of Nature (IUCN) and the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) guidelines. |