**GSTC HOTELS AND ACCOMMODATIONS STANDARD & INDICATORS**

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| **Standard** | **Indicators** |
| SECTION A: DEMONSTRATE EFFECTIVE SUSTAINABLE MANAGEMENT | |
| A1. Management and Communication | |
| **A1. Sustainability Management System**  The organization operates with a documented sustainability management system appropriate to its size and scope, addressing sustainability and driving continuous improvement. | **A1.1** The organization has a written sustainability policy. This policy consists of a deliberate system of guidelines, a statement officially approved and implemented as a procedure or protocol to guide decisions and actions of the organization in support of sustainability.  **A1.2** The organization has a basic sustainability management plan appropriate to its size and operations. The plan sets measurable targets for sustainable procurement and qualitative and/or quantitative targets for social, cultural, and environmental sustainability indicators.  **A1.3** The organization considers potential risks, opportunities, and impacts related to sustainability. These include environmental, social, cultural, and economic factors that affect the organization—or that the organization may influence. This plan includes preventive measures for the identified risks as well as corrective actions. Plan is based on internal monitoring and stakeholder feedback where necessary.  **A1.4** The organization allocates financial and human resources appropriate to its annual budget and human resources capacity to carry out its sustainability actions and meet its targets.  **A1.5** The organization reviews the implementation of its sustainability policy and plan at least once each year to check progress and identify areas for improvement. Based on the review, the policy and plan are updated if needed. |
| **A1.2 Guest and Staff Health and Safety**  The hotel is committed to ensuring the health and safety of guests and staff by implementing a comprehensive risk management system designed to prevent, respond to, reduce, and mitigate potential hazards and health & safety risks. | **A1.2.1 Assessment:** The hotel conducts and documents an assessment that identifies key health and safety risks within its facilities, as well as risks related to its location (such as fire, gas leaks, earthquakes, chemical spills, or flooding) that may affect guests and staff. The assessment is reviewed periodically and updated as needed. Assessment is based on internal monitoring and stakeholder feedback where necessary.  **A1.2.2 Prevention and Mitigation Plan:** The hotel has a plan or procedures and checklists in place to help prevent and reduce the impact of identified risks. Responsibilities of hotel staff and actions are clearly defined to support practical execution.  **A1.2.3 Health and Safety Expert:** The hotel assigns responsibility for health and safety within its facilities to a designated person who has received basic training in this area. Depending on the size and capacity of the hotel, this role may be fulfilled by an internal staff member or an experienced and/or licensed external expert.  **A1.2.4 Emergency and Crisis Management Plan:** The hotel maintains an emergency and/or crisis management plan, which includes staff roles, procedures for assisting individuals with disabilities, and response strategies for fire, earthquakes, gas explosions, health hazards, and floods. Documented protocols ensure collaboration with local emergency services, registered medical institutions, and other stakeholders for a coordinated response.  **A1.2.5 Staff Risk and Emergency Training:** Regular training sessions are provided to all staff on risk prevention, emergency response, and crisis management. Training records, attendance logs, and refresher course schedules are maintained.  **A1.2.6 Fire Safety Equipment:** Fire safety equipment (e.g., alarms, extinguishers, and sprinklers) is regularly inspected, tested, and maintained in compliance with national regulations.  **A1.2.7 Structural Integrity:** The hotel ensures the structural safety of its buildings by conducting a structural integrity assessment at least once every five years. The assessment must be carried out by a licensed or qualified expert, in accordance with local building codes and risk conditions. Where applicable, the hotel maintains records of inspection results and any reinforcement measures taken.  **A1.2.8 Emergency Situations:** Emergency exits, evacuation routes, and assembly points are clearly marked and visible in guest rooms, corridors, and common areas. These routes are regularly checked to ensure that they are accessible and functional. The hotel ensures that the emergency evacuation system is verified periodically by an independent or third-party professional, such as the local fire authority or a certified safety expert. |
| **A1.3 Legal Compliance**  The hotel is in compliance with all applicable local, national, and international legislation and regulations, including health, safety, labor, environmental, and social aspects. | **A1.3.1. Register of Legal Requirements:** The hotel maintains an up-to-date register of all applicable national and local laws and regulations. This includes, but is not limited to, laws related to labor rights, environmental protection, waste and water management, child welfare and protection, prevention of human trafficking and modern slavery, animal welfare, wildlife interaction, and responsible sourcing of wildlife products.  **A1.3.2. Policies and Procedures for Compliance:** The hotel implements internal policies and procedures to ensure compliance with key legal areas. These policies are supported by staff training, documented compliance checks, and corrective actions where necessary.  **A1.3.3. Documentation:** The hotel keeps valid and accessible copies of all required documents (e.g., permits, licenses, certificates) to demonstrate regulatory compliance, ensuring they are renewed before expiration date, if applicable.  **A1.3.4. Zoning and Building Regulations:** All permanent and temporary structures on the hotel premises comply with applicable local zoning laws, building codes, environmental regulations, and cultural heritage protection requirements.  **A1.3.5. Land Ownership Regulations:** Land ownership and tenure rights are documented and periodically reviewed to ensure legal validity and respect for local and Indigenous communities’ rights. |
| **A1.4 Reporting**  The hotel publishes an annual sustainability performance report that follows recognized reporting frameworks, ensuring transparency and easy access for all stakeholders through both online and offline channels. | **A1.4.1. Annual Sustainability Report:** The hotel prepares or contributes to an annual sustainability report that summarizes its sustainability policies, targets, actions, and performance. The report includes available quantitative data on key indicators such as energy and water use, solid waste, greenhouse gas (GHG) emissions, and responsible procurement, among other key performance indicators highlighted in this standard set.  **A1.4.2 Reporting Frameworks:** The hotel’s sustainability report, whether property-level or corporate, aligns with recognized international sustainability reporting frameworks (such as GRI, CSRD, or equivalent), or with guidance appropriate to the hotel’s size and regional context. If the hotel is part of a portfolio-level reporting approach, its individual performance is clearly distinguishable in the report.  **A1.4.3. Public Availability of the Report:** The hotel ensures that its sustainability report—or the relevant section of a corporate or portfolio-level report—is made publicly available online (e.g., website, social media) or offline upon request. The information should be accessible to guests, staff, suppliers, owners, and local community members.  **A1.4.4. Data Collection and Monitoring Frequency:** The hotel collects and monitors sustainability data (see A1.4.1) at a frequency appropriate to its operations—such as monthly, quarterly, or semi-annually—to support accurate reporting and continuous improvement. The data is recorded in a way that allows both property-level and corporate-level access, where applicable.  **A1.4.5. Stakeholder Feedback Mechanisms:** The hotel provides opportunities for stakeholders—such as guests, staff, suppliers, and local communities—to give feedback on its sustainability practices and performance. These mechanisms may be included in the hotel’s annual sustainability report and/or can be in various forms (e.g., email, online forms, comment boxes, post-stay surveys).  **A1.4.6. Year-over-Year Comparisons:** The annual sustainability report features year-over-year comparisons of sustainability performance using qualitative and quantitative data and stakeholder feedback, highlighting progress or challenges. |
| **A1.5 Accurate Communication**  The hotel’s communications and marketing materials are transparent and verifiable, accurately reflecting the hotel’s actual offerings, accommodation type, service level, and sustainability commitments without any misleading statements. | **A1.5.1 Promotional Materials Accuracy:** All promotional materials, including media, descriptions, and on-site signage, accurately represent the hotel’s facilities, accommodation type (e.g., boutique hotel, motel, resort, eco-lodge), and service level (e.g., star or class rating, if applicable).  **A1.5.2 Sustainability Representation:** Promotional materials accurately represent the hotel’s sustainability practices and achievements. All claims reflect actual practices and are supported by verifiable data or documentation. Claims do not exaggerate, generalize, or imply commitments or do not give reference to those that are not being actively implemented.  **A1.5.3 Accessible Commitments:** The hotel provides transparent and easily accessible evidence of its sustainability commitments through its website, annual sustainability reports, and other public platforms (e.g., social media, brochures). |
| **A1.6 Information and Interpretation**  The hotel educates its staff and guides its guests about the natural environment, local culture, cultural heritage, tourism sites, and community initiatives in the destination, ensuring understanding and respect. | **A1.6.1: Destination Awareness:** The hotel provides information to staff and interested guests about the destination’s natural surroundings, local culture, and cultural heritage.  **A1.6.2: Tailored Information:** The hotel provides guests with relevant information about the destination, including cultural sites, local businesses, natural areas, wildlife, and community initiatives. Where appropriate, the information includes alternative ways guests can support the local community, local tangible or intangible cultural heritage, or local environment during their stay.  **A1.6.3: Behavioral Guidelines:** Clear behavioral guidelines are made available to guests to encourage respectful conduct within the hotel premises and in the surrounding area (obtained from destination authorities where available). These guidelines aim to prevent actions that may negatively affect the environment, local culture, local communities, hotel staff, or other guests.  **A1.6.4: Low-impact Communication:** The hotel prioritizes environmentally responsible methods for sharing information, including the use of digital formats, such as QR codes, online guides, mobile apps, where appropriate. In contexts where digital use may not enhance guest experience, low-impact alternatives, such as personal briefings or durable, reusable materials, are encouraged.  **A1.6.5: Multilingual Accessibility:** Interpretive materials are available in multiple languages and accessible formats, ensuring inclusivity for guests with varying needs and preferences. |

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| A2. Stakeholders | |
| **A2.1 Staff Engagement**  The hotel actively involves its staff in developing, implementing, and continuously improving its sustainability management system. Staff receive structured training, ongoing support, and recognition for their contributions to sustainability efforts. | **A2.1.1: Staff Consultation:** Staff are actively engaged in the development and review of the hotel’s sustainability practices through appropriate consultation methods, such as feedback sessions, informal meetings, or structured committees, depending on the size and structure of the property.  **A2.1.2: Defined Roles and Responsibilities:** Staff have clearly defined roles and responsibilities for implementing the hotel’s sustainability policies and plan. These responsibilities may include tasks such as reducing environmental impact, monitoring sustainability performance, and supporting respectful engagement with the local community.  **A2.1.3: Training and Orientation:** The hotel provides staff with orientation and on-the-job training to ensure that they understand their roles and responsibilities related to the hotel’s sustainability policies and practices.  **A2.1.4: Documentation of Training:** Records of training or guidance, such as attendance lists, training materials, are maintained to verify participation and learning.  **A2.1.5: Accessible Training Materials:** Training and reference materials are available in all relevant languages and accessible formats to ensure inclusivity for staff with varying needs.  **A2.1.6: Certification and Qualifications Support:** The hotel provides required support to staff in obtaining compulsory certifications, qualifications, or equivalent training related to their sustainability responsibilities.  **A2.1.7: Encouraging Innovation:** The hotel encourages staff to propose new sustainability initiatives and recognizes or incentivizes contributions that contribute to the meeting or advance the hotel’s sustainability targets.  **A2.1.8: Feedback Integration:** Staff feedback is documented and used to continuously improve the sustainability management system. |
| **A2.2 Guest Experience**  The hotel ensures that guest satisfaction, including sustainability and responsible behavior aspects, is actively monitored and continuously improved. | **A2.2.1: Systematic Feedback Collection:** The hotel regularly collects and reviews guest feedback—including comments about sustainability—using one or more methods that are appropriate for the size and type of the hotel, such as online platforms, in-room materials, and staff interactions. This feedback is used to help improve the hotel’s sustainability management system, operations, and guest experience over time.  **A2.2.2: Corrective Actions:** When guest feedback highlights issues or areas for improvement, the hotel takes timely corrective action and documents the steps taken. Stakeholders are consulted when appropriate.  **A2.2.3: Encouraging Participation:** The hotel encourages guest participation in sustainability actions and meeting sustainability targets by offering clear and engaging opportunities to get involved—such as informative materials, optional activities, or incentives. Guest feedback and participation trends are reviewed regularly to improve both sustainability performance and the guest experience. |
| **A2.3 Stakeholder Engagement**  The hotel maintains regular, meaningful, and well-documented engagement with stakeholders—including local, regional, national, transnational, and international DMOs or equivalent bodies—to contribute to sustainable tourism development in its destination. | **A2.3.1. Stakeholder Consultation:** The hotel engages with relevant local stakeholders, such as destination management organizations (DMOs), tourism boards, community leaders, cooperatives, or local associations, to align its sustainability goals with broader destination priorities. Where no formal DMO exists, the hotel seeks collaboration with available active stakeholders.  **A2.3.2. Relations with Local Stakeholders:** The hotel engages with local stakeholders, such as community groups, NGOs, and government entities, through appropriate means such as meetings, collaborations, or feedback exchanges, to support mutual understanding and address shared sustainability interests.  **A2.3.3. Implementation of Stakeholder Outcomes:** The hotel prioritizes and applies mutually agreed outcomes or decisions resulting from stakeholder engagement processes. These inputs are reflected in the hotel’s policies, plans, or practices. |

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| A3. Buildings and Infrastructure | |
| **A3.1 Land, Water, and Property Rights**  The hotel’s acquisition of land, water rights, and property is conducted legally with respect for local, communal, and indigenous rights. Where necessary, free, prior, and informed consent (FPIC) is obtained and any potential negative impacts on local communities are addressed. | **A3.1.1: Documentation of Resource Rights:** The hotel ensures that access and use rights to key resources, such as land and water, are legally documented.  **A3.1.2: Stakeholder Consultation:** For new development projects, major renovations, or expansions, the hotel (or property owner) demonstrates that consultation has taken place with local, traditional, or indigenous communities, as well as relevant NGOs, to identify and address potential impacts of the development.  **A3.1.3: Local Community Consent:** For new developments or land acquisition projects in areas where traditional and/or Indigenous communities may be affected, the hotel (or the property owner) ensures that Free, Prior, and Informed Consent (FPIC) has been obtained and documented.  **A3.1.4: Grievance Mechanism on Land and Buildings:** Where relevant, the hotel (or the property owner) ensures that a grievance mechanism is available for external stakeholders, such as local community members, neighbors, or local organizations, to raise concerns related to the hotel’s operations or impacts of development, including land, water, or property rights.  **A3.1.5: Reporting Compliance:** Where relevant, the hotel’s annual sustainability report includes a statement confirming that land and water use are in compliance with legal requirements and established agreements. |
| **A3.2 Site Selection, Planning, and Development**  Site selection, planning, and development of hotel facilities and associated activities consider environmental carrying capacity, cultural integrity, and social impact. This applies to all new builds, additions, alterations, upgrades, and refurbishments of existing facilities. | **A3.2.1: Licensing and Permits:** For new developments or major renovations, the hotel ensures that all required licenses and permits related to site selection, planning, and construction are valid, up-to-date, and verifiable.  **A3.2.2: Sustainable Materials and Practices:** The hotel prioritizes the use of locally sourced, certified sustainable, and/or low-impact materials and practices in its current operations. Where new construction, renovations, or expansions occur, the hotel also seeks to apply sustainable building materials, construction methods, and responsible craftsmanship.  **A3.2.3: Design and Heritage Considerations:** The hotel safeguards the surrounding landscape and any cultural, natural, or heritage sites, including sacred places. For new buildings or renovations, site selection, design and access are planned to protect these features. When needed, the hotel consults with local authorities and communities on safeguarding options.  **A3.2.4: Integration of Surrounding Heritage:** Where applicable, the hotel identifies, documents, and helps protect any archaeological, cultural, or sacred sites located within or surrounding its premises. These sites are considered in hotel planning, operations, and communication, in consultation with relevant local authorities, where necessary.  **A3.2.5: Connectivity of Natural Sites:** For new developments, expansions, or major renovations located near natural or protected areas, the hotel (or property developer) takes measures during planning and construction to avoid disrupting the natural connectivity of surrounding landscapes and ecosystems. This includes preserving landscape features, wildlife corridors, or access routes that connect these areas.  **A3.2.6: Impact on Threatened Species:** Potential impacts of hotel development on threatened or protected species are assessed through appropriate environmental studies or due diligence.  **A3.2.7: Water Management:** For new developments or major renovations, the hotel ensures that nearby watercourses, wetlands, and catchment areas are not negatively impacted by construction activities. Where applicable, design measures are taken to minimize surface runoff and preserve natural water flow.  **A3.2.8: Risk Assessments:** For new developments or major renovations, risk assessments—including those related to climate change, natural phenomena, and visitor safety—are conducted as part of the planning process.  **A3.2.9: Construction Impact Minimization:** Environmental impacts of construction, whether for new builds or renovations, are assessed and minimized through sustainable practices, considering any constraints such as existing management contracts or leased locations. |
| **A3.3 Buildings, Construction and Infrastructure**  The development and maintenance of hotel buildings, infrastructure, and construction activities respect and integrate local culture, ecosystems, and biodiversity, ensuring minimal environmental and social impact. This applies to all new builds, additions, alterations, and upgrades. | **A3.3.1: Local Labor Involvement:** The hotel encourages the use of local labor in construction and development projects to support the local economy and reduce environmental impact through shorter supply chains.  **A3.3.2: Impact Mitigation:** The hotel identifies, minimizes, and mitigates negative impacts on wildlife habitats and local communities resulting from construction activities and existing facilities. Where possible, compensations, sector best practices or offset measures are implemented.  **A3.3.3: Water and Soil Contamination Management:** Where construction or major renovation is ongoing, the hotel implements effective measures to reduce and manage runoff, ensuring that soil, debris, and pollutants are captured and filtered to avoid environmental contamination.  **A3.3.4: Resilient Plant Selection:** The hotel selects plant species based on their resilience to prevailing and anticipated environmental conditions (e.g., drought resilience), thereby enhancing the overall resilience of the local ecosystem.  **A3.3.5: Construction Waste:** Where construction or major renovation is ongoing, the hotel sorts and disposes of construction waste in an environmentally sound manner, with a preference for recycling and upcycling materials where possible.  **A3.3.6: Energy Efficiency Integration:** The hotel incorporates energy-efficient designs and renewable energy solutions into its infrastructure to reduce long-term environmental impact. |

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| A4. Responsible Sourcing | |
| **A4.1 Procurement and Purchasing**  The hotel implements a sustainable sourcing and purchasing policy that prioritizes sustainable, local, and fair-trade products, thereby minimizing environmental impacts throughout the purchasing process. | **A4.1.1: Sustainable Procurement Policy:** The hotel follows a written sustainable sourcing and purchasing policy that promotes fair, inclusive, and environmentally responsible procurement for the products and services it uses.  **A4.1.2: Local Sourcing:** The hotel’s sourcing policy supports the procurement of sustainable products and services from local producers and suppliers or those located in close proximity. “Local” is defined as the area of and immediately around the destination or location of the hotel’s operations. The size of this area may vary depending on the physical geography, population density, and distribution. Products and services may be defined as local based on criteria established by relevant authorities in the destination, such as local governments, chambers of commerce, or associations promoting local procurement.  **A4.1.3: Responsible Sourcing:** When local sourcing is not possible for key commodities such as tea, coffee, cocoa, cotton, or similar products, the hotel prioritizes procurement from suppliers that follow fair trade, from cooperatives, or applies other ethical and responsible sourcing practices.  **A4.1.4: Circular Economy Principles:** The purchasing policy follows circular economy principles by prioritizing reusable, returnable, and recycled materials—including takeaway food and beverage packaging—and giving preference to disposables made from recycled and/or recyclable materials when necessary.  **A4.1.5: Policy Implementation and Monitoring:** The hotel actively implements its sustainable sourcing policy and monitors its purchasing practices using key performance indicators, such as the percentage of goods and services sourced locally, sustainably, or through fair trade and other responsible channels and methods. For example, the hotel sets a target to source at least 25% of fresh goods (by value or volume) from local suppliers. These key performance indicators are reported in the annual sustainability report.  **A4.1.6: Demonstrate Improvement:** The hotel demonstrates year-over-year improvement in the percentage of its purchases that are sourced locally, sustainably, or through fair trade and other responsible channels.  **A4.1.7: High-Impact Categories:** The hotel identifies procurement categories with high environmental or social impact in its operational context, such as seafood, wood and paper products, textiles, or chemicals, and sets specific targets and monitors performance as key performance indicators for these categories.  **A4.1.8: Supplier Impact:** The hotel demonstrates a preference for suppliers who take practical steps to reduce their environmental impact, such as minimizing packaging, conserving energy, or using low-impact delivery methods.  **A4.1.9: Supplier Agreements:** The hotel’s agreements with suppliers include sustainability-related requirements appropriate to the product or service being provided. The hotel regularly reviews supplier compliance through methods such as signed codes of conduct, basic environmental screening, or sample-based evaluations.  **A4.1.10: Elimination of Single-Use Plastics:** The hotel eliminates single-use plastic straws, stirrers, water bottles, disposable PP/EPS food containers, and plastic/PFAS packaging for dry amenities, replacing them with sustainable alternatives.  **A4.1.11: Reduction of Single-Use Guest Amenities:** The hotel eliminates single-use guest amenities including single use shampoo, soap, lotions, except where legally required, replacing them with refillable or bulk alternatives.  **A4.1.12: Plastic Waste Management in Procurement:** The hotel takes steps to reduce plastic waste through documented policies and procedures in procurement. These may include prioritizing bulk purchasing, reducing single-use plastics, phasing out Styrofoam, conducting waste audits, and collaborating with suppliers or service providers on recycling or return systems.  **A4.1.13: Sustainable Communication Materials:** All hotel signage, marketing materials, and promotional items are either electronic, reusable, or printed on recycled and recyclable materials, ensuring that they are sustainable and, where possible, locally sourced.  **A4.1.14: Conservation Alignment:** The hotel does not purchase, sell, or use products derived from species listed as threatened or endangered, in compliance with local legal requirements and internationally recognized conservation standards.  **A4.1.15: Wildlife Harvesting Compliance:** The hotel conducts due diligence to ensure that suppliers providing products sourced from the wild comply with all applicable local, national, and—where relevant—international regulations related to wildlife harvesting and trade. |
| **A4.2 Sustainable Food and Beverages**  The hotel actively promotes and provides environmentally and socially responsible food and beverage options, prioritizing locally sourced, organic, plant-based, and ethically produced alternatives while implementing waste reduction and sustainable service practices. | **A4.2.1: Diverse Menu Options:** The hotel offers a variety of plant-based, vegetarian, and vegan dishes across all dining services, ensuring that each course (starter, main, dessert, if applicable) includes at least one clearly marked plant-based option.  **A4.2.2: Baseline and Development:** The hotel assesses the current availability of plant-based and vegetarian dishes and sets internal key performance indicators to maintain or gradually improve the variety and visibility of these options.  **A4.2.3: Local Venue Recommendations:** If the hotel does not have its own food and beverage outlet, it recommends nearby restaurants or cafés that offer vegetarian or vegan options—where such options are available and known.  **A4.2.4: Local and Certified Procurement:** The hotel prioritizes the purchase of plant-based ingredients that are either locally sourced and/or certified by recognized sustainability standards—such as organic, Fair Trade, Rainforest Alliance, or equivalent.  **A4.2.5: Promotion of Sustainable Options:** The hotel promotes sustainable food and beverage choices through menus and in-room guides with clear labeling, making it easy for guests to identify plant-based and environmentally friendly options.  **A4.2.6: Animal Protein Sourcing:** The hotel makes an effort to purchase meat, poultry, and eggs from suppliers that avoid using cages or crates, especially for items listed on the guest menu. Where this is not yet possible, the hotel is encouraged to start with changes, such as switching to cage-free shell eggs, and to improve gradually over time.  **A4.2.7: Food Waste Reduction Strategies:** The hotel implements strategies in buffet and dining areas to encourage responsible consumption and reduce food waste. These may include buffet design, portion control practices, guest communication, and staff engagement techniques appropriate to the style and level of service.  **A4.2.7: Competitive Pricing:** The hotel ensures that plant-based meal options are priced competitively compared to equivalent animal-based dishes, so that choosing a sustainable option does not incur a significant price premium.  **A4.2.8: Integrated Waste Management:** Dining services incorporate practices such as portion control, onsite composting of food waste, and responsible buffet management to further minimize waste. |

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| SECTION B: MAXIMIZE SOCIAL AND ECONOMIC BENEFITS TO THE LOCAL COMMUNITY AND MINIMIZE NEGATIVE IMPACTS | |
| B1. Social and Economic Benefits to the Community | |
| **B1.1 Community support**  The hotel actively supports the local community through structured, long-term initiatives that address community needs, foster inclusive development, and promote sustainable economic and social benefits. | **B1.1.1 Community Engagement Policy:** The hotel maintains a documented policy and action plan for community engagement, outlining long-term objectives and priority initiatives that align with the needs of the local community. The needs of the local community are defined based on the feedback from the local community.  **B1.1.2 Ongoing Community Support:** The hotel contributes ongoing financial or in-kind support to local community projects in areas such as infrastructure, culture, education, training, small business development, health, or sanitation. These efforts are part of sustained relationships or programs, rather than one-time donations or events.  **B1.1.3 Disaster Response Support:** The hotel has basic policies or procedures in place to support the local community during natural disasters or emergencies, while prioritizing the safety of guests and staff. These guidelines include coordination with local authorities and providing emergency assistance or resources. |
| **B1.2 Local Employment**  The hotel provides fair and equitable opportunities for local residents to access employment and advance within the organization, including leadership and management roles. | **B1.2.1: Written Commitment:** The hotel is committed to supporting the local community by considering qualified local candidates for employment opportunities, in accordance with applicable laws and regulations.  **B1.2.2: Active Implementation:** The hotel actively implements its local hiring policy through transparent and inclusive recruitment practices for both permanent and temporary staff. As part of its commitment to local economic development and sustainability, the hotel takes proactive steps to reach and attract qualified local candidates for positions at all job levels.  **B1.2.3: Workforce Monitoring:** The hotel measures, monitors, and reports the proportion of local employees in its overall workforce and in management/supervisory positions in its annual sustainability report.  **B1.2.4: Training and Development:** The hotel offers training and skills development programs specifically aimed at increasing the employability of local community members as part of its commitment to local community development. To this end, it may collaborate with local educational institutions, vocational training centers, and employment agencies, if available. |
| **B1.3 Local Entrepreneurs**  The hotel actively cooperates with locally-owned, community-owned, and nonprofit suppliers and businesses to support the development, sale, and sustainability of their products and services. The hotel prioritizes working with local enterprises over larger corporate institutions where feasible, helping to strengthen the local economy and promote sustainable business practices. | **B1.3.1: Engagement Opportunities:** The hotel creates opportunities for locally owned businesses, local cooperatives, and nonprofit organizations—including micro and small enterprises—to connect with guests and promote their products or services (e.g., hosting events or featuring products in digital channels).  **B1.3.2: Supportive Incentives:** Where appropriate, the hotel offers supportive incentives to qualified local small businesses, social enterprises, or artisans that align with the hotel’s values and operational needs. These incentives may include reduced fees, promotional opportunities, or participation in capacity-building initiatives.  **B1.3.3: Advisory Support:** The hotel offers basic guidance or informal support to local service providers, such as local farmers, local producers, transport providers, or artisans, to help them improve the quality, safety, and sustainability of their services in line with guest expectations and destination standards.  **B1.3.4: Financial Collaboration and Partnerships:** Where feasible and appropriate, the hotel pursues opportunities for financial collaboration, joint ventures, investments, and partnerships with local entrepreneurs and businesses. |
| **B1.4 Local Access and Livelihoods**  The hotel ensures that its operations and commercial activities do not adversely impact local community services, livelihoods, or access to essential resources, while proactively seeking opportunities to benefit local livelihoods through business relationships with local and community organizations. | **B1.4.1: Access to Essential Livelihoods:** The hotel’s operations do not restrict local community access to essential livelihoods, including the use of land and aquatic resources, ensuring community members can continue their traditional practices.  **B1.4.2: Transportation Access:** The hotel’s operations do not impede local access to rights-of-way and transportation routes, thereby preserving community mobility.  **B1.4.3: Residential Access:** The hotel’s activities do not restrict access to local residences or limit community members’ ability to reach their homes and neighborhoods.  **B1.4.4: Grievance Mechanism on Operations:** The hotel provides a communication channel for local community members to raise concerns specifically related to access limitations caused by the hotel’s operations, such as access to public paths, beaches, roads, or culturally important sites. Reported issues are addressed in a timely and respectful manner, with outcomes documented and, where necessary, consulted with affected stakeholders. |
| **B1.5 Access for All**  The hotel ensures that its site, facilities, and services are accessible to people of all abilities, committing to progressive improvements that meet or exceed minimum accessibility standards (at a minimum, full wheelchair accessibility as defined by local, national, or international regulations). Clear, documented information regarding accessibility status, limitations, and available services is provided to guests before and during their stay. | **B1.5.1: Accessible Design:** Where possible and practicable, the hotel ensures that key areas of the site—including buildings, guest services, and activities—are designed or adapted to be accessible and inclusive for people with limited mobility or other physical access needs.  **B1.5.2: Progressive Improvement:** The hotel demonstrates an ongoing commitment to enhancing accessibility for individuals with diverse needs—including pregnant and nursing mothers, elderly guests, individuals with allergies or special dietary requirements, and those with mobility, hearing, or visual impairments—by maintaining plans or strategies for continuous improvement.  **B1.5.3: Alternative Solutions:** Where full physical accessibility is not feasible, such as in heritage buildings or structurally constrained sites, the hotel implements reasonable alternative solutions to accommodate individuals with diverse access needs. These solutions are respectful of the site’s character and reviewed periodically for continuous improvement.  **B1.5.4: Additional Accessibility Support:** When a guest requests specific accessibility support, the hotel makes reasonable efforts to provide appropriate services or equipment, such as assistive devices, room adjustments, or personalized assistance, based on availability and operational capacity.  **B1.5.5: Guest Information:** The hotel communicates clear information about accessibility and the procedures for requesting accessibility services to guests prior to and upon arrival.  **B1.5.6: Accessible Communication Materials:** Communication materials for guests with diverse abilities are provided in accessible formats to ensure clarity and usability.  **B1.5.7: On-site Accessibility Details:** Specific details on levels of accessibility within the site and facilities, such as accessible entrances, pathways, rooms, are provided upon arrival and updated as necessary.  **B1.5.8: Staff Training:** The hotel provides staff with training on accessibility-related responsibilities, maintaining records of these training sessions. |

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| B2. Human Resources and Ethical Standards | |
| **B2.1 Code of Conduct**  The hotel has a written code of conduct to guide the behavior and actions of staff, suppliers, and guests. | **B2.1.1: Code of Conduct:** The hotel maintains a written code of conduct that is regularly reviewed and sets clear expectations for behavior.  **B2.1.2: Zero Tolerance:** The code explicitly incorporates a Zero Tolerance Policy for any behavior related to exploitation, harassment, abuse, or human trafficking, with strict consequences for violations.  **B2.1.3: Respectful Treatment:** The code encourages respectful treatment toward all individuals regardless of race, religion, sex, gender identity, sexual orientation, parental status, national origin, age, disability, or political affiliation.  **B2.1.4: Communication Guidelines:** The code includes clear guidelines on respectful communication, covering both verbal and non-verbal behavior. This includes maintaining appropriate professional boundaries, avoiding unwelcome physical contact, and being mindful of personal space and cultural norms.  **B2.1.5: Interactions with Minors:** The code has clear guidelines in place to govern staff interactions with minors—including guest children, community youth, and interns—ensuring respectful conduct, safeguarding practices, and/or personal interactions.  **B2.1.6: Vulnerable Groups:** The hotel’s code of conduct includes clear guidance to ensure respectful, non-discriminatory interactions with individuals from vulnerable or marginalized groups, such as persons with disabilities, elderly individuals, or those facing social exclusion. The taking of photos or videos involving such individuals is only permitted with their clear and informed consent.  **B2.1.7: Communication of the Code:** The hotel ensures that its code of conduct is clearly communicated to all staff through onboarding, orientation, and internal policy materials. Where relevant, aspects of the code, such as behavioral expectations, anti-discrimination standards, or safeguarding principles, are reflected in guest-facing materials or incorporated into supplier agreements.  **B2.1.8: Training and Documentation:** The hotel provides regular training and guidance on the code of conduct for all staff, with records maintained for review and verification. |
| **B2.2 Decent Work**  The hotel upholds labor rights by providing a safe and secure working environment, paying a fair living wage, and offering regular training and advancement opportunities. This commitment applies to both directly employed staff and outsourced workers, with measures in place to safeguard vulnerable workers from exploitation. | **B2.2.1: Safe Working Environment:** The hotel provides a safe and secure working environment for all staff, including those from third-party suppliers and partners directly involved in hotel operations. This includes ensuring workplace safety through regular assessments and provision of water, sanitation, hygiene facilities, Personal Protective Equipment (PPE), and first aid amenities.  **B2.2.2: Health and Social Security:** The hotel offers health and medical care, as well as social security, with these commitments explicitly included in staff contracts.  **B2.2.3: Minimum Wage:** The hotel ensures that all employees, including contract and temporary staff, are paid no less than the legal minimum wage as prescribed by national or local labor laws. Where feasible, the hotel aspires to align its compensation practices with recognized living wage benchmarks, such as the IDH Salary Matrix, based on employees’ skills and qualifications. This policy also applies to third-party suppliers and partners directly involved in hotel operations.  **B2.2.4: Fair Wages:** The hotel implements an annual review process for staff wages. This process is designed to provide salary increases based on measurable criteria, such as performance, tenure, and skill development, while respecting individual career choices and job performance. The review process is documented and used to ensure continuous improvement in staff remuneration.  **B2.2.5: Training and Development:** The hotel offers appropriate training related to staff roles, professional development, and clear pathways for advancement or job enlargement. Training records are maintained for all staff, showing the level and frequency of training received.  **B2.2.6: Staff Satisfaction Monitoring:** The hotel monitors, reviews, and manages staff satisfaction through regular surveys or feedback mechanisms as key performance indicators.  **B2.2.7: Grievance Mechanism:** The hotel establishes and communicates a formal grievance mechanism and whistleblower policy. These processes are documented in the form of a code of ethics or in the code of conduct, which includes detailed procedures for recruitment, selection, promotion, termination, retirement, and disciplinary action, and are made available and accessible to all staff. |
| **B2.3 Exploitation, Harassment, and Human Trafficking**  The hotel implements a comprehensive, zero-tolerance policy against all forms of exploitation, harassment, and human trafficking—including forced labor—especially protecting vulnerable groups such as children (minors), adolescents, women, Indigenous peoples, minorities, people with disabilities, and other vulnerable populations. This policy applies universally, with additional safeguards in regions identified as having elevated risks. | **B2.3.1: Policy and Procedures:** The hotel’s policy clearly outlines procedures for monitoring, reporting, whistleblowing, and responding to incidents of exploitation, harassment, and human trafficking, ensuring swift action and accountability for any violations.  **B2.3.2: Internal and External Communication:** The hotel communicates its policy both internally (e.g., during onboarding, through staff handbooks, or management policies) and externally to stakeholders (e.g., via customer care charters, purchasing policies, and supplier contracts).  **B2.3.3: Staff Training:** The hotel provides staff with guidance and training on recognizing and reporting incidents of exploitation and harassment, with records maintained as evidence of compliance.  **B2.3.4: Collaboration with Authorities:** Where practical and appropriate, the hotel engages with relevant stakeholders—including law enforcement authorities and relevant NGOs—to raise awareness about risks of exploitation, harassment, and human trafficking, and to support preventive actions relevant to hotel operations.  **B2.3.5: Child Labor Prevention:** The hotel updates and maintains records of all staff, particularly their ages, as evidence of its commitment to not support child labor as defined by International Labor Organization (ILO) conventions.  **B2.3.6: Preventive Support:** The hotel actively supports efforts to prevent all forms of exploitation and abuse, particularly those affecting children (individuals below the legal working age) within the travel and tourism sector. |
| **B2.4 Employment Inclusion and Equality**  The hotel promotes inclusion and equal employment opportunities at all levels and positions. Its inclusive employment policy prohibits discrimination based on characteristics—including but not limited to gender, age, race, nationality, ethnic origin, color, religion, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and other non-merit-based factors. | **B2.4.1: Inclusive Employment Policy:** The hotel maintains a formal, written inclusive employment policy that explicitly prohibits discrimination based on any characteristic (including but not limited to those listed above). This policy is regularly reviewed and updated to ensure its effectiveness.  **B2.4.2: Identification of At-Risk Groups:** The hotel identifies groups at risk of discrimination—such as women, local minorities, indigenous people, and persons with disabilities—and documents these groups as part of its internal policy. The policy covers all relevant traits as specified, including additional ones where applicable.  **B2.4.3: Training and Capacity Building:** The hotel provides training to staff on how to recognize, prevent, and address bias and discrimination in the workplace and in guest interactions. This training may be delivered internally or with the support of external resources and is aligned with industry standards and local legal requirements.  **B2.4.4: Equal Advancement Opportunities:** The hotel offers advancement opportunities, including in management positions, without discrimination. |

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| SECTION C: MAXIMIZE BENEFITS TO CULTURAL HERITAGE AND MINIMIZE NEGATIVE IMPACTS | |
| **C1 Cultural Interactions**  The hotel actively educates its guests and staff on local culture, ensuring culturally respectful interactions. A communication mechanism is in place to address concerns from local communities and Indigenous people, with corrective actions implemented as needed. | **C1.1: Educational Materials:** The hotel provides accessible educational or interpretive materials on the destination’s tangible and intangible cultural heritage to tour guides, operators and interested guests during their stay. These materials are appropriate to the local context and aligned with recognized standards for respectful presentation of local heritage, traditions, and community engagement.  **C1.2: Staff Training:** The hotel provides its staff with guidance, training, and resources on local customs, traditions, and etiquette to promote culturally respectful interactions.  **C1.3: Feedback Mechanism:** Where the hotel’s operations or guest activities may impact local communities or Indigenous peoples, a communication channel is in place to allow them to report concerns or negative impacts caused by visitors. The hotel reviews and responds to such feedback appropriately and respectfully.  **C1.4: Cultural Promotion:** The hotel supports and promotes local cultural events, artisan markets, and traditional practices, when available, to provide guests with authentic cultural experiences. |
| **C2 Protecting Cultural Heritage**  The hotel actively participates in, supports, and enhances the protection, preservation, and promotion of cultural heritage with historical, archaeological, traditional, and spiritual significance, ensuring inclusive and equitable access for local residents and stakeholders. | **C2.1: Long-Term Commitment to Support:** The hotel demonstrates a long-term commitment to the protection, preservation, and enhancement of local cultural heritage by providing financial contributions, in-kind resources, and/or engaging in collaborative efforts with relevant stakeholders.  **C2.2: Local Cultural Partnerships:** The hotel prioritizes partnerships with locally owned, Indigenous-owned, and community-owned enterprises to deliver cultural heritage interpretation, activities, and related services.  **C2.3: Access Facilitation:** The hotel ensures that its operations do not impede or restrict local residents’ and stakeholders’ access to cultural heritage sites and spaces, actively promoting inclusive and respectful use of these cultural assets. |
| **C3 Presenting Culture and Heritage**  The hotel incorporates authentic and accurate elements of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops, while respecting all intellectual property rights. | **C3.1: Locally Sourced Culture:** The hotel integrates locally sourced art, crafts, or design elements into its décor and/or guest-facing spaces, ensuring authenticity, proper attribution to local artisans, and, when possible, procurement from community-owned, Indigenous-owned, or nonprofit sources.  **C3.2: Intangible Heritage Representation:** The hotel includes elements of intangible cultural heritage, such as traditional music, dance, food, crafts, festivals, or storytelling, in its guest experiences in a respectful and accurate way, and in collaboration with local communities, to avoid cultural appropriation or misrepresentation.  **C3.3: Intellectual Property Compliance:** The hotel respects intellectual property rights by obtaining permission before using any cultural expressions, such as music, artwork, designs, traditional crafts, or performances, and ensures that creators or cultural representatives are fairly credited and compensated.  **C3.4: Community Input:** The hotel seeks input from local communities where needed, especially when presenting cultural heritage elements that are sensitive, traditional, or specific to Indigenous, minority, or underrepresented groups. |
| **C4 Artifacts**  Artifacts are not sold, traded, or displayed except as permitted by local and international law. | **C4.1: Documentation and Approvals:** Any use or display of artifacts is fully declared and documented, with all necessary approvals and permissions obtained in accordance with local and international regulations. Relevant documentation is maintained and made available upon request.  **C4.2: Regulatory Compliance:** Applicable laws and regulations regarding the use of artifacts are identified, and necessary permissions for their use are secured and made available upon request.  **C4.3: Guest Guidance:** Guests receive clear guidance on the proper treatment of artifacts, including instructions to prevent removal, damage, or defacement of items displayed within the hotel or in the surrounding area. |

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| SECTION D: MAXIMIZE BENEFITS TO THE ENVIRONMENT AND MINIMIZE NEGATIVE IMPACTS | |
| D1 Conserving Resources | |
| **D1.1 Energy Conservation**  The hotel measures energy consumption by type and takes concrete steps to minimize energy usage across its operations. | **D1.1.1: Measurement:** The hotel measures total energy used in overall operations and energy used per guest night or per occupied room by type (e.g., gas, electricity, transportation fuel) as key performance indicators.  **D1.1.2: Renewable Energy:** The hotel uses renewable energy sources when available and reports the source and proportion of renewable energy in its overall energy consumption in its annual sustainability report.  **D1.1.3: Plans for Renewable Energy Use:** The hotel maintains a business plan or roadmap to increase its use of renewable energy over time, where technically and financially feasible.  **D1.1.4: Reduction Targets and Audits:** The hotel sets annual targets to reduce energy use and tracks its progress. Energy performance is reviewed regularly through audits or assessments to find opportunities for savings. Targets and results are reported each year in annual sustainability report as key performance indicators. The hotel’s individual performance must be clearly identifiable.  **D1.1.5: Efficiency Measures:** The hotel takes practical steps to reduce energy use. This includes using energy-saving lights and appliances, improving heating and cooling systems, using natural ventilation where possible, and making sure lights, equipment, and vehicles are turned off when not in use.  **D1.1.6: LED Lighting:** At least 80% of the hotel’s lighting consists of energy-efficient LED bulbs.  **D1.1.7: Energy-Saving Technologies:** Guest rooms with heating or air conditioning (HVAC) systems are equipped with energy-saving features, such as keycard switches, motion sensors, or smart thermostats.  **D1.1.8: Guidance and Education:** The hotel provides guidance to contractors working on-premises, as well as to guests and staff, on strategies to minimize energy usage through best practices and operational efficiencies.  **D1.1.9: Outdoor Heating and Cooling:** The hotel avoids using outdoor heating or cooling that run on non-renewable fuels. When outdoor heating or air conditioning are required, their use is clearly justified and minimized. |
| **D1.2 Water Conservation**  The hotel measures and minimizes overall water consumption, pursuing appropriate stewardship goals particularly in areas of high water risk. | **D1.2.1: Water Risk Documentation:** The hotel has identified and documented the water risk level in its destination using credible sources or frameworks such as WWF Aqueduct, CDP Water Security, or local assessments.  **D1.2.2: Stewardship Targets:** In locations where water risk is high, the hotel establishes and pursues water stewardship targets specific to the local context to protect local water resources. The targets are included in the annual sustainability report.  **D1.2.3: Measurement:** The hotel measures total water used in overall operations and water used per guest night or per occupied room categorized by source, such as municipal, groundwater, seawater, as key performance indicators.  **D1.2.4: Reduction Targets and Audits:** The hotel sets annual targets to reduce water consumption and tracks its progress. Water consumption is reviewed regularly through audits or assessments to find opportunities for savings. Targets and results are reported each year in annual sustainability report as key performance indicators. The hotel’s individual performance must be clearly identifiable.  **D1.2.5: Water-Saving Practices:** To minimize water consumption, the hotel adopts water-saving equipment and practices, such as installing flow restrictors, aerators on faucets and showerheads, and low-volume systems in toilet cisterns, all in compliance with national and international guidelines.  **D1.2.6: Water Losses:** The hotel takes steps to identify and reduce water losses, such as leaks in pools, tanks, pipelines, or irrigation systems, by using monitoring tools, consumption comparisons, and maintenance records.  **D1.2.7: Sustainable Water Supply:** The hotel ensures that its water supply originates from legally compliant sources that do not adversely affect local environmental flows; in high-risk areas, additional measures are taken to secure sustainable water sources.  **D1.2.7: Guidance and Education:** The hotel provides practical guidance on water-saving practices to on‑site contractors, staff, and guests through education programs, clear signage, and the installation of reusable water bottle fill stations where feasible.  **D1.2.8: Linen Reuse:** The hotel implements a linen reuse program for guests during multi‑night stays.  **D1.2.9: Outdoor Efficiency:** The hotel utilizes water efficiently in outdoor operations, such as plant watering and cleaning procedures, ensuring that irrigation and maintenance practices are optimized for water conservation. |

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| D2 Reducing Pollution | |
| **D2.1 Greenhouse Gas Emissions**  The hotel identifies, quantifies, and implements measures to avoid or minimize significant greenhouse gas (GHG) emissions from its operations, and makes an official, public commitment to reducing emissions in line with global decarbonization targets and local strategies. | **D2.1.1: Scope 1 and 2 Monitoring:** The hotel monitors its annual greenhouse gas emissions for Scope 1 (direct emissions from fuel use, company vehicles, on-site equipment) and Scope 2 (indirect emissions from purchased electricity, heating, or cooling).  **D2.1.2: Scope 3 Estimation:** If feasible, the hotel estimates its Scope 3 greenhouse gas emissions (all other indirect emissions occurring in its value chain, such as from transportation and procurement) based on available data such as expenditure, volume, or supplier input.  **D2.1.3: Reporting:** Based on monitoring and estimations, the hotel reports total GHG emissions and GHG emissions per guest night or per occupied room as key performance indicators.  **D2.1.4: Reduction Targets and Audits:** The hotel sets annual targets to reduce GHG emissions and tracks its progress. GHG emissions is reviewed regularly through audits or assessments to find opportunities for reduction. Targets and results are reported each year in annual sustainability report as key performance indicators. The hotel’s individual performance must be clearly identifiable.  **D2.1.5: Public Commitment:** The hotel makes a public commitment to reduce its greenhouse gas (GHG) emissions in line with global and local climate goals. This may include signing the Glasgow Declaration, setting science-based targets, or joining other climate action initiatives. The commitment is shared in the hotel’s annual sustainability report.  **D2.1.6: Emission Reduction Measures:** The hotel takes concrete actions to reduce greenhouse gas (GHG) emissions within its own operations and, encourages others in its value chain, such as suppliers, contractors, and guests, to do the same.  **D2.1.7: Carbon Offsetting:** After taking all feasible steps to reduce Scope 1 and 2 emissions—and addressing significant Scope 3 emissions where possible—the hotel offsets a portion or all of its remaining emissions, based on the size and capacity of its operations. Offsets are purchased through certified carbon offset projects recognized by national or international standards (e.g., Gold Standard, Verra, UNFCCC) based on availability.  **D2.1.8: Guest Guidance:** The hotel encourages guests to participate in offsetting the emissions associated with their stays by offering voluntary options or by promoting awareness of credible carbon offset programs.  **D2.1.9: Phase-Out of Harmful Gases:** The hotel has a strategy to phase out harmful coolant gases such as R22, transitioning to environmentally friendly alternatives as part of its overall energy conservation and sustainability efforts. |
| **D2.2 Transport**  The hotel implements strategies to minimize transportation needs and promote sustainable mobility solutions, encouraging guests, employees, and suppliers to use cleaner, resource-efficient alternatives in all aspects of operations. | **D2.2.1: Guest Transportation Information:** The hotel provides clear, accessible, and on‑request information to guests about the cleanest and most resource‑efficient transport options available in the destination, including public transit routes, shared ride services, and active mobility options (walking, cycling), along with guidance on their environmental benefits.  **D2.2.2: Public Transport Options:** The hotel collaborates with local public transport providers or authorities to improve guest access to sustainable transport options. This may include negotiating for providing public transport in the destination with authorities, promoting nearby transit routes, organizing shared shuttle services, or setting up convenient pick-up and drop-off points.  **D2.2.3: Staff Transportation Incentives:** The hotel encourages staff to use sustainable transportation by offering incentives such as public transit subsidies, carpooling programs, bicycle storage, or access to electric vehicle (EV) charging stations. The hotel may also implement reasonable disincentives, such as parking fees, to discourage private vehicle use where alternative options exist.  **D2.2.4: Support for Active Mobility:** Where feasible, the hotel provides on‑site facilities that promote low‑impact mobility, such as bicycle stations, electric shuttle services. |
| **D2.3 Wastewater**  The hotel ensures that wastewater—including grey water—is effectively managed, treated, and only reused or discharged when it meets safe, best practice quality standards to ensure no harm to the local population or ecosystems. | **D2.3.1: Wastewater Disposal:** The hotel disposes of wastewater from its operations through municipal or government-approved treatment systems that comply with national and international quality standards, where available.  **D2.3.2: On-Site Treatment:** If suitable municipal wastewater treatment is not available, the hotel implements an on-site wastewater treatment system that complies with internationally recognized quality standards; this system is periodically tested, and performance is documented and reported.  **D2.3.3: Water Reuse Initiatives:** Where possible, the hotel implements water reuse initiatives, such as grey water recycling for irrigation or non-potable uses, to minimize environmental impact and optimize water conservation efforts.  **D2.3.4: Staff Training:** The hotel provides staff training on wastewater management and ensures compliance with operational guidelines for proper disposal and treatment. |
| **D2.4 Solid Waste**  The hotel implements a comprehensive waste management system designed to reduce overall waste generation and maximize reuse, donation, recycling, or recovery of materials. Efforts are made to eliminate plastic waste. The hotel ensures that any residual waste disposal does not adversely affect the local population or the environment. | **D2.4.1: Measurement:** The hotel measures total solid waste produced per guest night or per occupied room by relevant waste types, such as recyclables, food waste, waste to landfill, and/or waste to incinerators as key performance indicators.  **D2.4.2: Waste Management Policy:** The hotel has a written waste management policy that commits to reducing the amount of waste sent to landfills, municipal incinerators, or other final disposal facilities year over year.  **D2.4.3: Waste Management Plan:** The hotel has a solid waste management plan according to the Waste Hierarchy. The plan includes actions to reduce overall waste and prioritizes reuse, recycling, or recovery of materials, with specific attention to food waste, construction materials, linens, staff uniforms, mattresses, and other significant waste streams.  **D2.4.4: Reduction Targets and Audits:** The hotel sets annual targets to reduce solid waste generation and tracks its progress. Solid waste generation is reviewed regularly through audits or assessments to find opportunities for further reduction. Targets and results are reported each year in annual sustainability report as key performance indicators. The hotel’s individual performance must be clearly identifiable.  **D2.4.5: Segregation Infrastructure:** Where feasible, the hotel installs infrastructure (e.g., recycling bins in guest rooms, balers, compactors, digesters/composters) to optimize waste segregation and recycling.  **D2.4.6: Single-use Items:** The hotel conducts audits of single-use items and takes action to eliminate or reduce their use—prioritizing high-impact items such as plastics, disposable packaging, and non-reusable amenities.  **D2.4.7: Responsible Waste Disposal:** All waste not recovered through on-site initiatives is disposed of at government- or local authority-approved facilities.  **D2.4.8: Training on Waste Management:** The hotel provides regular training and guidance to staff on minimizing waste generation and on proper categorization, sorting, and disposal of waste. Training records and related documentation are maintained as evidence of ongoing capacity-building.  **D2.4.9: Guest Guidance:** The hotel informs and guides guests on waste minimization practices and proper waste disposal within the property through clear signage, in-room materials, or digital communications. |
| **D2.5 Harmful Substances**  The hotel minimizes the use of harmful substances across all operations, substituting them with innocuous products or processes when available. All storage, use, handling, and disposal of chemicals are properly and safely managed. | **D2.5.1: Inventory Management:** The hotel maintains an up-to-date inventory and Safety Data Sheets (SDS) for all chemical products—including those used for cleaning, dishwashing, laundry, sanitizing, swimming pool maintenance, and landscaping, such as pesticides, paints, disinfectants, fertilizers, insecticides, fungicides, and mosquito control agents.  **D2.5.2: Monitoring:** The hotel monitors overall chemical usage (including, but not limited to, chemicals for cleaning, dishwashing, laundry, sanitizing, swimming pool maintenance, and landscaping purposes) to understand usage patterns and identify opportunities to substitute. The monitoring is reported per guest night or per occupied room by chemical type in the annual sustainability report.  **D2.5.3: Substitution Targets:** The hotel sets targets to increase the replacement of harmful substances with sustainability-certified and environmentally friendly alternatives when available, including for landscaping activities. Preference is given to products and practices that protect insect biodiversity and minimize ecological disruption.  **D2.5.4: Safe Chemical Management:** The hotel ensures that all chemicals are stored, handled, and disposed of in strict compliance with relevant safety standards and environmental regulations to prevent chemical pollution.  **D2.5.5: Staff Training:** The hotel provides clear guidance and training to staff on the safe handling, storage, and disposal of chemical products, and encourages the use of environmentally friendly alternatives.  **D2.5.6: Guest Guidance:** The hotel provides information to guests about personal care products or services that are less harmful to the local environment, such as reef-safe sunscreens or refillable bathroom amenities. |
| **D2.6 Minimize Pollution**  The hotel implements comprehensive practices to minimize pollution from multiple sources—including noise, light, runoff, erosion, ozone-depleting substances, and air, water, and soil contaminants—by identifying potential sources, monitoring their impacts, and taking targeted actions to mitigate them. | **D2.6.1: Identification:** The hotel conducts regular internal reviews to identify potential sources of pollution, such as noise, light, stormwater runoff, soil erosion, and ozone-depleting substances, based on its location and operational context. Where applicable, the review incorporates feedback from guests or local stakeholders.  **D2.6.2: Monitoring:** The hotel regularly monitors and reviews pollution sources that it has identified as significant, in order to assess their environmental impact and the effectiveness of existing mitigation measures. Where relevant, monitoring data and stakeholder feedback are used to improve these measures over time.  **D2.6.3: Targets and Reduction:** The hotel sets clear targets to reduce or eliminate significant pollution sources identified through internal review under its direct control. These may address issues such as runoff treatment, erosion control, reduction of harmful emissions, or the replacement of ozone-depleting substances. Targets are documented and made available upon request, where relevant.  **D2.6.4: Noise Pollution Management:** When significant noise pollution sources are identified, the hotel takes steps to manage noise generated by its own operations—particularly from open-air music, events, or sound systems—by implementing measures to reduce disturbances to guests and the surrounding community.  **D2.6.5: Light Pollution Management:** The hotel takes steps to minimize light pollution, particularly in sensitive or coastal areas. Best practices are followed—including the use of wildlife-friendly lighting fixtures, directional lighting, dimmers, timers, lower-intensity bulbs, and proper shielding—to prevent unnecessary skyglow and ecological disruption.  **D2.6.6: Smoking Policies:** No smoking is allowed in any indoor common areas of the hotel. Smoking is only permitted in designated outdoor areas that are clearly identified and managed to minimize exposure to non-smokers.  **D2.6.7: Smoke-Free Accommodations:** The hotel ensures that at least 80% of guest rooms or rental accommodations are entirely smoke-free. |

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| D3 Conserving Biodiversity, Ecosystems and Landscapes | |
| **D3.1 Biodiversity Conservation**  The hotel actively contributes to biodiversity conservation through responsible management of its property and its wider surroundings—whether in natural, rural, or urban settings. The hotel adopts a mitigation strategy to manage its impacts on biodiversity, supports restoration initiatives, and collaborates with stakeholders to advance conservation efforts at both property and destination scales. | **D3.1.1: Identifying Risks:** The hotel demonstrates awareness of local biodiversity risks by identifying nearby protected or conserved areas, areas of high biodiversity value, threatened species, or, for urban hotels, potential impacts on nearby green spaces.  **D3.1.2: Environmental Impact Assessment:** Where the hotel is located near natural protected areas, high biodiversity zones, or ecologically sensitive landscapes and in cases where an Environmental Impact Assessment (EIA) has not been previously conducted, the hotel assesses its operational impacts.  **D3.1.3: Mitigation Strategy:** Where the hotel is located near natural protected areas, high biodiversity zones, or ecologically sensitive landscapes, it adopts a structured approach to managing biodiversity impacts. This includes avoiding disturbance to ecosystems, minimizing unavoidable impacts, and—where necessary—supporting restoration or regeneration activities.  **D3.1.4: Conservation Contributions:** The hotel provides and records monetary and/or in-kind contributions for biodiversity conservation in the local area. This can be done by actively collaborating with governments, NGOs, coalitions, and local communities to create or enhance protected areas and set conservation goals.  **D3.1.5: Sustainable Property Management:** The hotel actively manages its property to support biodiversity conservation through one or more approaches—such as sustainable landscaping practices, such as pollinator-friendly gardens, native vegetation, green roofs, the integration of green infrastructure, or educational initiatives that raise awareness about local biodiversity, even in urban settings.  **D3.1.6: Mitigation of Disturbances:** The hotel identifies and minimizes activities that could disturb local wildlife or natural habitats, particularly where the hotel operates near sensitive ecosystems. The hotel contributes to destination- or landscape-level biodiversity efforts that extend beyond its property boundaries.  **D3.1.7: Guest Engagement in Conservation:** The hotel encourages guests to support biodiversity conservation by providing information on local conservation initiatives, offering opportunities to participate in related activities, and educating them about both natural and urban ecosystem values. |
| **D3.2 Invasive Species**  The hotel takes measures to avoid the introduction of invasive species in its landscaping and restoration efforts, prioritizing the use of native species wherever feasible, particularly in natural landscapes. | **D3.2.1: Invasive Species Identification:** The hotel identifies invasive plant or animal species that may impact the local environment or the hotel’s property. A basic list is compiled using available resources, such as local environmental authorities, IUCN databases, or guidance from conservation organizations.  **D3.2.2: Procurement and Landscaping Practices:** If the hotel maintains landscaped areas, gardens, or uses live plants for indoor or outdoor decoration, it adopts landscaping and procurement practices that avoid the use of known invasive plant species. Landscaping materials and live plants are reviewed against the hotel’s documented invasive species list or relevant local guidelines before being introduced.  **D3.2.3: Control Program:** An effective program is in place to control and, if necessary, eradicate invasive species from the hotel site.  **D3.2.4: Native Plants:** When selecting live plants for landscaping and decoration, the hotel prioritizes native or endemic species.  **D3.2.5: Monitoring:** The hotel tracks the types of landscaping plants used on its property and documents the proportion that are native or endemic, where feasible. |
| **D3.3 Interactions with Wild Animals**  The hotel responsibly manages interactions with wild animals—whether in captive settings or in the wild—to prevent adverse impacts on wildlife and ecosystems. This includes ensuring that any wildlife viewing experiences or visits to natural sites adhere to regulated guidelines and internationally recognized best practices. | **D3.3.1: Wildlife Tours:** If the hotel organizes wildlife viewing or visits to natural areas, these are conducted in collaboration with local conservation experts and follow ethical and safety standards.  **D3.3.2: Prohibition of Direct Interactions:** Direct interactions with non-captive wildlife, such as feeding, swimming with, touching, holding, or taking close-up photographs, are prohibited unless explicitly permitted by applicable regulations and only when conducted in strict accordance with internationally accepted guidelines. In areas where wildlife is sensitive (e.g., beaches with nesting sea turtles or migratory bird habitats), the hotel educates guests and enforces guidelines to protect local species.  **D3.3.3: Captive Wildlife Management:** If the hotel maintains captive wildlife (e.g., in a zoo, aquarium, or designated animal exhibit), all techniques used to attract or manage interactions with these animals adhere to regulated guidelines and internationally recognized standards. The hotel works with specialists to ensure that these interactions are safe and beneficial for both the animals and visitors.  **D3.3.4: Artificial Attraction:** The hotel does not permit the use of baits, lures, supplemental feeding (including chumming), call playbacks, scents, or other artificial stimuli to attract non-captive wildlife. In contexts where urban or other wildlife may be encountered, the hotel ensures that no practices are in place that might disturb natural behaviors or encourage unsafe interactions. |
| **D3.4 Animal Welfare**  The hotel ensures the highest standards of animal welfare for any animals it keeps, owns, or manages, in compliance with relevant regulations and ethical guidelines. This includes appropriate licensing, housing, care, handling, and viewing practices for all animals, whether wild or domestic. | **D3.4.1: Licensing:** Any hotel that keeps, owns, or manages animals shall be appropriately and duly licensed by a government authority or appointed agency and is subject to regular inspections.  **D3.4.2: Housing and Care:** Where animals are temporarily or permanently located at the hotel, their housing, care, and handling comply with local, national, and international regulations, meet species-specific standards of animal welfare, and adhere to the Five Domains of Animal Welfare.  **D3.4.3: Qualified Personnel:** Personnel responsible for animal care have appropriate qualifications and experience and are fully licensed, if applicable.  **D3.4.4: Welfare Monitoring:** The hotel regularly monitors and maintains records on the welfare and well-being of animals in its care. This includes ensuring appropriate nutrition, preventive and curative health care, and observation of behavioral patterns.  **D3.4.5: Wild Animal Usage:** No wild animals are kept in captivity solely for performance, display, or public interaction. All animal-based activities must form part of a scientifically based approach to animal welfare, contribute positively to conservation and public education, and be guided by recognized conservation experts’ advice.  **D3.4.6: Prohibited Practices:** The hotel does not engage in animal-based practices that compromise animal welfare or well-being or force animals into non-natural behaviors. This includes, but is not limited to, animal performances, tactile interactions with infant wild animals, walking or physical interactions with predators or cetaceans, or using animals for begging. |
| **D3.5 Wildlife Harvesting and Trade**  The hotel commits to ensuring that wildlife species are not harvested, consumed, displayed, or traded in an unsustainable or illegal manner. | **D3.5.1: Regulatory Information:** The hotel provides, upon request, clear and accessible information to guests regarding local and international regulations governing wildlife harvesting, consumption, and trade, including references to guidelines and frameworks established by authorities such as the IUCN and CITES.  **D3.5.2: Guidance on Unsustainable Products:** The hotel provides guidance to guests and staff to discourage the purchase or acceptance of products and souvenirs derived from threatened or endangered species. This guidance aligns with international conservation standards (e.g., IUCN Red List, CITES) and relevant local wildlife protection laws.  **D3.5.3: Sustainable Wildlife Practices:** The hotel does not engage in or support the harvesting, consumption, display, or trade of wildlife species—nor the acquisition or breeding of wild animals—except where these activities are strictly regulated, demonstrably sustainable, and fully compliant with applicable laws and recognized conservation guidelines. |