**GSTC TOUR OPERATORS STANDARD & INDICATORS**

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| **Standard** | **Indicators** |
| SECTION A: DEMONSTRATE EFFECTIVE SUSTAINABLE MANAGEMENT | |
| **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. |
| **A2 Risk Management**  The tour operator manages risks and has contingency plans for unexpected situations during tours and at the office. | A2.1 The tour operator conducts a documented analysis of risks that may affect the health and safety of people involved in tours and office operations.  A2.2 The tour operator monitors actual risks identified in the risk management plan and updates the plan accordingly, at a minimum of annually, and after any incident.  A2.3 When designing a new tour product, the tour operator conducts a documented risk analysis regarding the potential impacts of its tours on the environment, local communities, the local economy, and climate change. The tour operator consults local stakeholders during the analysis.  A2.4 The tour operator has a plan to prevent and mitigate identified risks, including measures to address environmental, social, and economic impacts.  A2.5 The tour operator appoints a person or group responsible for conducting risk analyses, implementing prevention and mitigation plans, and communicating the plan to relevant staff and stakeholders.  A2.6 The tour operator has an emergency and crisis management plan, including staff roles and consideration of people with disabilities, that is reviewed at minimum annually, and after any incident.  A2.7 The tour operator communicates the risk, emergency, and crisis management plans to all staff and stakeholders.  A2.8 The tour operator keeps updated records of emergencies, contingencies, or crises faced, as well as the measures taken to address them. |
| **A3 Legal Compliance**  The tour operator complies with all applicable local, national, and international legislation and regulations, including, among others, health, safety, labor, environmental, and social aspects. | A3.1 The tour operator keeps an up-to-date, documented list of all relevant legislation, including health, safety, employment, environment, human rights, animal welfare, and others, that pertains to their operations. This list includes local, national, and supranational requirements, and is reviewed at a minimum of annually, and after any changes in legislation.  A3.2 The tour operator holds current copies of all required official documents (e.g., permits, licenses, and certificates) to demonstrate compliance with relevant regulations, and those documents are easily available for inspection.  A3.3 The tour operator ensures that their suppliers, including transportation and accommodation service providers, possess the necessary permits and licenses.  A3.4 The buildings and other facilities the tour operator owns, leases, or rents comply with relevant laws, such as local zoning laws, building codes, environmental protection regulations, and cultural heritage requirements.  A3.5 The tour operator regularly monitors its suppliers' legal compliance, including buildings and infrastructures provided to the tour operator, especially in high-risk human rights, culture, and environmental conservation areas, and maintains records of this monitoring. |
| **A4 Reporting and Communication**  The tour operator communicates its sustainability policies, actions, and performance to stakeholders and actively engages them. | A4.1 The tour operator communicates its sustainability policies clearly to all stakeholders—including staff, suppliers, and customers—using accessible language, and maintains proof of these communications.  A4.2 The tour operator publicly shares regular sustainability performance reports, and these reports are made available on the tour operators public facing website.  A4.3 The tour operator monitors stakeholder feedback regarding its sustainability communication, and documents this feedback.  A4.4 The tour operator takes action to improve its reporting and communication based on stakeholder feedback, and documents the actions that are taken.  A4.5 The sustainability performance reports include comparisons with the previous reporting period, showing progress in sustainability performance and accounting for reasons in areas where no progress was achieved. |
| **A5 Staff Engagement**  The tour operator actively involves its staff in developing and continuously improving its sustainability management system, with clearly defined roles and responsibilities and a focus on the operator’s role in destination communities. | A5.1 The tour operator engages staff in developing sustainability policies and action plans through structured consultations such as committees, workshops, and feedback sessions, and maintains records of these consultations.  A5.2 The tour operator informs all staff of sustainability policies.  A5.3 The tour operator provides regular training and guidance on implementing sustainability policies and action plans, including demonstrations of sustainable practices, and maintains records of these training sessions.  A5.4 Staff roles and responsibilities related to sustainability are clearly defined in job descriptions, contracts, or other relevant records, and these documents are kept up to date, and easily accessible.  A5.5 The tour operator regularly reviews and documents staff engagement to enhance their engagement. |
| **A6 Customer Experience**  The tour operator monitors customer satisfaction, including aspects related to sustainability and responsible behavior, and takes corrective actions as needed. | A6.1 The tour operator, its suppliers, and service providers systematically collect customer feedback, including sustainability aspects, analyze it, and use it for continuous improvement.  A6.2 The tour operator records negative feedback, including complaints about sustainability issues in accommodations, transportation, dining, cultural sites, and other sustainability initiatives or responsible travel practices.  A6.3 The tour operator makes guests aware of and supports environmentally and socially responsible behavior before and during the trip, and documents the information given to guests.  A6.4 The tour operator has documented corrective actions and monitors their implementation to ensure continuous improvement. |

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| **A7 Accurate Promotion**  The tour operator ensures that promotional materials and marketing communications are accurate and transparent regarding its products, services, and experiences. | A7.1 The tour operator uses images and testimonials based on real customer experiences and visited locations, and maintains records verifying the authenticity of these images and testimonials.  A7.2 The tour operator transparently communicates its offerings, including potential wildlife encounters, nature-based, and cultural experiences.  A7.3 The tour operator ensures that sustainability claims of itself and third-party suppliers are clearly visible in the tour packages they offer, supported by third-party verified certification claims, and maintains copies of these verifications.  A7.4 The tour operator promotes a diverse range of destinations by featuring not only top spots but also secondary locations to help avoid overtourism, and destinations with verified sustainability practices. |
| **A8 Buildings and Infrastructure**  The tour operator ensures that all buildings and infrastructure used for its operations—including owned, leased, or supplied facilities—are legally compliant and promote sustainable practices. | A8.1 The tour operator improves facilities with culturally appropriate designs whenever feasible, and maintains records of the feasibility assessment.  A8.2 The tour operator improves facilities with climate-friendly designs whenever feasible, and maintains records of the feasibility assessment.  A8.3 The tour operator prioritizes using eco-certified facilities, and maintains copies of the eco-certifications.  A8.4 The tour operator ensures that facilities offered for customers are safe and secure in terms of risks and emergencies, health, and hygiene, in compliance with local regulations, and maintains records of compliance. |
| **A9 Access for All**  Where practical and appropriate, the tour operator ensures that its tours, facilities, and services are accessible to people of all abilities and clearly communicates this accessibility to potential customers. | A10.1 The tour operator provides information to customers and staff about the area’s natural and cultural values, including its environmental, historical, and social significance.  A10.2 The tour operator provides behavioral guidelines, emphasizing the most suitable behavioral code specific to the location or activity.  A10.3 The information includes practical, and up to date, suggestions for how guests can support local community organizations, businesses, or civil societies.  A10.4 The tour operator prioritizes digital media for sharing information to enhance accessibility (e.g., QR codes, online guides, mobile apps).  A10.5 Information is available in various languages that are relevant to their guests. |

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| SECTION B: MAXIMIZE SOCIAL AND ECONOMIC BENEFITS TO THE LOCAL COMMUNITY AND MINIMIZE NEGATIVE IMPACTS | |
| **B1 Community Support**  The tour operator actively contributes to local community and infrastructure development, including through its supply chain. | B1.1 The tour operator has a written policy that supports local community and infrastructure development through community tourism organizations, social enterprises, or non-profit organizations.  B1.2 The tour operator records the level and content of its contributions to the local community, such as support for local guides, businesses, and services.  B1.3 The tour operator prioritizes contracts and agreements with suppliers and service providers that support local community development.  B1.4 The tour operator partners with local community-run tourism enterprises for accommodations, transport, meals, experiences, and souvenirs.  B1.5 The tour operator regularly monitors, evaluates, and reports the outcomes and social impact of its community support activities using key performance indicators.  B1.6 The tour operator regularly gathers local community feedback to adjust and enhance its initiatives and stay responsive to changing needs, and documents the feedback gathered, and demonstrates how the feedback is used. |
| **B2 Local Employment**  The tour operator has a policy for local employment particularly for positions that depend on local cultural or natural knowledge. | B2.1 The tour operator has a written policy to hire local staff for positions requiring local expertise, ensuring that local candidates are used for roles such as tour guiding.  B2.2 The tour operator tracks and records the percentage of local residents employed, including job positions and demographic data.  B2.3 The tour operator establishes written agreements with suppliers and service providers that prioritize local employment and support local capacity, while accommodating less formal arrangements where necessary, and encourages suppliers to provide training to local employees.  B2.4 The tour operator collaborates with local educational institutions, vocational training centers, and employment agencies, if available, and documents these collaborations. |
| **B3 Local Purchasing**  The tour operator prioritizes sourcing goods and services—including those provided by suppliers—that are locally sourced, organic, and fair-trade products that meet the required quality standards. | B3.1 The tour operator regularly verifies its suppliers’ compliance with local and sustainable procurement practices.  B3.2 The tour operator prioritizes purchasing local, organic, and/or fair-trade products and services whenever feasible and meets quality standards, and records the reasoning for instances when these products cannot be sourced.  B3.3 The tour operator maintains records of its local purchases and monitors the percentage of locally sourced procurement to drive continuous improvement. |
| **B4 Local Entrepreneurs**  The tour operator engages with and supports locally-owned, community-led, or nonprofit tourism enterprises by assisting in the development, improvement, and promotion of sustainable products and services that reflect the area’s nature, history, or cultural heritage. | B4.1 The tour operator supports community tourism enterprises by providing capacity-building, technical assistance, or financial incentives to develop or improve products and services (e.g., handicrafts, local culinary offerings, cultural experiences, and guided tours), and maintains a documented plan and system to measure the impact of this support.  B4.2 The tour operator promotes products and services provided by locally owned, community owned, or local social enterprises to its customers through promotional materials distributed via online and offline channels, and maintains a documented strategy for this promotion. |
| **B5 Exploitation, Harassment, and Human Trafficking**  The tour operator implements a written Zero Tolerance Policy against all forms of exploitation, harassment, human trafficking, and forced labor, particularly protecting children, youth, women, minorities, and other vulnerable groups. | B5.1 The tour operator has a written Zero Tolerance Policy that prohibits any form of exploitation, harassment, human trafficking, and forced labor.  B5.2 The tour operator communicates this policy both internally (e.g., during onboarding, in staff handbooks, or management policies) and externally (e.g., through customer care charters, purchasing policies, or supplier contracts), with supporting evidence of its application, and includes a clear process for reporting breaches of the policy.  B5.3 The tour operator regularly monitors and records policy implementation to ensure compliance.  B5.4 Suppliers and service providers shall sign written agreements or provide documented evidence of adherence to the Zero Tolerance Policy.  B5.5 The tour operator includes a clause prohibiting child labor and illegal labor in all supplier contracts, maintains records to verify compliance, and takes corrective action if needed, and also provides training to suppliers on these issues. |

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| **B6 Equal Opportunity**  The tour operator ensures fair employment opportunities—including management positions—without discrimination. | B6.1 The tour operator maintains a written equal employment opportunity policy that explicitly prohibits discrimination on any basis.  B6.2 The tour operator regularly monitors its employment practices to ensure that employment and promotion opportunities are provided equally, including for local residents.  B6.3 The tour operator maintains records of its staff, including demographic data, to track representation in all roles and management positions. |
| **B7 Decent Work**  The tour operator upholds labor rights by ensuring a safe working environment, paying a fair and living wage, and providing regular training and career advancement opportunities for its direct employees. For employees of external service providers and suppliers, the tour operator requires that contractual agreements reflect comparable labor standards. | B7.1 The tour operator complies with national labor regulations and ILO standards to ensure a safe and secure work environment for all its direct employees.  B7.2 The tour operator monitors wage levels to ensure that staff receive at least the legal minimum wage. Where no legal minimum wage exists, a fair wage based on local benchmarks is provided, and these benchmarks are documented.  B7.3 The tour operator records salary increases based on the annual review, and also maintains records of the performance reviews.  B7.4 The tour operator provides regular training and career development opportunities and keeps records of these activities.  B7.5 The tour operator guarantees that staff receive written contracts that include healthcare and social security benefits, particularly in areas where these benefits are not publicly available, and that these contracts are in a language the staff understands.  B7.6 The tour operator has a confidential grievance system to address employee concerns and regularly monitors staff satisfaction.  B7.7 The tour operator requires suppliers to meet similar standards in their labor practices, as evidenced in contractual agreements. |
| **B8 Code of Conduct**  The tour operator has a written code of conduct that guides the behavior of staff, suppliers, and customers, ensuring respect, safety, and ethical interactions. | B8.1 The code of conduct outlines policies to prevent exploitation, harassment, and human trafficking.  B8.2 The code of conduct promotes respectful treatment of all individuals regardless of race, religion, sex, gender identity, sexual orientation, parental status, national origin, age, disability, or political affiliation, and includes a clear process for reporting breaches of respectful treatment.  B8.3 The code of conduct provides guidelines for both verbal and non-verbal communications, specifying acceptable physical contact and maintaining appropriate proximity during interactions.  B8.4 The code of conduct sets guidelines for interactions with minors, requiring explicit permission from both the child (as appropriate) and their parent or legal guardian for photos, videos, and gifts.  B8.5 The tour operator communicates the code of conduct internally—through onboarding sessions, staff handbooks, and management policies—and externally, such as via customer care charters and supplier contracts, and maintains records that show the code has been received and understood.  B8.6 The tour operator provides regular training, with records maintained to ensure compliance and continuous improvement. |
| **B9 Community Impacts**  The tour operator ensures its activities contribute positively to local community services and livelihoods while preventing any adverse effects. | B9.1 The tour operator identifies, documents, and monitors its impacts on local community services and livelihoods, and these assessments are done with local community input.  B9.2 The tour operator reports on community impacts and improvements.  B9.3 The tour operator ensures that its operations do not obstruct local transportation routes or community mobility.  B9.4 The tour operator prevents activities from restricting access to local residences and neighborhoods.  B9.5 The tour operator establishes a mechanism for local community feedback on access restriction and takes corrective action when necessary, and documents the feedback gathered, and demonstrates how the feedback is used. |

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| SECTION C: MAXIMIZE BENEFITS TO CULTURAL HERITAGE AND MINIMIZE NEGATIVE IMPACTS | |
| **C1 Cultural Interactions**  The tour operator follows international and national best practices—and locally agreed-upon guidance—for managing visits to Indigenous communities and culturally or historically sensitive sites. This is done to minimize adverse impacts, maximize local benefits, and enhance visitor fulfillment. | C1.1 The tour operator has guidelines for visiting cultural and heritage sites, including Indigenous communities, in consultation with relevant local communities. These guidelines are agreed upon locally (including obtaining Free, Prior, and Informed Consent where required) and align with national and international best practices.  C1.2 The guidelines specify appropriate interactions with minors and other vulnerable groups while respecting cultural, religious, and social norms.  C1.3 The tour operator determines tour group size, frequency, and timing based on an assessment of the capacity and fragility of cultural sites and communities.  C1.4 Field staff (e.g., guides and drivers) receive training on these guidelines to ensure respectful and sustainable interactions, and this training includes how to handle and report breaches of the guidelines.  C1.5 The tour operator clearly communicates these guidelines to customers through pre-tour briefings and in-tour materials.  C1.6 The tour operator actively contracts community-owned, Indigenous-owned, and nonprofit/social enterprises for cultural experiences, products, visits, and guiding services—ensuring that part of the tour revenue benefits local community development (e.g., educational programs or local sports initiatives). |
| **C2 Protecting Cultural Heritage**  The tour operator contributes to protecting and enhancing cultural heritage—including historical, archaeological, traditional, and spiritual assets—while ensuring local residents retain access. The tour operator supports heritage conservation programs by allocating a portion of attraction-generated income and encourages guests to participate in these initiatives. | C2.1 The tour operator actively contributes to cultural heritage protection and enhancement by recording and reporting its support, including funding heritage conservation programs and partnering with local, Indigenous, or community-owned enterprises for cultural interpretation and activities.  C2.2 The tour operator ensures that its activities do not impede local residents’ access to heritage sites and complies with all applicable government management regulations.  C2.3 The tour operator encourages guest participation in heritage conservation programs, such as voluntary contributions or educational initiatives, to further support local heritage protection. |
| **C3 Presenting Culture and Heritage**  The tour operator values and integrates authentic elements of both traditional and contemporary local culture into its operations, ensuring respectful representation and supporting local cultural rights. | C3.1 The tour operator identifies traditional and contemporary cultural elements in the areas where it operates tours, in accordance with local, regional, national, and international policies and guidelines.  C3.2 The tour operator provides customers with authentic cultural experiences—through site visits, local cuisines, events, and other activities—and actively contracts with local, community-owned, Indigenous-owned, or nonprofit organizations for at least 51% of its cultural experiences, and provides customers with information about the cultural significance of these experiences.  C3.3 The tour operator respects intellectual property rights and, when possible, supports local artisans in achieving IP protection for their traditional knowledge and cultural expressions.  C3.4 The tour operator has a system for local communities to address any concerns about its cultural representation, ensuring feedback is used to continuously improve its practices, including obtaining Free, Prior, and Informed Consent (FPIC) where applicable. |
| **C4 Artifacts**  The tour operator ensures that artifacts are neither sold, traded, nor displayed except in strict compliance with applicable local and international laws, conventions, and guidelines protecting cultural heritage. | C4.1 The tour operator complies with all relevant legal requirements and international conventions governing the use, display, and trade of cultural artifacts.  C4.2 The tour operator provides clear information to customers about the legal and conventional frameworks that regulate artifacts when visiting cultural or archaeological sites. |

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| SECTION D: MAXIMIZE BENEFITS TO THE ENVIRONMENT AND MINIMIZE NEGATIVE IMPACTS | |
| D1 Conserving Resources | |
| **D1.1 Environmentally Preferable Purchasing**  The tour operator prioritizes environmentally sustainable products and suppliers—including capital goods, food, beverages, building materials, and consumables—and adheres to international standards. | D1.1.1 The tour operator has a written sustainable purchasing policy that prioritizes sustainable, local, and/or fair-trade suppliers and products when available.  D1.1.2 The tour operator keeps records of policy implementation maintained and shares relevant information with customers.  D1.1.3 Suppliers meeting sustainability criteria are prioritized, with written agreements where feasible. Small or community-based suppliers may provide alternative proof of sustainability practices.  D1.1.4 When certified options are unavailable, the tour operator evaluates the origin and production methods to ensure sustainability.  D1.1.5 Unregulated, vulnerable, threatened, or endangered species are not used in food, souvenirs, or entertainment, following recognized international conventions.  D1.1.6 Sustainable digital solutions are used to optimize purchasing processes.  D1.1.7 Supplier contracts incorporate environmental sustainability requirements relevant to each supplier, including a target percentage of sustainability-certified products as applicable. |
| **D1.2 Efficient Purchasing**  The tour operator carefully manages the procurement of consumable and disposable goods—including food—to minimize waste and environmental impact. | D1.2.1 The tour operator maintains a purchasing policy that prioritizes reusable, returnable, or recycled products while minimizing disposable items.  D1.2.2 The tour operator keeps records demonstrating the implementation of this policy in both its office and tour operations.  D1.2.3 The tour operator clearly communicates this policy to its suppliers, and requires suppliers to acknowledge receipt and understanding of the policy.  D1.2.4 The tour operator monitors the impact of its efficient purchasing practices on waste reduction, and sets targets for waste reduction.  D1.2.5 The tour operator eliminates all single-use plastic items in its office and throughout its tour operations where feasible, and documents the instances where it is not feasible to eliminate single-use plastics and the reasoning. |

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| **D1.3 Energy Conservation**  The tour operator actively manages energy consumption in its own operations and promotes energy efficiency among suppliers where applicable. | D1.3.1 The tour operator has a written energy conservation/efficiency policy.  D1.3.2 The tour operator measures energy consumption by type (e.g., electricity, heating fuel) in its own controlled operations—such as its office, veichles and owned assets.  D1.3.3 The tour operator sets measurable goals to reduce its energy consumption and increase the share of renewable energy used in these operations.  D1.3.4 The tour operator trains its staff on energy-saving practices.  D1.3.5 The tour operator invests in energy-efficient equipment and practices and, where feasible, increases its use of renewable energy.  D1.3.6 The tour operator takes steps to minimize the overall consumption of energy at its office and during tours. For example, it may use energy-efficient lighting, heating, and cooling equipment and/or turn off equipment and vehicles that are not in use.  D1.3.7 The tour operator establishes specific annual energy reduction targets separately for each tour, considering variations in energy consumption based on the tour type, scope, and season.  D1.3.8 The tour operator encourages suppliers to adopt energy-efficient practices in the products and services they provide.  D1.3.9 The tour operator communicates its energy policy, goals, and progress to customers via its website and other communication channels. |
| **D1.4 Water Conservation**  The tour operator commits to water conservation by addressing water risks in key operational locations—particularly in facilities used by its supply chain partners—and by promoting water-saving practices throughout its operations. | D1.4.1 The tour operator has a written water conservation policy.  D1.4.2 The tour operator identifies water risk factors in locations where high water consumption occurs (e.g., partner hotels, restaurants) and incorporates these risks into its sustainability policy and plan.  D1.4.3 The tour operator measures the water used in its office and requests its water consumption data for its tours from the suppliers with significant water usage.  D1.4.4 The tour operator sets measurable water reduction targets for its high-impact suppliers as part of its sustainable procurement process.  D1.4.5 The tour operator trains its staff on water conservation practices and encourages suppliers to adopt water-saving equipment and methods.  D1.4.6 The tour operator communicates its water conservation policy and progress to customers and stakeholders, and also provides water saving tips to customers. |

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| **D2. Reducing Pollution** | |
| **D2.1 Greenhouse Gas Emissions**  The tour operator identifies and quantifies greenhouse gas emissions from its direct operations and key supply chain activities, sets clear reduction targets, and implements measures to lower emissions. It makes an official, public commitment to reducing its carbon footprint and, where necessary, carefully applies inset/offset mechanisms only after all feasible reductions have been achieved. | D2.1.1 The tour operator measures greenhouse gas emissions from its direct operations (Scope 1 and 2) and, where practical, tracks significant Scope 3 emissions from its supply chain, and documents the methodology used for measurement.  D2.1.2 The tour operator sets clear, measurable reduction targets for its direct operations and makes a public commitment (e.g., by signing the Glasgow Tourism Climate Declaration) to reducing its overall carbon footprint.  D2.1.3 The tour operator implements concrete energy efficiency and waste reduction measures that lower emissions and provides guidance to suppliers, including small and community-based ones, on similar actions.  D2.1.4 The tour operator assesses the emissions-reducing potential of inset and offset mechanisms and, if residual emissions cannot be further reduced, applies carefully selected and verified mechanisms to achieve net-zero for those residuals, and documents the criteria used for selecting offset mechanisms.  D2.1.5 The tour operator provides awareness tools and incentives for customers to measure and reduce their travel-related carbon footprint, ensuring that all actions and progress are documented and reported. |
| **D2.2 Transport**  The tour operator reduces transportation requirements and increases the use of cleaner, more resource-efficient alternatives for its own operations, staff, suppliers, and customers. | D2.2.1 The tour operator prioritizes public transport and active transport (e.g., walking, cycling) for both customers and employees whenever feasible.  D2.2.2 The tour operator designs tours to minimize transportation needs, reducing transfers and single-occupancy vehicle use by implementing shared or pooled transport options.  D2.2.3 The tour operator offers strategies such as car sharing, organized pickups, and coordinated transfers between primary arrival points and event venues to reduce single-occupancy vehicle use.  D2.2.4 The tour operator favors local suppliers and those that provide environmentally friendly and efficient transport services, and maintains a list of preferred suppliers and the criteria for their selection.  D2.2.5 The tour operator proactively provides customers with information about alternative, low-impact transport options available at the destination. |
| **D2.3 Wastewater**  The tour operator ensures that facilities used for its operations, including its offices, treat wastewater in compliance with all applicable laws and, when permitted, reuse wastewater where feasible. The tour operator also favors suppliers and partners who demonstrate effective wastewater management practices that prevent any harmful discharge into the environment. | D2.3.1 The tour operator uses facilities that meet all legal wastewater treatment requirements.  D2.3.2 When allowed by applicable laws, the tour operator encourages the reuse of treated wastewater in its own operations.  D2.3.3 The tour operator prioritizes suppliers of products and services that follow best practices in wastewater management, ensuring safe discharge and minimal impact on local communities and ecosystems. |
| **D2.4 Solid Waste**  The tour operator manages waste across its operations, suppliers and service providers by reducing overall waste generation, enhancing reuse and recycling, and providing clear waste sorting guidance. | D2.4.1 The tour operator maintains a written waste management plan for its operations and encourages key suppliers and service providers (e.g., hotels and restaurants) to adopt similar practices, including written signage or digital guidance on waste sorting, and guidance on waste minimization practices.  D2.4.2 The tour operator measures waste by type—focusing on key streams such as food and plastic waste (e.g., following recommendations such as WWF’s hotel plastic waste toolkit)—and monitors progress over time.  D2.4.3 The tour operator implements measures to avoid and minimize waste, using regular monitoring and process improvements.  D2.4.4 The tour operator trains staff on effective waste management and proper waste sorting practices.  D2.4.5 The tour operator ensures waste disposal complies with all relevant laws and regulations.  D2.4.6 The tour operator has measures in place to prevent tour-related waste from entering the local environment, and provides waste management guidance to customers. |
| **D2.5 Harmful substances**  The tour operator minimizes the use of harmful substances, opting for environmentally friendly products or processes when possible, and follows specific procedures for storing, using, handling, and disposing of chemicals. | D2.5.1 The tour operator has an inventory of harmful substances used in its office and tour operations.  D2.5.2 The tour operator increases the replacement of harmful substances with environmentally friendly products or processes.  D2.5.3 The tour operator favors suppliers of products and services that use fewer or no harmful substances.  D2.5.4 The tour operator trains staff on harmful substances management for its office and tour operations.  D2.5.5 The tour operator guides customers in advance to select environmentally friendly products such as sunscreens, perfumes, insect repellents, etc. |
| **D2.6 Minimize Pollution**  The tour operator reviews and identifies potential sources of pollution from its activities—such as noise, light, and other applicable pollutants—and takes proactive measures to minimize and, where possible, eliminate these impacts, in collaboration with relevant partners. | D2.6.1 The tour operator reviews and identifies potential sources of pollution generated by its operations, including noise, light, and other relevant pollutants.  D2.6.2 The tour operator takes action to minimize and, where possible, eliminate pollution from these sources, working with suppliers or service providers as needed.  D2.6.3 The tour operator regularly monitors pollution levels and adjusts its practices to drive continuous improvement. |

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| D3 Conserving Biodiversity, Ecosystems and Landscapes | |
| **D3.1 Biodiversity Conservation**  The tour operator contributes to the conservation of biodiversity while minimizing any disruption to natural ecosystems. | D3.1.1 The tour operator monitors its adverse impact on biodiversity, and documents the monitoring methodology and data.  D3.1.2 The tour operator takes steps to avoid and mitigate its adverse impact.  D3.1.3 The tour operator engages with experts or conservation organizations to prevent or reduce the negative impact of its tour operations on biodiversity.  D3.1.4 The tour operator contributes to biodiversity conservation through financial, in-kind, or other assistance.  D3.1.5 The tour operator prioritizes the areas used by its operations in conservation contributions unless urgent conservation activities are required in other areas. |
| **D3.2 Invasive species**  The tour operator takes measures to avoid the introduction of local invasive species. | D3.2.1 The tour operator has an inventory of local invasive species relevant to the areas where it operates its tours, and regularly reviews and updates this inventory based on new scientific information and local monitoring.  D3.2.2 The tour operator takes steps to avoid introducing invasive species through its tours.  D3.2.3 The tour operator trains tour guides and drivers to prevent the introduction of invasive species.  D3.2.4 The tour operator includes guidance in pre-tour briefings to inform customers about the importance of avoiding introducing non-native species. |
| **D3.3 Visits to natural sites**  The tour operator follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitor fulfillment. | D3.3.1 The tour operator has guidelines for visiting natural sites, aligned with local, national, and international good practices.  D3.3.2 The tour operator determines the size of tour groups and the frequency and timing of visits to minimize the impact on the natural environment.  D3.3.3 If tours include visits to highly protected areas, as required, the tour operator consults with experts or responsible public agencies.  D3.3.4 The tour operator trains field staff such as guides and drivers about the guidelines.  D3.3.5 The tour operator delivers the guidelines to customers.  D3.3.6 The tour operator has a system in place for the public, including local communities and conservation organizations, to address grievances. |
| **D3.4 Interactions with wild animals**  Observation of and interactions with wild animals in the wild and in a captive environment are responsibly managed to avoid adverse effects. | D3.4.1 The tour operator has guidelines for wildlife interaction, aligned with local, national, and international regulations and good practices.  D3.4.2 The tour operator monitors its adverse impact on wildlife.  D3.4.3 The tour operator determines the size, frequency, and timing of tour groups based on its monitoring results, the advice of wildlife experts and relevant laws, if applicable.  D3.4.4 The tour operator trains field staff, such as guides and drivers, on the guidelines.  D3.4.5 The tour operator delivers the guidelines to customers. |
| **D3.5 Animal welfare**  The tour operator that keeps, owns or manages animals are to be appropriately and duly licensed by a government authority or appointed agency and subject to regular inspections. Housing, care, handling and viewing practice for all animals (wild and domestic animals, irrespective of circumstance) shall meet the highest standards in animal welfare. No species of wild animals will be acquired, bred or held captive, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law and recognized guidelines for animal-based tourism activities. | D3.5.1 The tour operator is aware of national and international standards and laws that pertain to wild and domestic animals affected by their tour operations.  D3.5.2 The tour operator does not have any captive wildlife unless it is legally permitted.  D3.5.3 The tour operator complies with national and international standards and laws regarding the housing, care, and handling of captive wildlife and domestic animals when they are part of its operations.  D3.5.4 The tour operator ensures that service providers and sites it visits comply with relevant laws and regulations concerning wild and domestic animals.  D3.5.5 The tour operator offers hunting activities, if they are legal, within the context of conservation based on scientific research.  D3.5.6 The tour operator trains staff, including guides and drivers, who are involved in its animal-relevant operations about national and international standards and laws.  D3.5.7 The tour operator provides customers with information about the laws on wild and domestic animals to prevent them from buying illegal products derived from threatened species notified by IUCN or CITES.  D3.5.8 The Tour operator does not promote or support animal performances or attractions that demonstrate a clear negative impact on animal welfare. |