



**Tourism for People,  
Nature & Climate**

**SOLUTION FOR  
BUSINESSES  
CRITERIA**



## 1. Food &amp; Products

		GT Scan	CAS	Level 1	Level 2	Level 3
<b>1.1 Responsible offer</b>	When purchasing and offering goods and services, the organization gives priority to local, eco-friendly and fair trade suppliers whenever these are available and of sufficient quality.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1.2 Environmentally preferable purchasing</b>	Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1.3 Efficient purchasing</b>	Carefully manages the purchasing of consumable and disposable goods, including food, in order to minimise waste.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1.4 Responsible food on offer</b>	Offers vegetarian, vegan, gluten-free, dairy-free and other special dietary options upon request.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1.5 Info on responsible food</b>	Communicates which F&B options are local and which are Fairtrade, vegetarian, vegan, or organic.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1.6 Reducing meat consumption</b>	Takes initiative to reduce the offer/purchase of meat products and offers no products from endangered fish, seafood or other species.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>1.7 Local art &amp; craftwork</b>	Local art/craft is reflected in design and furnishings.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## 2. Social wellbeing

<b>2.1 Legal compliance</b>	Is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.2 Responsible social contribution</b>	Actively supports initiatives for local infrastructure and social community development. Examples of initiatives include education, training, health and sanitation, and projects which address the impacts of climate change.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.3 Community services</b>	Activities do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.4 Local livelihoods</b>	Activities do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.5 Involuntary resettlement</b>	Acquisition and expansion of the property has not lead, nor is leading to, the involuntary resettlement of residents.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.6 Guests hosted by resident</b>	The host of the B&B lives in the apartment (apartment is not entirely rented out to tourists).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.7 Local ownership</b>	The owner is a local resident actively participating in the business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.8 Local entrepreneurs</b>	Supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history, and culture.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.9 Destination engagement</b>	Is involved with sustainable tourism planning and management in the destination, where such opportunities exist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2.10 Destination engagement - Cruise operators</b>	Prevents adverse cultural and socio-economic impacts on destination and their local communities through involvement with sustainable tourism planning and management in visited destinations. Ensures destinations visited have the necessary carrying capacity of local infrastructure to host the large influx of visitors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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<b>2.11 Local student internships</b>	Offers internships to local students.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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### 3. Good employment

<b>3.1 Human respect</b>	Has implemented a policy against commercial, sexual or any other form of exploitation or harassment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.2 Decent work</b>	Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.3 Local employment</b>	Local residents are given equal opportunities for employment and advancement, including in management positions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.4 Equal opportunity</b>	Offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.5 Training</b>	Employees are offered regular training, experience and opportunities for advancement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.6 Employee insurance</b>	Employee contracts show support for health care and social security.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.7 Employee well-being</b>	Focuses on ways to prevent physical and mental strain for employees by including complaint management systems. Employees have regular breaks and do not work excessive hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>3.8 Employee engagement</b>	Employees are engaged with development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### 4. Health & safety

<b>4.1 Ensure health &amp; safety</b>	Never causing health or safety hazards. Any risk factors are identified and addressed.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.2 Safe location</b>	Location and immediate surroundings are safe, e.g. with security guards, security cameras, surveillance, or locks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.3 Emergency protocols</b>	Emergency procedure is established regarding e.g. first aid, safety training, and emergency exits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.4 Virus-awareness</b>	Implements all legally required measures against virus transmission (Virus-Aware Seal can be obtained upon separate check).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.5 Swimming pool</b>	Regularly checks the water quality and safety of the swimming pool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.6 Diver to dive master ratio</b>	Ensures that the diver to dive master ratio safeguards proper and responsible supervision of underwater diver behaviour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 5. Accessibility

<b>5.1 Access for All</b>	Provides access and information for persons with special needs, where appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>5.2 No discrimination</b>	Welcomes all guests without discrimination by gender, race, religion, disability or in other ways.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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<b>5.3 Transport</b>	Seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations (e.g. by informing about the availability of local public transportation).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>5.4 Info on accessibility</b>	Clear and accurate information is provided on the level of accessibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>5.5 Property rights &amp; access</b>	Acquisition of land and water rights and of property is legal and complies with local communal and indigenous rights, including their free, prior and informed consent. User and access rights for key resources, including land and water, are documented where applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## 6. Energy & Climate

<b>6.1 Climate-friendly</b>	Minimises energy consumption and does not waste energy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.2 Energy consumption</b>	Energy consumption is measured by type and steps are taken to minimize overall consumption.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.3 Greenhouse gas emissions</b>	Significant greenhouse gas emissions from all sources controlled by the organization are identified, calculated where possible and procedures implemented to avoid or to minimize them. Effective compensation of the organization's remaining emissions is encouraged.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.4 Renewable energy</b>	Makes an effort to increase its use of renewable energy.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.5 Energy saving practices</b>	Implements equipment and practices that minimise energy use.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.6 Heating &amp; A/C</b>	Prevents unnecessary use of outdoor heating or air conditioning.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.7 Renewable energy producer</b>	Produces its own renewable energy (solar, wind, bio) or applies solar water heaters.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.8 Electric cars</b>	Only uses fully electric cars, powered by renewable energy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.9 Crypto-currencies</b>	No usage of crypto-currency transactions because of their high energy use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.10 Net zero</b>	Confirms actual current carbon footprint, a net zero reduction plan and is able to achieve and demonstrate Net Zero to the company's stakeholder through a Net Zero certificate from an independent certification or assurance report.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>6.11 Climate adaptation</b>	Measures are implemented to combat the expected impacts of the climate emergency and to enhance climate resilience and adaptation, in a socially and environmentally friendly way.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## 7. Waste

<b>7.1 Minimising disposables</b>	Prevents the use of disposables (especially single-use plastic) and offers reusable alternatives instead.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7.2 Waste reduction</b>	Waste, including food waste, is measured and mechanisms are in place to reduce waste.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7.3 Waste separation</b>	Mechanisms are in place to reuse or recycle waste where reduction is not feasible.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7.4 Waste disposal</b>	Any residual waste disposal has no adverse effect on the local population or the environment. request.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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<b>7.5 Engine oil usage</b>	Responsible oil storage, recycle, re-use, and disposal of engine oil. Ensures no oil is spilled into the (ground)water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7.6 Waste storage &amp; disposal</b>	Waste is safely stored, separated, and disposed of in a responsible manner, with no adverse effect on the local population or the environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7.7 No single-use bottles</b>	Promotes drinking of (safe) tap water and provides access to refill reusable bottles, does not offer bottled water.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>7.8 Recycling actions</b>	Actively organises or participates in recycling actions which go beyond basic waste separation.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 8. Water

<b>8.1 Water conservation</b>	Takes steps to minimise water consumption and prevents water pollution.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>8.2 Water consumption</b>	Water risk is assessed, water consumption is measured by type, and steps are taken to minimize overall consumption. Water sourcing is sustainable and does not adversely affect environmental flows. In areas of high water risk, context-based water stewardship goals are identified and pursued.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>8.3 Sewage treatment</b>	Connected to sewage water treatment system (or safe septic tank option).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>8.4 Water saving devices</b>	Has devices such as toilets, taps, and showers, that reduce the consumption of water.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>8.5 Towel/linen washing policy</b>	Guests are encouraged to indicate when towels and linen should be changed, otherwise it should be limited to twice a week.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>8.6 Good use of water</b>	Wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects to the local population or the environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 9. Pollution & Noise

<b>9.1 No pollution</b>	Implements practices to minimise pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>9.2 No air pollution</b>	Identifies potential causes of air pollution and takes steps to prevent or minimise them.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>9.3 Harmful substances</b>	The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimised, and substituted when available by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 10. Nature

<b>10.1 Nature friendly</b>	Supports and contributes to biodiversity conservation. Any disturbance of natural ecosystems is minimised, rehabilitated and there is a compensatory contribution to conservation management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.2 Invasive species</b>	Takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



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<b>10.3 Animal welfare</b>	No species of wild animal is acquired, bred or held captive, except by authorized and suitably equipped persons and for properly regulated activities in compliance with local and international law. Housing, care and handling of all wild and domestic animals meets the highest standards of animal welfare.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.4 Wildlife interactions</b>	Interactions with free roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.5 Visits to natural sites</b>	Follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimise adverse impacts and maximize visitor fulfilment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.6 Biodiversity management</b>	Has an appropriate management of biodiversity on its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.7 Wildlife trade</b>	Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local and international laws.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.8 Local conservation work</b>	Participates in wildlife conservation and monitoring activities led by local NGOs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>10.9 Buildings and infrastructure</b>	Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure take account of the capacity and integrity of the natural and cultural surroundings, and use locally appropriate and sustainable practices and materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## 11. Culture

<b>11.1 Culture friendly</b>	Has not seriously damaged local heritage in favour of modern business development over the past 5 years.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>11.2 Protecting cultural heritage</b>	Contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>11.3 Authentic experiences</b>	Values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops, while respecting the intellectual property rights of local communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>11.4 Cultural interactions</b>	Follows international and national good practice and locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximize local benefits and visitor fulfilment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>11.5 Cultural interactions - Cruise operators</b>	Obtains consent from indigenous communities and residents near cruise ship home ports and destinations. Promotes good practice of visitors when visiting culturally or historically sensitive sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>11.6 Artefacts</b>	Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## 12. Management & Information

<b>12.1 Sustainability reporting</b>	Publicly communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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<b>12.2 Sustainability management system</b>	Has implemented a long-term sustainability management system that is suitable to its size and scope, addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.3 Sustainability report</b>	The sustainability report of this certification procedure (or any previous certification) is made publicly available via the internet or openly available to clients (applicable from the second year onwards).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.4 Accurate promotion</b>	Promotional materials and marketing communications are accurate and transparent with regard to the organization and its products and services, including sustainability claims. They do not promise more than is being delivered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.5 Info on nature &amp; culture</b>	Provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation of appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.6 Info on sustainability</b>	Visitors are informed about sustainable options concerning accommodations, restaurants, F&B, excursions, trips & tours and transportation to and within the destination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.7 Info on health &amp; safety</b>	Visitors are informed about any risks and precautions related to health and safety matters in the destination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.8 Customer experience</b>	Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>12.9 What more do you do?</b>	What other important action or measure have you taken that is not legally required or covered by any of the previous criteria?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Contact us:

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