Green Hotel Guidelines for Bhutan

National Environment Commission Secretariat
Tourism Council of Bhutan
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Green Hotel Guidelines for Bhutan Task Force

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Foreword

Bhutan’s journey towards fulfilling the Sustainable Development Goals has already begun and one of the goals, “Responsible Consumption and Production” has been initiated by the National Environment Commission Secretariat with financial support from EU funded SWITCH-Asia programme through United National Environment Programme (UNEP). Aligning with our development philosophy, Gross National Happiness, five activities under this Sustainable Consumption and Production (SCP) project have been prioritized to fulfil our obligations as well.

Realizing the huge opportunities due to increasing trends in tourism sector, Green Hotel Guideline within Sustainable Tourism would enhance and encourage tourism sector to move towards achieving sustainable tourism for Bhutan. The National Environment Commission Secretariat in collaboration with Tourism Council of Bhutan, Hotel and Restaurant Association of Bhutan, Association of Tour Operators and Guide Association of Bhutan with international and local expert has developed the green hotel guideline for our hoteliers and restaurants.

This green hotel guideline is in line with the recommendation from the national environment strategy “the middle path” that seek balance and holistic development approach. It will avoid unsustainable management practices bringing in efficiencies in energy, water, waste, and other areas. Such improvements will certainly have huge impacts to hotels and restaurants.

In other countries, hotels and restaurants are trying themselves to brand their products green due to market trends and people’s growing concerns towards environmental sustainability. Therefore, may I, urge all the hoteliers and restaurants to take this opportunity to adopt and implement this green hotel guideline, which I am sure will have huge impact to your business and benefit our country and global community at large.
Introduction and background

Tourism development in Bhutan since its inception in 1974 has emerged as a promising future for the country with its unique culture and pristine nature. Recognizing the benefits of tourism and at the same time apprehensive over its adverse impacts a cautious approach towards its development has been pursued based on the concept of “high value low impact”. This cautious policy has helped generate the much needed revenue while shielding the country from the detrimental impacts. However, visitation both from the international and regional source market is rapidly increasing which poses several challenges. Much of the authentic experience that Bhutan offers is being threatened with the surge in visitation numbers which calls for appropriate management strategies. Timely intervention is necessary to ensure that the prospects of sustainable tourism development are upheld. Tourism, as a multi-dimensional sector requires effective partnerships and systems to promote healthy practices.

The four key attributes of Sustainable Tourism Development

| Effective sustainability planning | Maximizing social and economic benefits for the local community | Enhancing cultural heritage | Reducing negative impacts to the environment |

The key attributes of sustainable tourism development bears similar aspirations to the pillars of Gross National Happiness, the development philosophy in Bhutan. This similarity places Bhutan in an easier position to embrace the principles of sustainable tourism development. Aware of the rapid advancement of tourism visitation and the management challenges it poses the government and the private sector are exploring innovative means to ensure that Bhutan can continue to reap the benefits of tourism while reducing the carbon footprints. The Hotel and hospitality sector encounters the major challenges in providing sustainable consumption and production. Healthy practises need to be promoted not only for the benefit of the hotel but also to ensure quality visitor experiences. The financial results are not the only means to judge the success of a hotel or tourism business but increasingly the business ethics, socio-economic awareness, cultural and environmental sensitivity are gaining equal if not more importance. Integrating responsible practices is becoming a necessity. Incorporating environmental protection and encouraging “green” consumption is the key to sustaining tourism development.
Although hotels are expected to offer sustainable and high quality services, the sector lacks guidelines and certification systems. In order for Bhutan to protect its image and maintain its position as an exotic high end destination and a low carbon society it is important to have provisions within the system to cater to sustainable operations.

**Aim and objectives of the guidelines**

Considering the rapid growth in the hotel industry to keep abreast of the increasing visitation numbers it is vital to accordingly incorporate healthy practices to ensure the sustainability of tourism development. Therefore, the aim and objectives of the guidelines are:

Aim: All hotels in Bhutan inspired to adopt sustainable tourism practices

**Objectives:**
1. To assist hotels to adopt sustainable practices in their operations and management:
2. To create awareness and understanding within the hotels in the need to practise sustainable tourism approaches;
3. To encourage hotels to enlist for certification programs;
4. To help improve and complement TCB’s hotel classification and star rating system.

**The framework for the guidelines**

The guidelines have adapted the framework used by the Global Sustainable Tourism Council (GSTC) which has been built on extensive work and experiences by experts around the world. Therefore, rather than trying to reinvent the wheel it is only logical that Bhutan use this framework to build its tourism industry in a sustainable manner to encourage adopting the good practices.

The guidelines have been made to be as local and Bhutanese as possible to make it more user friendly.
The guidelines are organized under the following four sections:

**SECTION A**
Demonstrated effective sustainable management

**SECTION B**
Maximize social and economic benefits to the local community and minimize negative impacts

**SECTION C**
Maximize benefits to cultural heritage and minimize negative impacts

**SECTION D**
Maximize benefits to the Environment and minimize negative impacts
SECTION A: Demonstrate effective sustainable management

A1 Sustainability management system

- All hotels have a Sustainability Policy which commits to environmental, social, cultural, economic, quality and safety policies and actions. The Sustainability Policy is displayed in a guest/public area and in staff areas. The Sustainability Policy is reviewed annually. All Hotels have a Sustainability Coordinator (who may have another role/position e.g. General Manager, Engineer, Human Resource Manager etc.).
- Smaller hotels with less than 40 staff have a simple sustainability checklist or action plan with address key sustainability issues (environmental, social, cultural, economic, quality, safety).
- Larger Hotels with 40 staff or more have a sustainability action plan with reporting on key sustainability issues and priority initiatives (environmental, social, cultural, economic, quality, safety).

A2 Legal compliance

All hotels have required approvals for construction and/or major upgrade or expansion.

- Thromde/Dzongkhag
- NEC Environmental Clearance
- TCB Technical Clearance
- Trade Licence
- Import Licence

Conditions of the above are complied with during construction and ongoing operation.

- Once constructed/upgraded all Hotels have required operating permits:
- TCB Star Rating (3*) or TCB Farmhouse
- Trading Licence (Hotel)
- Import Licence
- Restaurant Bar Licence
- Staff Rule

All the relevant licences, permits and records of compliance with these are kept in a folder/file. The Hotel complies with all relevant Bhutan Laws:

- The Water Act of Bhutan, 2011
- Labour and Employment Act, 2007
- National Environment Act, 2007
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- Food Act of Bhutan, 2005
- Movable Culture Act of Bhutan, 2005
- Biodiversity Act, 2003
- Industrial property Act, 2001
- Land Act, 1979
- FDI Rules and Regulations 2002 (Amended on Dec 30, 2014)
- Foreign Direct Investment FDI Policy 2010 (Amended July 18, 2014)

**A3 Guidance and training**

- All staff have awareness of their roles and responsibilities with respect to environmental, social, cultural, economic, quality, health and safety issues.
- Staff have required licences/certification relevant to their duties.
- Smaller hotels with less than 40 staff have on-the-job training to ensure awareness of each staff’s duties to meet all the green hotel guidelines (e.g. waste separation, energy saving, water saving etc.).
- Larger Hotels with 40 staff or more organizations have formal training with materials and duty statements for their sustainability tasks/responsibilities. This includes each staff’s duties to meet all the green hotel guidelines (e.g. waste separation, energy saving, water saving etc.).
- Staff have required certifications/licences:
  - Drivers licence
  - Certified cooks

**A4 Customer Satisfaction**

- All hotels have a guest complaints/suggestion process (e.g. complaint form in room or in lobby).
- All hotels openly ask guests if they had an enjoyable experience upon checkout.
- All hotels regularly speak to their tour operators and seek feedback.
- Larger Hotels with 40 staff or more have a formal customer satisfaction mechanism such as customer survey (e.g. run every few months) and/or actively promote Trip Advisor as a comment mechanism to guests and monitor feedback.
- All hotels ensure management know of and respond to complaints.

**A5 Accurate Promotion**

- All hotels have marketing materials (websites, brochures) that accurately promote the hotel, set realistic expectations and do not make false or misleading claims.
A6 Buildings and Infrastructure
A.6.1 Compliance

• All hotels comply with all the laws, policies of Bhutan, in specific to:
• Bhutan Construction Regulations
• Planning/development approval legislation of government
• Cultural Heritage Bill?
• Environment Assessment Act 2000

A.6.2 Respect heritage

• All hotels have a Bhutan sense of place “Drukyul trowa” using local materials, architectural design elements, colours and furniture/fixtures to present the culture.
• Cultural heritage is presented respectfully and appropriately (e.g. no inappropriate presentation of Buddhist motifs or shrines).
• The overall building form of the hotel does not destroy the local scenic amenity.
• Water courses/catchments/wetlands have not been altered and runoff from buildings, parking lots, and grounds is channeled and filtered.

A.6.3 Sustainable practices and materials

• The Hotel incorporates local practices, materials (e.g. mud walls, stones, bamboo, timber roof structures and carvings) and crafts into structures, native plants into landscaping, and local customs into programs and operations.
• The Hotel presents some aspects of Bhutanese culture and practices including staff in traditional Bhutanese dress.

A.6.4 Access

• Where possible provide access for disabled persons.

A7 Land Water and Property Rights

• Thram is held for the hotel or the lease certificate from Royal Government of Bhutan (e.g. Land Commission, Forestry Services).

A8 Information and Interpretation

• The Hotel has information about Bhutanese culture and local natural heritage available for guests (e.g. a small library or pamphlets, posters, and pictures to highlight the values of the local area or call visitors’ attention to environment protection).
• The Hotel has information about appropriate behaviour at natural and cultural sites for guests (e.g. as a guide in the guest room).
• The Hotel provides information to guests about the hotel’s sustainability efforts and uses sign, stickers or posters to encourage staff and guests to save water and energy and reduce waste.

### SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts

#### B1 Community support

• Smaller hotels with less than 40 staff have some initiatives to engage with and support the local community.
• Larger Hotels with 40 staff or more have a formal planned and ongoing program to support some aspect(s) of local community development or infrastructure.

#### B2 Local employment

• The Hotel has their Service Rule approved by Department of Labour. It is regularly updated and is fully implemented.
• Training and career opportunities are offered to local residents.

#### B3 Local purchasing

• The Hotel purchases locally where practical giving priority to local suppliers and contractors.

#### B4 Local entrepreneurs

• The Hotel provides opportunities for local enterprises, businesses, farmers, artists, lharep (painters), guides, dayangs (dance troupes). Opportunities include buying from these enterprises and allowing guests to purchase directly (e.g. holding a Zorig Chusum (craft market)) on site or making visits to local villages, homes or monasteries.

#### B5 Code of conduct - community

• Hotel provides information to guests about appropriate behaviours in local communities and cultural sites (e.g. wearing modest clothing to monasteries and no hats inside).
B6 Exploitation and harassment

- The Hotel has their Service Rule approved by Department of Labour. It is regularly updated and is fully implemented.

B7 Equal opportunity

- The hotel has their Service Rule approved by Department of Labour. It is regularly updated and is fully implemented.

B8 Employee protection and wages

- The hotel has their Service Rule approved by Department of Labour. It is regularly updated and is fully implemented.

B9 Community services

- The hotel may support and help food, water, energy, healthcare or sanitation, to neighbouring communities.

B10 Local livelihoods

- The Hotel does not adversely affect villager’s access to livelihoods, including land, river access, rights-of-way, transport and housing.
SECTION C: Maximize benefits to cultural heritage and minimize negative impacts.

C1 Code of behaviour - visits

RECOMMENDATION: TCB, NEC, ABTO, HRAB, GAB via the Green Hotel Guidelines Taskforce engage with Department of Culture to develop a simple Bhutan code of conduct (“Takshel Drila Namza”), which can then be promoted to tourists and complied with by Tour Operators.

Produce this as an A4, folded to DL(two folds) with colour images of culture and the code of conduct presented in positive words not “rules”. Print sufficient so they are given to tourists in their rooms and expect them to be taken as a souvenir.

The Hotel has a copy of the Takshel Drila Namza in the Hotel room, and supplies to re-stock rooms.

C2 Artefacts

- Any sales of original artefacts by the Hotel comply with Movable Culture Act of Bhutan, 2005. NOTE: Older antiques need a special approval for export by a tourist; this must be arranged by the handicraft shop or hotel.
- The Hotel favours sale of replica artefacts made in Bhutan. All artefacts sold have the place of manufacture noted, and if known the name of the artist.
- The Hotel only sells artefacts with the “Seal” (XXX name??).
- The Hotel or handicraft shop provides detailed invoice to tourist.

C3 Site protection and access

- Local resident’s access to cultural heritage sites is not impeded by the hotels operations.
- Larger Hotels with 40 or more staff have a contribution or in-kind support for local cultural heritage sites.

C4 Presenting culture and heritage

The Hotel provides a “Drukyul Trowa” (Bhutan sense of place) by adopting a majority of the following measures:

- Gochu (traditional windows) use Payab, Geykar and/or Mago elements.
- Kachen and Zhu design elements are used.
• Cornices use traditional design elements (e.g. Norbu Bagam)
• Shambarang (the space between the roof and the building) is included in design.
• Shinglep (traditional shingle roof)
• Sa/Dho-chong (traditional mud and stone wall, may be cement stabilised)
• Bho-phama - walls (traditional design and artwork around windows and walls)
• Bho-phama - roof (traditional design rafters and overhanging eves of roof with exposed timbers)
• Sung cho (incense burning stupa)
• Prayer flags
• Lharep painting (traditional design painting or use of design in carpets/fabrics)
• Sa Tshen (colours use traditional mud/earthy).
• Roof design is traditional (gable roof, hip roof and chenkhep) outline (slope, eves, etc.), CGI may be used (but not left shiny, unpainted).
• Roof features include Jabzhi, Jamthog and/or Lung-go.
• Roof decorative elements include sertog, gylatshen and/or gungdhar.
• Design includes the rabsel element parop, go-chhham thognyim, boedgo, gyesargo, drey-zhu, gomang and/or nimchong.
• Roof color uses plain red, green.
• The Kemar, red band found on Dzongs and monasteries is NOT used.
• The hotel offers local food dishes in menus (may be an option mixed with continental and other cuisines).
• The hotel lobby, restaurant and bar has Bhutanese decoration/artefacts throughout to promote a feeling of “Drukyl Trowa”
• The Hotel room has at least one decorative element or artefact or artwork to promote a feeling or “Drukyl Trowa”.
SECTION D: Maximize benefits to the environment and minimize negative impacts

D1 Conserving resources
D1.1 Local purchasing

- The Hotel purchases locally as much as practical. This may include fruit and vegetables, handicrafts, building materials and other locally available supplies.
- The Hotel encourages guests to purchase locally-made handicrafts or food products.

D1.2 Disposable goods

- The Hotel purchases re-usable, returnable and recycled goods where available. Purchases are in bulk and/or avoid packaging as far as practicable.
- The Hotel minimises use of disposal goods by the majority of the following measures:
- Jars, small serving bowls. refillable bottles used for sugar, coffee, tea, milk powder, sauces etc.
- Liquid/refillable soap dispensers in guest toilets and showers.
- Refillable guest amenities (shampoo etc.).
- Disposable plastic and paper cups are not used.
- Re-usable napkins/towels rather than paper are used in restaurant and toilets.
- Plastic bottled water not offered, but glass bottles used or filtered water offered in reusable containers.
- Do not use paper glasses covers, placemats, doilies, and coasters.
- Do not use plastic bin liners, or if not unsanitary re-use plastic bin liners.
- Re-useable laundry bag is used and returned laundry is not wrapped in disposable plastic.
- Any battery operated equipment/appliances use rechargeable batteries.

D1.3 Energy conservation

- The Hotel measures and records total energy consumed, per tourist specific activity (guest-night) per source. The Hotel measures electricity, petrol, diesel, kerosene, LPG gas and firewood on a periodic basis.
- The Hotel design minimises use of energy by the majority of the following measures (majority of measures mandatory for new Hotels):
- Roof overhangs and eves.
- Large windows facing the sun for natural light and heat.
- Hallways and public spaces use natural light.
- Airlock double doors at lobby entrance and other main entrances to heated/air-conditioned spaces.
- Windows and doors sealed to avoid draughts.
• Thick curtains and/or double glazing to reduce heat loss.
• Natural ventilation used in mild climates to reduce use of fans and air-conditioning.
• South facing orientation to maximize sunlight/passive solar heating.
• The Hotels fittings and operation minimises use of energy by the majority of the following measures:
  • Natural light is used as much as possible and lights in naturally lit spaces are turned off.
  • External lighting is minimised to safety/path lighting.
  • LED of CFL lights are used, no use of halogen or incandescent bulbs.
  • Guest room and staff areas are only lit/heated/cooled when occupied (key switch, movement detector or timer controlled).
  • TVs and other appliances can be fully switched off/unplugged.
  • Unused guest rooms have all appliance off (not standby mode)
  • Heating is only of often used guest staff spaces and to a maximum of 200°C, thermostat controlled.
  • Cooling is only of often used guest staff spaces and to a minimum of 260°C, thermostat controlled.
  • Heating/cooling/ventilation is not blocked or restricted.
  • Only new appliances (air conditioners, fridges, freezers, boilers, TV’s etc.) which are 4 or 5 * energy efficient rated are purchased.
  • Refrigeration equipment is well sealed and tested and maintained regularly and shut off when not needed.
• The laundry uses air/sun drying as much as possible.
• The Hotels maximises use of renewable energy by the following measures:
  • Heating and cooking is by electricity (Bhutan hydroelectricity has no carbon emissions and is renewable). LPG only for emergency.
  • Outdoor path lighting is solar.

D1.4 Water conservation

• The Hotel measures and records total water consumed, per tourist specific activity (guest-night) per source on a periodic basis.
• Water supply is from an approved sustainable source that does not affect environmental flows or the local community.
• Maximise the use of rainwater.
• The Hotels design, fitting and operation minimises use of water by the majority of the following measures:
  • Water pipes and tanks are checked for leakage and repaired.
  • Low flow showerheads are used in guest and staff showers.
  • Rainwater is collected and stored for gardens and other uses.
  • Greywater is treated and re-used for gardens.
  • Water efficient washing machines are used.
• Laundry is done in full loads.
• Guest linen is only replaced when requested or weekly/upon checkout.
• A towel/linen re-use policy is adopted and guests are advised.
• Trigger water taps in kitchens.
• Low flow taps aerators in guest and staff washrooms.
• Dual flush toilets are used for guest and staff areas.
• Sensor flush urinals are used.

D2 Reducing pollution
D2.1 Greenhouse gas emissions

NOTE: Bhutan’s hydroelectricity is renewable energy and produces minimal greenhouse gas emissions. Therefore, the focus should be on reducing use of LPG, diesel and petrol in operations.

• The Hotel calculates its total direct and indirect greenhouse gas emissions are calculated as far as practical. The Carbon Footprint (emissions less offsets) per guest-night is monitored and is not increasing year on year.

D2.2 Transport greenhouse gas emissions

• The Hotel ensures customers, staff and suppliers are aware of practical measures/ opportunities to reduce transport related greenhouse gas emissions.
• Busses are not started until a few minutes before passengers’ board and bus not left idling.

D2.3 Wastewater

• The Hotel disposes of (sewage) wastewater to municipal treatment system or has at least septic treatment before discharge.
• The Hotel treats (grey water) wastewater in its septic system or discharges to an approved drain.

D2.4 Waste

• The Hotel measures and records the waste produced, per guest-night per type on a periodic basis. The Hotel records disposal of waste or recycling.
• The Hotel complies with the Waste Prevention and Management Regulation 2012.
• The Hotel actively minimises waste by not using disposable items, minimising packaging and re-using wherever feasible.
• The Hotel segregates waste (paper, plastic, glass, compost, general refuse) and has a
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process in place to recycle the paper, glass, plastic waste.

- If not in a town/city, the Hotel has on site compost for gardens etc. or sends its biodegradable waste for use/composting to a local village.
- The Hotel ensures that its general waste goes to a properly managed landfill.
- The Hotel segregates its toxic waste (such as fluorescent tubes, CFL bulbs, batteries, chemical containers) and ensures appropriate disposal.

D2.5 Harmful substances

- The Hotel minimises harmful substances and has reviewed each chemical used to identify available alternatives which are more environmentally innocuous.
- The Hotel has a material safety data sheet (MSDS) for each chemical held/used.
- The Hotel stores each harmful substance safety in accordance with the MSDS.
- The Hotel ensures that the disposal of harmful substances and used containers is in compliance with the Waste Prevention and Management Regulation 2012.

- The Hotel ensures that it does not have adverse effects from noise on the local community or wildlife.
- The Hotel ensures that it does not have adverse effects from light on the local community, wildlife or native plants.
- The Hotel ensures that runoff is discharges without any pollutants and that any areas of erosion on site are stabilised and rehabilitated.
- The Hotel ensures that there is no discharge of ozone depleting substances. Maintenance of refrigeration and air conditioning involves recovery of gas and does not involve release to the atmosphere of any refrigerant.

D3 Conserving biodiversity, ecosystems and landscapes

D3.1 Wildlife harvesting

- The Hotel does not consume, display or sell any wildlife unless there is evidence of compliance with the Forest and Nature Conservation Act 1995.

D3.2 Captive wildlife

- The Hotel does not keep any captive wildlife in compliance with the Forest and Nature Conservation Act 1995.

D3.3 Alien species

NOTE: Advice may be sought from the Department of Forest and Parks.

- If there are invasive weeds or other alien species on site, the Hotel implements a
program to restrict their spread and preferably control or eradicate them.

- If the Hotel is in a natural landscape, native species are used for landscaping and restoration.
- The Hotel has reviewed its landscaping of site and considered feasibility and use of native species and avoids use of non-native species.

D3.4 Biodiversity conservation

- The Hotel does not undertake any activities which are adverse to biodiversity conservation.
- If the Hotel is located within or adjacent (e.g. buffer) to protected areas the Hotel contributes to biodiversity conservation.

D3.5 Wildlife interactions

- Where there are any interactions with wildlife, the Hotel has sought approval from the Department of Forest and Parks services to ensure there are no adverse effects.
Preamble

Sustainable tourism is on the rise: consumer demand is growing, travel industry suppliers are developing new green programs, and governments are creating new policies to encourage sustainable practices in tourism. But what does “sustainable tourism” really mean? How can it be measured and credibly demonstrated, in order to build consumer confidence, promote efficiency, and fight false claims?

The Global Sustainable Tourism Council (GSTC) Criteria was created in an effort to come to a common understanding of sustainable tourism, and are the minimum that any tourism business should aspire to reach. They are organized around four main themes: effective sustainability planning, maximizing social and economic benefits for the local community, enhancing cultural heritage, and reducing negative impacts to the environment. Although the criteria are initially intended for use by the accommodation and tour operation sectors, they have applicability to the entire tourism industry.

The GSTC Criteria was created by the tourism community in part as a response to the global challenges of the United Nations’ Millennium Development Goals. Poverty alleviation and environmental sustainability – including climate change – are the main cross-cutting issues that are addressed through the criteria.

Beginning in 2007, a coalition of 27 organizations – the Partnership for Global Sustainable Tourism Criteria – came together to develop the criteria. They have reached out to approximately 80,000 tourism stakeholders, analyzed more than 4,500 criteria from more than 60 existing certification and other voluntary sets of criteria, and received comments from over 1500 individuals. The first version of the criteria was released in October 2008 and was publicly available for comment until April 2011. The GSTC reviewed all comments received, responded to each, and revised the criteria accordingly. The revised criteria were available for public comment and review from July 15 – October 15, 2011 in English, French, Spanish, and Mandarin. Again all comments were reviewed and addressed, to produce this version 2 of the GSTC Criteria for Hotels and Tour Operators. The next revision will take place in 2016. The GSTC Criteria are administered by the Global Sustainable Tourism Council.

Some of the expected uses of the criteria include the following:

- Serve as basic guidelines for businesses of all sizes to become more sustainable, and help businesses choose sustainable tourism programs that fulfill these global criteria
• Serve as guidance for travel agencies in choosing suppliers and sustainable tourism programs;
• Help consumers identify sound sustainable tourism programs and businesses
• Serve as a common denominator for information media to recognize sustainable tourism providers
• Help certification and other voluntary programs ensure that their standards meet a broadly-accepted baseline
• Offer governmental, non-governmental, and private sector programs a starting point for developing sustainable tourism requirements
• Serve as basic guidelines for education and training bodies, such as hotel schools and universities

The criteria indicate what should be done, not how to do it or whether the goal has been achieved. This role is fulfilled by performance indicators, associated educational materials, and access to tools for implementation, all of which are an indispensable complement to the GSTC Criteria. The GSTC Criteria were conceived as the beginning of a process to make sustainability the standard practice in all forms of tourism.

Criteria Application
It is recommended that all criteria be applied to the greatest extent practical, unless for a specific situation the criterion is not applicable and this is justified. There may be circumstances in which a criterion is not applicable to a specific tourism product, given the local regulatory, environmental, social, economic or cultural conditions. In the case of micro and community-owned tourism businesses which have a small social, economic and environmental footprint, it is recognized that limited resources may prevent comprehensive application of all criteria. Further guidance on these criteria may be found from the supporting indicators and glossary, published by the GSTC.

Performance Indicators
The performance indicators presented here are designed to provide guidance in measuring compliance with the GSTC Criteria for Hotels and Tour Operators (GSTC C-HTO). They are not intended to be the definitive set or all-inclusive, but to provide a solid sample set for users of the GSTC C-HTO in developing their own indicator sets.

This draft set of indicators will be updated periodically, as new information is developed. If you would like to suggest new indicators or other improvements, please send your suggestions to accreditation@gstcouncil.org.

Combined Indicators and Criteria
This document is the combined Criteria and the Performance Indicators, for the official text see www.gstcouncil.org.
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<thead>
<tr>
<th>CRITERIA</th>
<th>INDICATORS</th>
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<tr>
<td><strong>SECTION A: Demonstrate effective sustainable management</strong></td>
<td></td>
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<tr>
<td>A1 The organization has implemented a long-term sustainability management system that is suitable to its reality and scope, and which addresses environmental, social, cultural, economic, quality, health and safety issues.</td>
<td><strong>IN-A1.a.</strong> There is a sustainability management system in place which is appropriate to the organization’s scale and size. <strong>IN-A1.b.</strong> The system addresses environmental, social, cultural, economic, quality, health and safety issues. <strong>GUIDANCE:</strong> Small organizations with small staff may have a simple system, provided it is implemented (emphasis is on performance). Larger organizations must have documented systems, formal reporting, records and training (performance is vital with sustainable management embedded within organizations management).</td>
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<tr>
<td>A2 The organization is in compliance with all applicable local to international legislation and regulations (including, among others, health, safety, labor and environmental aspects).</td>
<td><strong>IN-A2.a.</strong> Compliance with all relevant legislation and regulations (including health, safety, labor and environmental). <strong>IN-A2.b.</strong> There is an up-to-date list of legal requirements. <strong>GUIDANCE:</strong> An overall register of legal requirements and documentation showing compliance with fees/conditions is desirable. Compliance with permit/license and planning conditions should be documented.</td>
</tr>
<tr>
<td>A3 All personnel receive periodic guidance and training regarding their roles and responsibilities with respect to environmental, social, cultural, economic, quality, health and safety issues.</td>
<td><strong>IN-A3.a.</strong> All staff has awareness of their roles and responsibilities with respect to environmental, social, cultural, economic, quality, health and safety issues. <strong>IN-A3.b.</strong> Staff have locally required licences/certification relevant to their duties (e.g. sewage treatment plant operator). <strong>GUIDANCE:</strong> On-the-job and formal training is provided as required to ensure awareness. Larger organizations must have formal training with materials and duty statements for critical tasks/responsibilities. Training and manuals etc. are in appropriate languages. Staff with required certifications/licences should be supported to maintain currency/understand best practice.</td>
</tr>
<tr>
<td>A4 Customer satisfaction, including sustainability aspects, is measured and corrective action taken.(1)</td>
<td><strong>IN-A4.a.</strong> A complaint system is in place which records customer complaints and corrective actions. <strong>GUIDANCE:</strong> Best practice is to have proactive customer satisfaction surveys/interviews with analysis and corrective action/improvement programs,</td>
</tr>
</tbody>
</table>
| A5 Promotional materials are accurate and complete with regard to the organization and its products and services, including sustainability claims. They do not promise more than is being delivered. | IN-A5.a. Marketing materials set realistic expectations and do not make false or misleading claims.  
GUIDANCE: Images are of the actual experiences and places visited by customers. Marketing about wildlife or cultural events does not promise sightings which are not guaranteed. Claims about sustainability should be based on past performances not sustainability aspirations. |
| --- | --- |
| A6 Planning, design, construction, renovation, operation and demolition of buildings and infrastructure... | IN-A5.a. Marketing materials set realistic expectations and do not make false or misleading claims.  
GUIDANCE: Images are of the actual experiences and places visited by customers. Marketing about wildlife or cultural events does not promise sightings which are not guaranteed. Claims about sustainability should be based on past performances not sustainability aspirations. |
| A.6.1 ...comply with zoning requirements and with laws related to protected areas and heritage consideration. | IN-A6.1.a. Land use and activities are in compliance with local zoning and protected or heritage area laws and regulations, including any licenses and permits and/or management plans.  
GUIDANCE: Consider all relevant social, conservation, urban, recreational, amenity and tourism planning instruments. Statutory instruments must be complied with and non-statutory instruments should be complied with except in appropriate circumstances. Instruments made after the organization started should be complied with as far as practical. |
| A.6.2 ...respect the natural and cultural heritage surroundings in planning, siting, design and impact assessment. | IN-A6.2.a. Siting and design has considered visual amenity, materials, landscape, the assimilative capacity of the ecosystem to change and takes into account local cultural heritage conservation and presentation aims.  
IN-A6.2.b. Archaeological, cultural heritage, and sacred sites have not been disturbed (inventory of sites and steps taken to protect them)  
IN-A6.2.c. Endangered (OR PROTECTED??) wildlife has not been displaced or reproductive habitat destroyed.  
IN-A6.2.e. Water courses/catchments/wetlands have not been altered and runoff from buildings, parking lots, and grounds is channeled and filtered.  
GUIDANCE: Criteria mandatory for new construction, redevelopment and new activities. |
<table>
<thead>
<tr>
<th>Section</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.6.3</td>
<td>...use locally appropriate sustainable practices and materials.</td>
</tr>
<tr>
<td>GUIDANCE</td>
<td>IN-A6.3. a. Does the organization incorporate local practices, materials and crafts into structures, native plants into landscaping, and local customs into programs and operations? Balance the benefit of local sourcing of materials with sustainability of the materials, including life cycle considerations.</td>
</tr>
<tr>
<td>A.6.4</td>
<td>...provide access for persons with special needs, where appropriate.</td>
</tr>
<tr>
<td>GUIDANCE</td>
<td>N-A6.4.a. Facilities and services (including materials) are accessible to persons with special needs. Level of accessibility is clearly communicated to the customer. Match the special needs access with the normal mobility expected of the customer for example city hotel would be expected to fully provide, remote mountain lodge with hiking trails as the main activity less requirements and adventure river rafting would cater only for fully able-bodied customers.</td>
</tr>
<tr>
<td>A7</td>
<td>Land and water rights, and property acquisition are legal, comply with local communal and indigenous rights, including their free, prior and informed consent, and do not require involuntary resettlement.</td>
</tr>
<tr>
<td>GUIDANCE</td>
<td>IN-A7.a. Land use/tenure and rights to activities have formal legal recognition or there is documentation of agreement by local communities and indigenous owners. IN-A7.b. The land use and activity has not involved any involuntary resettlement or land acquisition. Criteria mandatory for new construction, redevelopments and new activities.</td>
</tr>
<tr>
<td>A8</td>
<td>Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to customers, as well as explaining appropriate behavior while visiting natural areas, living cultures, and cultural heritage sites.</td>
</tr>
<tr>
<td>GUIDANCE</td>
<td>IN-A8.a. Customers are aware of appropriate behaviors and have a general understanding of the local natural and cultural environment. The company has an interpretation program with displays, guides, collateral etc. Best practice is to engage staff of the local culture and/or experts in natural/cultural heritage of the local area to present.</td>
</tr>
<tr>
<td>Section B: Maximize social and economic benefits to the local community and minimize negative impacts</td>
<td></td>
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<td>-----------------------------------------------</td>
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</tr>
<tr>
<td><strong>B1</strong> The organization actively supports initiatives for local infrastructure and social community development including, among others, education, training, health and sanitation. (2)</td>
<td>IN-B1.a. There is some form of contribution to local community for public benefit through commercial, in-kind, or pro bono engagement. GUIDANCE: Best practice is a program developed in collaboration with community. The level of contribution should be commensurate with the organizations tourism business turnover and the economic status of the local community.</td>
</tr>
<tr>
<td><strong>B2</strong> Local residents are given equal opportunity for employment including in management positions. All employees are equally offered regular training, experience and opportunities for advancement.</td>
<td>IN-B2.a. Local residents are employed, including in management positions. Training and career opportunities are offered to local residents. GUIDANCE: Best practice is employees engaged from an existing local community. The level of local resident employment should be commensurate with the seasonality, location and economic status of the local community.</td>
</tr>
<tr>
<td><strong>B3</strong> Local services and goods are purchased and offered by the organization, following fair-trade principles.</td>
<td>IN-B3.a. Purchases are mostly from local providers and/or fair trade. Services offered involve local businesses to the greatest extent possible. GUIDANCE: Best practice is a purchasing policy which gives priority to local and fair trade suppliers that meet quality and environmentally-friendly criteria. Services and contractors etc. should be locally sourced as far as practical. For tour operators the critical aspect is to support locally owned restaurants, services, and shops utilized on tours.</td>
</tr>
<tr>
<td><strong>B4</strong> The organization offers the means for local small entrepreneurs to develop and sell sustainable products that are based on the area’s nature, history and culture (including food and beverages, crafts, performance arts, agricultural products, etc.).</td>
<td>IN-B4.a. The organization provides their customers with access to local enterprises, including handcrafts, food/beverage, cultural performances, or other goods and services, to sell directly to guests, as far as practical. GUIDANCE: The level of local entrepreneur’s access should be commensurate with the organizations tourism business turnover relative to the economic status of the local community (i.e. larger tourism business in impoverished community the access should be high, city hotel in a developed economy the access may be low).</td>
</tr>
</tbody>
</table>
B5 A documented code of conduct for activities in indigenous and local communities has been developed and implemented with the collaboration and consent of the affected community.

IN-B5.a. Documented code of conduct with includes the organization’s policy documents, marketing, staff induction and training material, and interpretive brochures. In developing the code, the organization has consulted and sought consent of the local community.

GUIDANCE:
Small organizations with few staff may have a simple approach provided it is implemented larger organizations must have documented code of conduct.

B6 The organization has implemented a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minorities.(3)

IN-B6.a. Documented policy is made known to all staff and management. In developing the code, the organization has consulted and sought consent of the local community.

GUIDANCE:
Small organizations with few staff may have a simple policy provided it is implemented; larger organizations must have documented policy and associated staff awareness and reporting systems.

B7 The organization offers equal employment opportunities to women, local minorities and others, including in management positions, while restraining child labor.(4)

IN-B7.a. Percentage of women and local minority employees on staff is reflective of local demographics (both in management and non-management categories). Internal promotion of women and local minorities occurs. There is no child labor (as defined by the ILO).

GUIDANCE:
In local economies with little tourism employment and/or for businesses with high degrees of training and experience requirements of staff the employment of local minorities may be reduced, however in this case some employment and training, commensurate with the size of the organization is expected.
<table>
<thead>
<tr>
<th>B8 The international or national legal protection of employees is respected, and employees are paid at least a living wage.</th>
</tr>
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<tbody>
<tr>
<td>IN-B8.a. Salaries and benefits meet or exceed local, national and international regulations, (whichever are higher).</td>
</tr>
<tr>
<td>IN-B8.b. Payment is made into national social security system (if available) for qualified employees.</td>
</tr>
<tr>
<td>IN-B8.c. Overtime is paid for hours worked beyond the established work week hours and working hours must not exceed the legal maximums or those established by the International Labor Organization.</td>
</tr>
<tr>
<td>IN-B8.d. All employees have the right to annual paid vacation.</td>
</tr>
<tr>
<td>IN-B8.e. Health insurance or the equivalent is provided to all employees.</td>
</tr>
<tr>
<td>GUIDANCE:</td>
</tr>
<tr>
<td>Salaries and benefits for local employees should compensate to any extraordinary travel costs (e.g. out of hours travel when public transport is not available).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B9 The activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighboring communities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN-B9.a. No increase in the number of incidents/reports of outages, reduced service or quality of product for the local community as compared to organization.</td>
</tr>
<tr>
<td>IN-B9.b. Changes in energy/water/waste disposal costs as a % of community income.</td>
</tr>
<tr>
<td>IN-B9.c. No reduction in availability of water, waste, and energy to the local community as the result of the organization’s activities.</td>
</tr>
<tr>
<td>GUIDANCE:</td>
</tr>
<tr>
<td>The assessment of this criterion should as far as practical address the cumulative effects of all tourism on the local community as well as the individual organization.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>B10 Tourism activity does not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN-B10.a. The local community retains access to public and common areas and is able to engage in traditional, non-tourism livelihoods.</td>
</tr>
<tr>
<td>IN-B10.b. Rights-of-way, transport, and housing remain accessible and affordable to local people.</td>
</tr>
<tr>
<td>GUIDANCE:</td>
</tr>
<tr>
<td>Tourism can distort a local economy and make non-tourism livelihoods difficult to sustain, ensuring access to including land and aquatic resource use, rights-of-way, transport and housing helps to mitigate this impact.</td>
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<td>CRITERIA</td>
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<tr>
<td><strong>SECTION C: Maximize benefits to cultural heritage and minimize negative impacts.</strong></td>
</tr>
<tr>
<td>C1 The organization follows established guidelines or a code of behaviour for visits to culturally or historically sensitive sites, in order to minimize negative visitor impact and maximize enjoyment.</td>
</tr>
<tr>
<td>C2 Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local to international law.</td>
</tr>
<tr>
<td>C3 The organization contributes to the protection and preservation of local historical, archeological, culturally and spiritually important properties and sites, and does not impede access to them by local residents.</td>
</tr>
<tr>
<td>C4</td>
</tr>
<tr>
<td>IN-C4.a</td>
</tr>
<tr>
<td>IN-C4.b</td>
</tr>
<tr>
<td>GUIDANCE</td>
</tr>
</tbody>
</table>

### SECTION D: Maximize benefits to the environment and minimize negative impacts

| D1 | Conserving resources |
| D1.1 | Purchasing policies favor locally appropriate and ecologically sustainable products, including building materials, capital goods, food, beverages and consumables. |
| IN-D1.1.a | There is a written purchasing policy and actual purchases of building materials, capital goods, food, beverages and consumables clearly favors local and/or ecologically sustainable products. |
| GUIDANCE | Small organizations with few staff may have a simple policy provided it is implemented; larger organizations must have documented policy and associated staff awareness and review of local/sustainable supplies. |

<p>| D1.2 | The purchase and use of disposable and consumable goods is measured and the organization actively seeks ways to reduce their use. |
| IN-D1.2.a | Purchasing policy requires re-usable, returnable and recycled goods where available. Purchases are in bulk and/or avoid packaging as far as practicable. |
| GUIDANCE: | There should be some form of waste management practices and for larger organizations a waste management policy/plan. |</p>
<table>
<thead>
<tr>
<th>D1.3 Energy consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption, and encourage the use of renewable energy.</th>
<th>IN-D1.3.a. Total energy consumed, per tourist specific activity (guest-night, tourists, etc.) per source. Percentage of total energy used which is renewable versus non-renewable fuel. <strong>GUIDANCE</strong> There should be awareness by staff and guests as to how they can minimize energy use.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D1.4 Water consumption is measured, sources are indicated, and measures are adopted to minimize overall consumption. Water sourcing is sustainable, and does not adversely affect environmental flows.</strong></td>
<td><strong>IN-D1.4.a.</strong> Total volume of water in kiloliters consumed per source per specific tourist activity (guest night, visitors, etc.). <strong>IN-D1.4.b.</strong> Water supply is either from a municipal/government approved source OR there is some evidence that the water supply is a sustainable source and has not previously and is unlikely to affect environmental flows. <strong>GUIDANCE</strong> The assessment should address impacts on groundwater aquifers, wetlands and watercourses. Potential for salinization of aquifers in arid and coastal situations should be considered. Where possible the cumulative impacts of tourism in the locality on water sources should be considered.</td>
</tr>
<tr>
<td><strong>D2 Reducing pollution</strong> <strong>D2.1 Greenhouse gas emissions from all sources controlled by the organization are measured, procedures are implemented to minimize them, and offsetting remaining emissions is encouraged.</strong></td>
<td><strong>IN-D2.1.a.</strong> Total direct and indirect greenhouse gas emissions are calculated as far as practical. The Carbon Footprint (emissions less offsets) per tourist activity or guest-night is monitored and is not increasing year on year. <strong>IN-D2.1.b.</strong> Carbon offset mechanisms are used where practical. <strong>GUIDANCE</strong> The rigour of the greenhouse/carbon measurement and offset program should be commensurate with the level of energy used, e.g. a wilderness trekking tour operator may focus on the pre/port trip transport aspects whereas a city hotel or large resort should have detailed carbon measurement systems in place.</td>
</tr>
</tbody>
</table>
D2.2 The organization encourages its customers, staff and suppliers to reduce transportation-related greenhouse gas emissions.  
D2.2 The organization encourages its customers, staff and suppliers to reduce transportation-related greenhouse gas emissions.

**IND2.2.a.** Customers, staff and suppliers are aware of practical measures/opportunities to reduce transport related greenhouse gas emissions.  
**GUIDANCE**  
The measure is customer/staff/suppliers awareness

D2.3 Wastewater, including gray water, is effectively treated and is only reused or released safely, with no adverse effects to the local population and the environment. (6)

**IND2.3.a.** Wastewater is either disposed to a municipal or government approved treatment system OR  
**IND2.3.b.** there is a system in place to treat and ensure no adverse effects on the local population and the environment.  
**GUIDANCE**  
The level of treatment and rigor of assessment should be commensurate with the sensitivity of the local environment.

D2.4 Waste is measured, mechanisms are in place to reduce waste, and where reduction is not feasible, to re-use or recycle it. Any residual waste disposal has no adverse effect on the local population and the environment.

**IND2.4.a.** There is measurement and recording of waste types and amounts disposed and the amounts and types of waste recycled.  
**IND2.4.b.** Waste disposal is to a government run or approved landfill OR there is evidence that the landfill is managed and has no effect on the environment.  
**GUIDANCE**  
Best practice is to have a solid waste management plan which is implemented, with quantitative goals to minimize waste that is not reused or recycled.

D2.5 The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available, by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed. (7)

**IND2.5.a.** There is a material safety data sheets (MSDS) for each chemical held/used.  
**IND2.5.b.** There has been a review of each chemical used to identify available alternatives which are more environmentally innocuous.  
**IND2.5.c.** Chemicals, especially those in bulk amounts are stored and handled in accordance with appropriate standards.
<table>
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<tr>
<th>Section</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>D2.6</strong></td>
<td>The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water and soil contaminants.</td>
</tr>
<tr>
<td><strong>D3</strong></td>
<td>Conserving biodiversity, ecosystems and landscapes</td>
</tr>
<tr>
<td><strong>D3.1</strong></td>
<td>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 to international laws. (8)</td>
</tr>
<tr>
<td><strong>D3.2</strong></td>
<td>No captive wildlife is held, except for properly regulated activities, in compliance with local to international law. Living specimens of protected and wildlife species are only kept by those authorized and suitably equipped to house and care for them humanely.</td>
</tr>
</tbody>
</table>

**There is minimal pollution from:**
- IN-D2.6.a. Noise
- IN-D2.6.b. Light
- IN-D2.6.c. Runoff
- IN-D2.6.d. Erosion
- IN-D2.6.e. Ozone depleting compounds
- IN-D2.6.f. Air pollutants
- IN-D2.6.g. Water pollutants
- IN-D2.6.h. Soil contaminants

**GUIDELINE**
Only in exceptional or emergency situations should there be any pollution which affects natural ecosystems or the local community.

**IN-D3.1.a.** There is evidence of compliance with local to international laws for any harvesting, consumption, display, sale, or trade of wildlife.

**GUIDANCE**
Best practice is a sustainable management plan developed with scientific experts which includes strategies, current and future plans and considers any other threatening process affecting the wildlife.

**IN-D3.2.a.** There is evidence of compliance with local to international laws for any captive wildlife.

**GUIDANCE**
Generally, government approvals and licenses should be obtained for any captive protected wildlife.
D3.3 The organization takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.

<table>
<thead>
<tr>
<th>IN-D3.3.a</th>
<th>If there are weeds, feral animals, or pathogens (invasive alien species) present on site, there should be an implemented program to restrict their spread and preferably control or eradicate them.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN-D3.3.b</td>
<td>Tour operators in natural landscapes should have a program in place to ensure they do not bring in alien species, nor spread them.</td>
</tr>
<tr>
<td>IN-D3.3.c</td>
<td>Review landscaping of site and consider feasibility and use of native species.</td>
</tr>
</tbody>
</table>

GUIDELINE
Special priority should be given to any highly invasive/noxious invasive species (weeds and feral animals), particularly near or in protected areas.

D3.4 The organization supports and contributes to biodiversity conservation, including natural protected areas and areas of high biodiversity value.

| IN-D4.4.a | The percentage of annual budget allocated to or in-kind support of  
|           | i. natural protected areas or biodiversity conservation. –OR–  
|           | ii. land restoration (hectares) –OR–  
|           | iii. habitats protected or restored (hectares) |

| IN-D4.4.b | Environmental education in biodiversity conservation |

GUIDELINE
The level of support for biodiversity conservation should be commensurate with the tourism product focus on presentation of biodiversity/natural values. It should be high for a wilderness lodge and may be more modest for a city based hotel.

D3.5 Interactions with wildlife, taking into account cumulative impacts, do not produce adverse effects on the viability and behaviour of populations in the wild. Any disturbance of natural ecosystems is minimized, rehabilitated, and there is a compensatory contribution to conservation management.(9)

<table>
<thead>
<tr>
<th>IN-D3.5.a</th>
<th>Where there are any interactions with wildlife the organization has sought approval from government or sanction from experts to ensure there are no adverse effects.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN-D3.5.b</td>
<td>If there is any disturbance of natural ecosystems there is a program in place to minimize impacts and if necessary rehabilitate the disturbance.</td>
</tr>
<tr>
<td>IN-D3.5.c</td>
<td>The amount of any compensatory contribution (cash or in-kind) as a percentage of annual turnover or per guest.</td>
</tr>
</tbody>
</table>

GUIDANCE
It is best to avoid interactions with rare or endangered species unless there is absolutely no possibility of adverse effects. Compensatory contributions may include tour operators providing logistical support (e.g. free trips) to researchers/managers etc.
(1) The concept of customer satisfaction is clarified in the glossary, according to UNWTO indicators and GRI criteria.

(2) Infrastructure: improvement or maintenance of community public institutions and physical plant (roads, aqueducts, sewage treatment, etc.).

(3) The signing of the code of conduct from UNWTO, UNICEF, ECPAT, etc. is evidence of implementation of policies (see www.thecode.org).

(4) “The term ‘child labor’ is often defined as work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children; and interferes with their schooling by: depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work.” http://www.ilo.org/ipec/facts/lang--en/index.htm

(5) Including beachfront and waterfront access

(6) “Gray water” defined in glossary.

(7) “Proper management of chemicals” defined in glossary.

(8) “Wildlife” and “sustainable use” defined in glossary.

(9) “Viability of populations” and “compensatory contributions” defined in glossary.
Annexure II: Checklist
I. Green Hotel Check-List (source China Luxury Travel Network info@cltn.net)

Here are things that you can work on right away that will assure that will make your score even better at the assessment. This list is simply to encourage your progress.

- Does the facility offer “No Smoking” rooms?
- Flow restrictors on sinks with aerators
- Low-flow toilets installed or retrofit to low-flow
- Low-flow showerheads (2.5 to 3 gpm)
- Airless valve installed
- Rain barrels or catch system for irrigation use
- Gray water system
- Bulk dispensers for amenities instead of individual bottles
- Amenities – 100% natural, biodegradable, vegetable-based, dye-free, natural scent
- Paper products – Recycled, biodegradable, unbleached
- Use recycled paper for office areas
- Live plants in the facility
- Glass or paper cups instead of plastic or Styrofoam
- Natural Pest control products
- Ceiling fans installed in rooms
- Cloth laundry bags
- LED or fluorescent lighting inside and outside
- Ozone generators to freshen and sanitize (except when guests are present)
- Occupancy sensors to control lights, AC/heat/ and TV
- Key switches to control AC/heat
- Biodegradable key cards
- Furniture that does not use hardwoods or plastic
- Use of Green cleaning products by staff
- Sanitize with a Green sanitizer
- Recycling program for hotel waste
- Linen and Towel program by request of guest
- Use low-VOC paint where possible
- Tank less water heaters
- Set water heaters to 120 degrees
- Filtered water station for reusable water bottles
Shuttle for guest use to airport or local travel
Bike rental program for guests
Computer system for guest use
Paperless record keeping
No chemicals on lawn and landscaping
Recycled carpet installed
Return a portion of grass area to flowering field or garden
Green roof area
Participate in composting project
Plant an organic vegetable or herb garden for restaurant use
Energy audit and carbon tracking system in place
Energy Star appliances in use
Rechargeable batteries for communication devices
Buy Green power when available through power company
Seek to Green your Supply Chain by using Green vendors and services
Buy locally when possible
Reduce packaging when possible
Donate used or unused products to charity
Maintain a web presence for efficient marketing
Provide canvas bags to shoppers for a fee
Provide reusable water bottles for a fee
Solar or wind energy installed
Counters and floors or recycled glass
Recycled ingredients in any products
Pool system optimized
Water system reviewed for leaks
Door mats in entry areas
Air conditioners serviced for optimum efficiency
Staff instructed on Green Practices
Recycle bins for guests in the facility.
II. 11 Minimum Guidelines for Going Green (source AH&LA Environmental Guidelines.

For more detail information log on to

Below is a list of actions properties of any size should take to stake their claim as an eco-friendly establishment. Each step contains further tactics, including case studies, statistics, and additional resources. AH&LA members who have further questions may get one on one advice from our Green Guru.

i. Each hotel should form an Environmental Committee that is responsible for developing an Environmental Green Plan for energy, water, and solid waste use.

ii. Manage your hotel’s environmental performance by monitoring the electric, gas, water, and water usage information on a monthly and annual basis.

iii. Replace incandescent lamps with compact fluorescent lamps wherever possible.

iv. Install digital thermostats in guestrooms and throughout the hotel.

v. Implement a towel and/or linen reuse program.

vi. Install 2.5-gallons per minute showerheads or less in all guestroom baths and any employee shower areas.

vii. Install 1.6-gallon toilets in all guestrooms.

viii. Implement a recycling program—including public spaces—to the full extent available in your municipality; document your efforts.

ix. Implement a recycling program for hazardous materials found in fluorescent bulbs, batteries, and lighting ballasts through licensed service providers.

x. Purchase Energy Star labeled appliances and equipment.

xi. All office paper products should have 20% or more post consumer recycled content.
III. Going Green Minimum standards toward a sustainable hotel (source: International tourism partnership, UK)

1. **Policy and framework**
   You will need Commitment from everyone, from the top down

   - Designate or appoint a senior member of staff responsible for environmental management. They should have the awareness, knowledge and skills to implement best practices to regional and international standards.
   - Identify a person from each department who will be part of the hotel’s environmental working group or ‘green team’.
   - Institute ways to measure your progress – for example through indicators such as water use in litres or cubic metres per guest per night, energy use in kWh per guest night and waste in kg per guest night.
   - Draw up responsible business policy to which the entire operation can commit.

2. **Staff training & awareness**
   Success will depend on the ‘buy-in’ and continued motivation of your staff

   - Launch a responsible business programme to staff and solicit feedback.
   - Maintain staff awareness of the programme through regular meetings, posters and information on notice-boards etc.
   - Encourage motivation through competitions, suggestion boxes and reward staff for successes each month.
   - Include a module on your responsible business policy and programme in all staff induction and refresher training.
   - Communicate results to staff as you progress the programme.

3. **Environment Management**
   Aim for the highest environmental standards in terms of biodiversity protection, hygiene, safety, indoor air quality and overall environment management.

   - Assess your current environmental impacts and determine potential primary, secondary and tertiary impacts and their significance. List possible mitigation and management alternatives and describe which ones will be used. (Much of the information on your resource use, waste and use of chemicals can be found in utility and purchasing bills.)
• Install meters for each department and for specific items of equipment that are high energy and water users.
• Measure and monitor your progress on a regular basis. This can be daily, weekly or monthly, depending on usage and your department.
• Set measurable short and long term targets for improvement and take corrective action when they are not met.
• Work with other hotels and local businesses to improve environmental standards in the local area or destination.
• Inform guests, vendors, and local stakeholders about your environmental policy, programmes and successes.

<table>
<thead>
<tr>
<th>Energy</th>
<th>Water Use</th>
<th>Waste</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Identify the key areas of energy use and the fuel sources.</td>
<td>• Identify the key areas of water use and how reductions can be achieved.</td>
<td>• Identify the different waste streams you create (e.g. glass, paper, plastic, aluminium and other metals, cooking oils, cardboard and organic waste), which departments are responsible for what, and how the waste is currently dealt with.</td>
</tr>
<tr>
<td>• Install meters in each department and fit sub meters for high energy-consuming items.</td>
<td>• Implement immediate water savings through changes in routine (e.g. reducing washing/rinsing cycles in laundry).</td>
<td>• Calculate the amount in weight for each waste stream and identify measures to reduce, reuse and/or recycle each one.</td>
</tr>
<tr>
<td>• Designate members of staff who will be responsible for collecting energy data.</td>
<td>• Check regularly for leaks from cisterns, taps and pipes and that plugs in basins fit properly.</td>
<td>• Draw up a waste management plan with specific reduction, reuse and recycling targets to be met by a specific time.</td>
</tr>
<tr>
<td>• Identify simple changes in routine that can be made to save energy (such as turning off lights and running equipment such as dishwashers and washing machines at full loads).</td>
<td>• Install sensors, low-flow and other water-saving fittings in kitchens, guest bathrooms and public washrooms.</td>
<td>• Minimise packaging and other waste reduction measures.</td>
</tr>
<tr>
<td>• Check and maintain all equipment regularly to ensure it is functioning efficiently.</td>
<td>• Use opportunities to divert and capture rainwater for reuse.</td>
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<tr>
<td><strong>Minimise water use by recycling grey water for gardening, washing floors, flushing toilets, etc.</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Use bicycles and environmentally preferable vehicles around the resort (e.g. electric from renewable sources, hybrid or bio fuels) and encourage guests to use greener vehicles.</strong></td>
<td><strong>Assess your water use against industry benchmarks (such as bench mark hotel) if available.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Calculate your energy usage and assess it against available industry benchmarks (e.g. bench mark hotel) in terms of kWh per guest night or CO2 generated.</strong></td>
<td><strong>Monitor results continuously, report on progress and take corrective action as necessary</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Monitor your performance continuously and set realistic reduction targets based on your results.</strong></td>
<td><strong>Ensure that effluent from wastewater treatment system complies with all relevant local, regional and international water quality standards.</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Monitor results continuously, report on progress and take corrective action as necessary</strong></td>
<td></td>
</tr>
</tbody>
</table>
4. **Purchasing**  
Work with your suppliers over time to green your supply chain

- Source products which are the most sustainable in their manufacture, use and disposal.
- Review all the products and services you purchase and identify where more sustainable alternatives are available.
- Examine how your suppliers select their suppliers so that you can help develop a fully sustainable supply chain.
- Integrate sustainable criteria into your purchasing policy and procedures.
- Encourage local businesses to cut down on transport energy by sourcing locally.
- Buy as much seasonal and local produce as possible.
- Buy products in bulk and reduce packaging where possible.
- Challenge suppliers and other business partners to improve their practices.
- Give preference to ‘fair trade’ products (such as coffee and tea) or eco-labelled goods where possible.
- Never purchase or sell items made from protected wildlife or illegally-traded species and inform your guests if there are any such items that may be offered for sale outside the hotel.
- Recognise suppliers’ efforts through special events, promotion and longer-term contracts.

5. **People & Communities**  
Look at the world outside your hotel and how you can take a more responsible, leadership role.

- Be fair, honest, open and transparent in all your dealings with customers, employees and suppliers and respect their human rights at all times.
- Be sensitive to the needs of those you employ and in the surrounding community such as respecting their local culture heritage and traditions.
- Identify ways in which the local community can benefit from the presence of your establishment.
- Develop and support tourism-related businesses in partnership with the local community.
- Use locally provided services where possible.
- Train local workers and in order to phase them into management positions over time.
- Employ local people where possible.
- Support local community development projects with money, time and under-util-
lized resources.
• Provide ways for guests to volunteer for local conservation or community development projects.

6. Destination protection
Maintain a ‘sense of place’ that supports the geographical character of a place - its environment, culture, heritage, aesthetics, and the well-being of its citizens.

• Support conservation and cultural heritage preservation projects through financial and in-kind support and volunteer programmes.
• Use native plant species for landscaping and natural insect control measures such as fish and other animals.
• ‘Showcase’ the local culture and heritage through produce, art and handicraft of local communities.
• Contribute to habitat restoration efforts when possible.
• Utilise guidelines and training programmes to improve behaviour and increase awareness with regard to recreational activities.
• Require the use of guides in sensitive areas.
• Provide guests with lists of products and souvenirs to avoid.
• Work with local people when developing cultural attractions.
• Educate guests and local people about different cultures and acceptable behaviours.
• Design an interpretive guest education programme to revolve around specific themes, with clear messages relating to local environmental and cultural issues.
• Respect locally determined limits on scale and activities with regard to tourist interaction with local people.
• Choose an efficient mode of transport, such as buses and trains to decrease energy consumption and emissions. Provide ‘no vehicle’ zones.
• Consider the use of non-motorised transportation and electric motors to decrease pollution and noise.
• Train staff in the proper maintenance of vehicles and boats and mandate maximum speeds.
Annexure III: Eco friendly structural designs

Annexure IV: Compost and waste management samples
(user friendly and pictorial samples to be annexed)

Annexure V: References and suggested further reading

- Global sustainable tourism council.
- The Travel Foundation, UK.
  [http://www.thetravelfoundation.org.uk/green_business_tools](http://www.thetravelfoundation.org.uk/green_business_tools)
- The Travel Foundation. Guidelines for Environmental Sustainability in Hotels, 2011.
  [http://www.tuitravelplc.com/system/files/susrep/TUITravelGuidelinesforEnvironmentalSustainabilityinHotels_0.pdf](http://www.tuitravelplc.com/system/files/susrep/TUITravelGuidelinesforEnvironmentalSustainabilityinHotels_0.pdf)
- Know how guide to communicating sustainability to guests, 2015
  [https://www.ahla.com/uploadedFiles/AHLA/Programs_and_Initiatives/Green/Going_Green_Brochure.pdf](https://www.ahla.com/uploadedFiles/AHLA/Programs_and_Initiatives/Green/Going_Green_Brochure.pdf)