

<b>GOOD TRAVEL SEAL STANDARD v4.3.2: Criteria for businesses and facilities</b>		
Key attitude (max 4 points)		© Green Destinations Services 2023
Key action (max 2 points)		
Additional key action for full GSTC-I compliance (max 2 points)		
Optional action (1 point)		
<b>Themes</b>	<b>Criteria Title</b>	<b>Criteria Description</b>
<b>1. Food &amp; Products</b>	<b>Responsible offer</b>	<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.</b>
	Environmentally preferable purchasing	Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.
	Efficient purchasing	Carefully manages the purchasing of consumable and disposable goods, including food, in order to minimise waste.
	Responsible food on offer	<i>Specific criteria for different sectors</i>
	Info on responsible food	<i>Specific criteria for different sectors</i>
	Reducing meat consumption	<i>Specific criteria for different sectors</i>
	Local art & craftwork	Local art/craft is reflected in design and furnishings.
	<b>2. Social wellbeing</b>	<b>Legal compliance</b>
	Responsible social contribution	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.
	Community services	Activities do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities.
	Local livelihoods	Activities do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.
	Involuntary resettlement	Acquisition and expansion of the property has not lead, nor is leading to, the involuntary resettlement of residents.
	Guests hosted by resident	<i>Specific criteria for different sectors</i>
	Local ownership	The owner is a local resident actively participating in the business.
	Local entrepreneurs	Supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history, and culture.
	Destination engagement	Is involved with sustainable tourism planning and management in the destination, where such opportunities exist.
	Destination engagement - Cruise operators	<i>Specific criteria for different sectors</i>
	Local student internships	Offers internships to local students.
<b>3. Good employment</b>	<b>No human exploitation</b>	<b>Has implemented a policy against commercial, sexual or any other form of exploitation or harassment.</b>

	Decent work	Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage.
	Local employment	Local residents are given equal opportunities for employment and advancement, including in management positions.
	Equal opportunity	Offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.
	Training	Employees are offered regular training, experience and opportunities for advancement.
	Employee insurance	Employee contracts show support for health care and social security.
	Employee well-being	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.
	Employee engagement	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.
<b>4. Health &amp; safety</b>	<b>Ensure health &amp; safety</b>	<b>Never causing health or safety hazards. Any risk factors are identified and addressed.</b>
	Safe location	Location and immediate surroundings are safe, e. g. with security guards, security cameras, surveillance, or locks.
	Emergency protocols	Emergency procedure is established regarding e. g. first aid, safety training, and emergency exits.
	Virus-awareness	Implements all legally required measures against virus transmission (Virus-Aware Seal can be obtained upon separate check).
	Swimming pool	<i>Specific criteria for different sectors</i>
	Diver to dive master ratio	<i>Specific criteria for different sectors</i>
<b>5. Accessibility</b>	<b>Access for all</b>	<b>Provides access and information for persons with special needs, where appropriate.</b>
	No discrimination	Welcomes all guests without discrimination by gender, race, religion, disability or in other ways.
	Transport	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).
	Info on accessibility	Clear and accurate information is provided on the level of accessibility.
	Property rights & access	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.
<b>6. Energy &amp; climate</b>	<b>Climate-friendly</b>	<b>Minimises energy consumption and does not waste energy</b>
	Energy consumption	Energy consumption is measured by type and steps are taken to minimize overall consumption.

	Greenhouse gas emissions	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.
	Renewable energy	Makes an effort to increase its use of renewable energy.
	Energy saving practices	Implements equipment and practices that minimise energy use.
	Heating & A/C	Prevents unnecessary use of outdoor heating or air conditioning.
	Renewable energy producer	Produces its own renewable energy (solar, wind, bio) or applies solar water heaters.
	Electric cars	Only uses fully electric cars, powered by renewable energy.
	Crypto-currencies	No usage of crypto-currency transactions because of their high energy use.
	Net Zero	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.
	Climate adaptation	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.
<b>7. Waste</b>	<b>Minimising disposables</b>	<b>Prevents the use of single-use disposables (especially plastic) and offers reusable alternatives instead (e.g. cutlery).</b>
	Waste reduction	Waste, including food waste, is measured and mechanisms are in place to reduce waste.
	Waste separation	Mechanisms are in place to reuse or recycle waste where reduction is not feasible.
	Waste disposal	Any residual waste disposal has no adverse effect on the local population or the environment.
	Engine oil usage	<i>Specific criteria for different sectors</i>
	Waste storage & disposal	<i>Specific criteria for different sectors</i>
	No single-use bottles	Promotes drinking of (safe) tap water and provides access to refill reusable bottles, does not offer bottled water.
	Recycling actions	Actively organises or participates in recycling actions which go beyond basic waste separation.
<b>8. Water</b>	<b>Water conservation</b>	<b>Takes steps to minimise water consumption and prevents water pollution.</b>
	Water consumption	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.
	Sewage treatment	Connected to sewage water treatment system (or safe septic tank option).
	Water saving devices	Has devices such as toilets, taps, and showers, that reduce the consumption of water.
	Towel/linen washing policy	<i>Specific criteria for different sectors</i>

	Good use of water	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.
<b>9. Pollution &amp; Noise</b>	<b>No pollution</b>	<b>Implements practices to minimise pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.</b>
	No air pollution	Identifies potential causes of air pollution and takes steps to prevent or minimise them.
	Harmful substances	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.
<b>10. Nature</b>	<b>Nature friendly</b>	<b>Supports and contributes to biodiversity conservation. Any disturbance of natural ecosystems is minimised, rehabilitated and there is a compensatory contribution to conservation management.</b>
	Invasive species	Takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.
	Animal welfare	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.
	Wildlife interactions	<b>Specific criteria for different sectors</b>
	Visits to natural sites	<b>Specific criteria for different sectors</b>
	Biodiversity management	Has an appropriate management of biodiversity on its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value.
	Wildlife trade	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.
	Local conservation work	Participates in wildlife conservation and monitoring activities led by local NGOs.
	Buildings and infrastructure	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.
<b>11. Culture</b>	<b>Culture friendly</b>	<b>Has not seriously damaged local heritage in favour of modern business development over the past 5 years.</b>
	Protecting cultural heritage	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.

	Authentic experiences	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.
	Cultural interactions	<b>Specific criteria for different sectors</b>
	Cultural interactions - Cruise operators	<b>Specific criteria for different sectors</b>
	Artefacts	Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.
<b>12. Management &amp; Information</b>	<b>Sustainability reporting</b>	<b>Publicly communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.</b>
	Sustainability management system	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.
	Sustainability report	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).
	Accurate promotion	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.
	Info on nature & culture	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.
	Info on sustainability	<b>Specific criteria for different sectors</b>
	Info on health & safety	<b>Specific criteria for different sectors</b>
	Customer experience	Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.
	What more do you do?	What other important action or measure have you taken that is not legally required or covered by any of the previous criteria?