Global Sustainable Tourism Council

GSTC Hotel Criteria

全球可持續旅遊議會：酒店業標準

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WITH

Suggested Performance Indicators
Preamble

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建議績效指標

序言

The Global Sustainable Tourism Council (GSTC) Criteria were created to provide a common understanding throughout the world 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. They have applicability to the entire tourism industry.

對可持續旅遊而言，全球可持續旅遊標準是對可持續發展所達成共識的結果。對於任何致力於實現可持續旅遊的管理組織來說，這些標準都應當成為其力求達到的基準標準。為實現可持續旅遊，應達成以下四個目標：㈠有效的可持續發展規劃；㈡當地社區之社會與經濟利益最大化；㈢提升文化傳承效益；㈣減少環境負面影響。上述標準適用於整體旅遊產業。

The Criteria have been developed and revised while striving to adhere to the Standard-Setting Code of the ISEAL Alliance, the body recognized to provide guidance on international norms for developing sustainability standards in all sectors. The Criteria are revised every 3 to 5 years. Plans for revisions plus advance sign-up for public input into future revisions are available on www.gstcouncil.org. The website also provides information on the process and history of the Criteria development.

此標準遵循國際社會與環境認可和標籤聯盟（ISEAL）的標準制定規範(Standard-Setting Code)而建立與修改，作為國際可持續性旅遊標準的指導方針，每三到五年修改一次。相關修訂資訊、欲參與修訂或瞭解修改的過程與標準建立的沿革，請參照官網 www.gstcouncil.org

Some of the uses of the criteria include the following:

- Serve as the basis for certification for sustainability
- Serve as basic guidelines for businesses of all sizes to become more sustainable, and help businesses choose sustainable tourism programmes that fulfill these global criteria
- Provide greater market access in the growing market for sustainable products, serving as guidance both for travellers and for travel agencies in choosing suppliers and sustainable tourism programmes
- Help consumers identify sound sustainable tourism programmes and businesses
- Serve as a common denominator for information media to recognize sustainable tourism providers
- Help certification and other voluntary programmes ensure that their standards meet a broadly-accepted baseline
- Offer governmental, non-governmental, and private sector programmes a starting point for developing sustainable tourism requirements
- Serve as basic guidelines for education and training bodies, such as hotel schools and universities
- Demonstrate leadership that inspires others to act

該標準的用途包括以下幾方面：

- 作為可持續性認證的基礎
- 為致力於可持續發展的企業提供基本指南，並協助企業選擇符合全球可持續旅遊標準的項目

- 向公眾推介可持續旅遊產品，作為遊客與旅行社選擇可持續旅遊項目與供應商的指導準則
- 幫助消費者識別名實相符的可持續旅遊項目與企業
- 成為資訊媒體識別可持續旅遊供應商的共同基準
- 為認證以及其他自願性服務計畫相關專案提供參考依據，使其符合可持續旅遊的基本原則與要求
- 為政府部門、非政府組織、旅遊經營者提供可持續旅遊發展的基本框架
- 作為旅遊院校等機構教育培訓的基本指導方針
- 展示領導力，激勵他人採取行動

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.
最後需要說明的是：該準則僅僅指出了應該做什麼，而未表明怎樣去做或目標是否已經實現。這些都需要績效指標、相關教育材料與實施細則來實現，而這一切也正是實施全球可持續旅遊不可或缺的補充。

Criteria Application

應用

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.

建議廣泛地應用所有標準並充分發揮其指導作用，但是也要因地制宜，在特定環境下，變更或刪去標準的某些條款，則顯得更加理性。對於特定旅遊產品或目的地管理機構，考慮到其地方監管制度與環境、社會、經濟、文化等因素，不可僅僅照抄全球可持續旅遊標準的某些條款。經驗表明：對於小型與社區型企業而言，不論在社會、經濟與環境等方面，其有限的物力、財力等資源往往難以應付全球可持續旅遊標準的全面應用與廣泛實踐。

上述標準的進一步指導檔，參見全球可持續旅遊議會（GSTC）公佈的支持性指標與術語彙編。

Performance Indicators

績效指標

The performance indicators presented here are designed to provide guidance in measuring compliance with the GSTC Criteria for Hotels.

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.

績效指標作為衡量酒店業是否符合可持續性旅遊標準的指導準則。此草案將會因應新資訊之出現而定期更新。若您有對於指標有何建議，請將您的意見寄到此信箱：accreditation@gstcouncil.org

Combined Indicators and Criteria

綜合指標與標準

This document contains the Criteria and the Performance Indicators.

此份檔包含標準與績效指標。

GSTC INDUSTRY CRITERIA 全球可持續旅遊產業標準	INDICATORS FOR HOTELS 酒店業評量指標
SECTION A: Demonstrate effective sustainable management **A. 有效的可持续经营管理**	
A1 Sustainability management system **The organization 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.** A1 可持續經營管理體系 經營者實施了適合其實際情況與業務範圍的長期的可持續經營管理體系，該體系綜合地考慮了環境、社會、文化、經濟、品質、人權、健康、安全、風險與危機管理等要素，並能持續改善。	a. The Sustainability Management System is clearly documented. b. The SM System covers environmental, social, cultural, economic, quality, human rights, health and safety issues. c. The SM System includes consideration of risk and crisis management. d. Documentary evidence shows implementation of the SM system. e. The SM System includes a process for monitoring continuous improvement in sustainability performance. a. 可持續經營管理體系有清楚的文件說明 b. 涵蓋環境、社會、經濟、品質、人權、健康與安全議題 c. 考慮風險與危機管理 d. 以檔證明其確實實施可持續經營管理系統 e. 持續監測可持續經營的進步成效
A2 Legal compliance **The organization is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.** A2 符合法規	a. An up to date list of all applicable legal requirements is maintained. b. Certificates or other documentary evidence show compliance with all applicable legal requirements. a. 持續更新所有適用的法規清單 b. 認證與其他檔證明其符合法規要求

經營者遵守所有相關的國內與國際法律與法規（包括健康、安全、勞動、環境等各方面）。	
A3 Reporting and communication **The organization communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.** A3 報告與宣傳 經營者傳達可持續旅遊之政策、行動與績效給相關業者與客戶，並尋求他們的支持。	a. Regular reports are made available on sustainability performance. b. Sustainability policies and actions are reported in external and internal communication material. c. Communications contain messages inviting consumer and stakeholder support. a. 定期提供可持續經營績效的報告 b. 透過外部與內部方式傳達可持續經營政策與行動 c. 傳達內容包含邀請客戶與相關業者支援的資訊
A4 Staff engagement **Staff 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.** A4 員工參與 員工參與可持續經營管理體系的發展與實行，並定期接受指導與訓練，以指導其瞭解所承擔的經營管理角色與任務。	a. Evidence is available of staff involvement with the SM System. b. Records of courses and on-the-job training, with attendance levels, are available. c. Staff training and guidance materials are available in accessible format (including use of minority languages where needed). d. Staff hold certificates and qualifications in relevant disciplines/skills. a. 提供證據顯示員工參與可持續經營管理體系 b. 提供上課與在職訓練紀錄，包含出勤紀錄 c. 員工訓練與指導資料易於取得，視情況增加少數國籍員工的語言版本 d. 員工具備相關訓練與技能方面的證照和資格
A5 Customer experience **Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.**	a. A customer feedback system is in place, together with analysis of the results. b. Negative feedback and responses made to this are recorded. c. There is evidence of corrective actions taken.

A5 顧客經驗 持續測評顧客滿意度，並據此適當地、貼切地加以改善。	a. 需具備客戶回饋系統和結果分析 b. 記錄負面回饋與反應 c. 證據顯示進行適當、貼切的改善

A6 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.** A6. 準確的行銷宣傳 關於可持續發展的主張、機構本身與其產品、服務等方面的宣傳資料與行銷溝通必須準確與清楚地表達，不可過度不實地宣傳。	a. Images used in promotion are of actual experiences offered and facilities provided. b. Sustainability claims are based on records of past performance. a. 不可在圖片中宣傳實際上無提供之服務與設施 b. 必須根據之前的績效紀錄提出可持續發展的主張
A7 Buildings and infrastructure **Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure…** A7. 建築物與基礎設施 建築物與基礎設施的規劃、選址、設計、建設、修復、施工、拆除	Indicators for A7 criteria relate to the buildings and infrastructure associated with the accommodation being certified A7 標準的指標針對通過住宿認證的建築物和基礎設施
A7.1 Compliance **…comply with zoning requirements and laws related to protected and sensitive areas and to heritage considerations.** A7.1 遵循依據 遵循土地分區管制以及保護區、敏感區、遺產地的相關規定	a. Awareness of, and compliance with, laws relating to land use and activities in the local area is demonstrated. b. All required licences and permits are up to date. c. Awareness of, and compliance with, non-statutory area management plans and guidance (e.g. for particular zones, design, etc.), is demonstrated. a. 瞭解並遵守当地土地利用和活动有关的法律 b. 所有必需的證照和許可證都是最新的 c. 瞭解並遵守非法定区域管理计划和指南（例如特定区域、设计等）
A7.2 Impact and integrity	a. Site selection, design and access have taken account of visual amenity,

…take account of the capacity and integrity of the natural and cultural surroundings. A7.2 衝擊與完整性 將周邊自然生態與文化遺產的負荷量列入考慮，並維護其完整性。	landscape, cultural and natural heritage. b. Site selection, design and access have taken account of the protection of biologically sensitive areas and the assimilative capacity of ecosystems. c. The integrity of archaeological, cultural heritage, and sacred sites has been preserved. d. The integrity and connectivity of natural sites and protected areas has been preserved. e. Threatened or protected species have not been displaced and impact on all wildlife habitats has been minimized and mitigated. f. Water courses/catchments/wetlands have not been altered and run-off is reduced where possible and any residue is captured or channeled and filtered. g. Risk factors (including climate change, natural phenomena, and visitor safety) have been assessed and addressed. h. Impact assessment (including cumulative impacts) has been undertaken and documented as appropriate. a. 選址、設計、進入和訪問需考慮視覺美化、景觀、文化與自然遺產因素 b. 選址、設計、進入和訪問需考慮生物多樣化敏感區域保護與生態系統的同化能力 c. 保持考古、文化遺產與聖地的完整性 d. 保持自然景觀地與保護區的完整性 e. 瀕危與受保護的物種不被強迫遷移，將所有野生物種棲息地受到的影響降到最低與緩解 f. 不改變水道、集水區、濕地，盡可能減少徑流，並收集或引導和過濾任何殘留物 g. 評估並解決風險因數，包含氣候變遷、自然現象及遊客安全 h. 進行影響評估（包括累積影響）並酌情記錄

A7.3 Sustainable practices and materials **…use locally appropriate and sustainable practices and materials.** A7.3 可持續建設的方法與材料 採用適合於當地的、可持續建設的方法與材料	a. Local materials, practices and crafts have been used in buildings and design where practicable and appropriate. b. Native and endemic plants obtained from sustainable sources have been used in landscaping and decoration, avoiding exotic and invasive species. c. Plants have been selected for their ability to tolerate prevailing or anticipated conditions eg drought tolerant plants d. Sustainable design, materials and construction practices have been used in buildings, with appropriate certification where possible. e. Waste from construction is sorted and disposed of in an environmentally sound manner. a. 在可行和適當的情況下，在建築物和設計中使用當地材料、方法和工藝 b. 採用符合可持續原則所採集的本地和特有種植物應用在景觀與裝飾上，避免使用外來與入侵物種 c. 選擇植物時已考慮其耐受當時或預期條件的能力，例如耐旱植物 d. 採用可持續性設計、材料與建築方法於建築，並符合相應的認證 e. 建築廢棄物以無害環境的方式進行分類與棄置
A7.4 Access for all **…provide access and information for persons with special needs, where appropriate.** A7.4 為人群提供可進入性 為特殊需求的人群提供適當的可進入性條件與資訊	a. Sites, buildings and activities are accessible to persons with physical disabilities and other special needs, as appropriate to the nature of the operation. b. Clear and accurate information is provided on the level of accessibility. c. Accessibility is certified or checked with relevant experts/user bodies. a. 根據活動的性質，使身體殘疾者和其他特殊需求的人可進入場地、建築物和進行活動 b. 提供可取得之清楚且明確的資訊 c. 可進入性通過相關專家/用戶機構的認證或檢查
A8 Land water and property rights	a. Land ownership and tenure rights are documented. b. User and access rights for key resources, including land and water, are

Acquisition by the organization of land and water rights and of property is legal, complies with local communal and indigenous rights, including their free, prior and informed consent, and does not require involuntary resettlement. A8 用地、用水以及產權 經營者必須合法地獲得用地、用水以及產權，不應妨害當地公共權益與原住民權益，涉及這些權益的項目或經營應當遵循“自由、事先、知情”同意原則，不要求非自願的重新安置。	documented where applicable. c. There is documentary evidence of communication, consultation and engagement with local and indigenous communities. d. Evidence of free, prior and informed consent of local communities is documented, where relevant (showing no involuntary resettlement or land acquisition). a. 土地所有權和使用權的文件證明 b. 在適用情況下記錄關鍵資源的使用權利，包括土地和水 c. 持有與當地和原住民社區溝通、協商和參與的書面證據 d. 在相關情況下，提供檔證明當地社區經過自由、事先和知情同意（顯示無非自願重新安置或征地的紀錄）
A9 Information and interpretation **The organization 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.** A8. 資訊與解說 經營者提供周邊自然資源、當地文化與文化遺產的相關資訊與解說，並且要告知遊客在訪問這些自然區域、活的文化與文化遺址時應當遵守的行為規範。	a. Information/interpretation material about the natural and cultural heritage of the local area is available and provided to customers. b. Staff are informed and trained about the natural and cultural heritage of the local area. c. Information is provided to customers about appropriate behaviour in the local area. a. 提供當地自然與文化遺產的資訊和解說資料給顧客 b. 告知和培訓當地員工有關當地自然和文化遺產的知識 c. 顧客需被告知在當地應當遵守的行為規範
A10 Destination engagement **The organization is involved with sustainable tourism planning and management in the destination, where**	a. The organization is a member of the local Destination Management Organization or equivalent body, where such an organization exists. b. The organization participates in partnerships between local communities, NGOs and other local bodies where these exist. c. The organization participates in planning and management meetings and

such opportunities exist. A10 目的地參與 經營者參與可持續旅遊目的地的規劃與管理	activities concerning sustainable tourism in the destination. a. 經營者為當地目的地管理機構或同等類型機構 b. 經營者參與當地社區、非政府組織與其他機構之間的夥伴關係 c. 經營者參與目的地可持續旅遊相關的規劃並管理會議與活動

SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts B. 当地社区社会与经济利益最大化与负面影响最小化	
B1 Community support **The organization 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.** B1 支持社區發展 經營者採取積極舉措支持當地基礎設施與社區方面的發展，其中包括教育、培訓、健康和公共衛生，與其他氣候變遷相關的專案。	a. The organization engages with the local community in identifying needs and opportunities for support and evaluating their potential benefit/impact. b. The level and nature of contributions made to schemes in the local community is recorded. c. The local community is offered the opportunity to access the tourism facilities and services provided. a. 經營者與當地社區合作，確認需要支援的專案和機會，並評估其潛在效益/影響 b. 記錄在當地社區計畫中所做的貢獻程度與性質 c. 當地社區有機會使用所提供的旅遊設施和服務
B2 Local employment **Local residents are given equal opportunities for employment and advancement, including in management positions.** B2 雇用當地員工 經營者在聘用員工時，當地居民被給予平等以及職業晉升機會，包括獲得管理職位	a. The proportion of total employment from persons already residing in the local community is measured and managed. b. The proportion of employment in management positions from persons already residing in the local community is measured and managed. c. Training is offered to local residents to enhance their employment opportunities. a. 評估與管理當地居民在全部雇員中的比重 b. 評估與管理當地居民擔任管理職位的比重 c. 提供當地居民受訓機會，以提升晉升機會
B3 Local purchasing **When purchasing and offering goods and services, the organization gives**	a. The organization regularly audits its sources of supply of goods and services. b. The proportion of goods and services purchased from locally owned and operated businesses is measured and managed.

priority to local and fair trade suppliers whenever these are available and of sufficient quality. B3 採購當地資源 經營者採購或提供產品與服務時，應當在資源可取得且品質達到要求的情況下，優先考慮當地符合公平貿易條件的供應商	c. The proportion of non-locally owned or operated suppliers that are fair trade is measured and managed. a. 經營者定期審核產品與服務供應的來源 b. 採購當地企業(本地擁有與經營)所提供產品與服務時，對其在總採購比重上進行評估與管理 c. 採購非當地供應商生產但符合公平貿易條件的產品時，對其在總採購比重進行評估與管理
B4 Local entrepreneurs **The organization supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history and culture.** B4 扶持當地企業主 經營者應支援當地企業的發展機制與銷售具有地方自然、歷史與文化特色的可持續產品及服務	a. Locally owned businesses are given access to premises and customers for commercial activity. b. Where appropriate, the organization provides advice and support to local service providers with whom it engages, on the quality and sustainability of their service. c. Opportunities for joint ventures and partnerships with local entrepreneurs are considered and pursued where appropriate. a. 本地擁有的企業可以進入商業活動場所和接觸客戶 b. 在適當情況下，經營者提供關於服務品質與可持續性經營的相關建議與支持給當地合作之服務提供者 c. 在適當情況下，提供當地企業主合資與合作關係的機會
B5 Exploitation and harassment **The organization has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.** B5 剝削與騷擾 經營者實施措施，抵制商業、性以及其它形式的剝削與騷擾，尤其要保護兒童、青少年、婦女以及弱勢	a. The organization has a documented policy against exploitation and harassment of vulnerable groups. b. Action is taken to communicate and implement the policy. c. The organization engages with the local community in working against exploitation and harassment. d. Records of employee ages are kept and show absence of any form of child labour (as defined by ILO). e. The organization supports action against child sex tourism. a. 經營者制定反剝削和騷擾弱勢團體的書面政策 b. 傳播並實施此政策

團體。	c. 經營者與當地社區合作抵制剝削與騷擾 d. 保存雇員年齡記錄，並顯示沒有任何形式的童工紀錄（根據國際勞工組織之定義） e. 經營者應抵制兒童性旅遊
B6 Equal opportunity **The organization offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.** B6 平等機會 經營者在聘用員工時，當地居民被給予平等機會，包括獲得管理職位、不因性別、種族、宗教、身體殘疾等其他因素而受到歧視。	a. The organization has identified groups at risk of discrimination, including women and local minorities. b. The proportion of employees drawn from each of these groups is monitored and is commensurate with local demographics. c. Internal promotion includes members of these groups. a. 經營者確認有被歧視風險的族群，包括婦女和地方少數民族 b. 雇員中含有這些族群的比重應受到管控，並與當地的人口統計比重相對應 c. 內部晉升時應包含這些族群
B7 Decent work **Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. Employees are offered regular training, experience and opportunities for advancement.** B7 尊嚴勞動 重視勞工權利與提供安全的工作環境。員工至少能夠獲得可以維持其生活的工資收入，且所有員工均能獲得定期培訓、經驗，以及職業晉升機會。	a. The organization demonstrates awareness of, and compliance with, international labour standards and regulations. b. Wage levels are monitored and regularly reviewed against national norms for a living wage. c. Training records are kept for all staff, showing the level and frequency of training received. d. Employee contracts show support for health care and social security. e. Water, sanitation and hygiene facilities are provided for all onsite workers. f. Employee satisfaction is monitored. g. An employee grievance mechanism is in place. a. 經營者應瞭解並遵循國際勞工標準與法規 b. 管控工資水準，並根據國家生活工資標準定期進行審查 c. 保存所有員工的培訓記錄，並說明受訓的程度和頻率 d. 雇員契約中注明提供健康照護與社會保障

	e. 提供水與清潔衛生設施給全體現場工作人員 f. 監測員工滿意度 g. 建置員工申訴機制
B8 Community services **The activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities.** B8 社區服務 經營者的行為不得危及相鄰社區的基礎服務供給，包括食物、水、能源、醫療衛生等。	a. The organization monitors its impact on the availability of local services. b. A communication/feedback/grievance mechanism is in place for local communities. c. Any reduction in availability of basic services to local communities, identified as the result of the organization's activities, is addressed. a. 經營者監測其對當地服務可用性的影響 b. 為當地社區提供溝通、回饋、申訴機制 c. 若因任何活動而減少當地社區基礎設施服務之可用性時，必須做出解決方法。
B9 Local livelihoods **The activities of the organization do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.** B9 當地民眾的生活 經營者的行為力求避免負面影響于當地社區民眾的生活，包括陸地與水生生物資源的利用、道路通行、交通運輸工具使用以及住房供給等。	a. Local access to livelihoods is considered in decisions about development and operations. b. A communication mechanism is in place for local communities to report any instance of reduced access to local livelihoods. a. 發展與營運時，需考慮當地民眾的生活 b. 為地方社區建立溝通機制，並報告任何影響到當地民眾生活的情況

SECTION C: Maximize benefits to cultural heritage and minimize negative impacts C. 将文化遗产效益发挥到最大并将负面影响降到最小	
C1 Cultural interactions **The organization 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 minimize adverse impacts and maximize local benefits and visitor fulfilment.** C1 文化互動 經營者在管理與推廣遊客前往原住民社區、文化與歷史敏感區域時，應當遵循國際或國家的優良實踐作法與受到當地認可的指導方針，以達到負面影響最小化、當地利益與遊客滿意度之最大化。	a. The organization demonstrates awareness of, and compliance with, existing international, national and local good practice and guidance for tourist visits to cultural sites and indigenous communities. b. The organization engages with communities/sites in reviewing guidance and creating and agreeing additional guidelines as necessary. c. Guidelines are effectively used and communicated. d. Particular measures are in place to avoid inappropriate interaction with children. a. 經營者瞭解並遵循既有之國際、國家與當地優良實踐做法，以及遊客造訪文化景點與原住民社區的指導方針 b. 經營者與社區一起檢視指導方針，並建立與認可新增的指導方針 c. 有效地運用並傳達指導方針 d. 設立特別措施以避免與孩童間不適當的互動
C2 Protecting cultural heritage **The organization 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.** C2 保護文化遺產 經營者應當促進當地歷史、考古、文化與精神資產的維護、保存與強化，	a. The organization makes and records monetary contributions to the protection of cultural heritage. b. The organization provides in-kind or other support for cultural heritage. c. Provision is made for local access to sites. a. 經營者提供並記錄貨幣捐款，用來保護文化遺產 b. 經營者為文化遺產提供實物或其他支援 c. 捐助用於進入與訪問當地

並且不妨礙當地居民的進入與訪問權利。	
C3 Presenting culture and heritage **The organization 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.** C3 經營者重視並將傳統和當代地方文化的真實元素融入其營運、設計、裝飾、餐飲與店鋪中，同時也尊重當地社區的智慧財產權	a. Local art/craft is reflected in design and furnishings. b. Living cultural heritage and traditions are evident in cuisine, retail, events and other services offered. c. Copyright and intellectual property rights have been observed and necessary permissions obtained. d. The views of the local community have been sought on the presentation of local cultural heritage. a. 當地藝術或工藝表現在設計與傢俱上 b. 活的文化遺產和傳統顯著地表現在餐飲、零售、活動與其他服務專案 c. 注意並取得版權和智慧財產權 d. 徵求當地社區對當地文化遺產呈現方式的意見
C4 Artefacts **Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.** 除國內、國際法律法規的允許之外，不可出售、交易或陳列具有歷史和考古意義的工藝品	a. Any use of artefacts is transparent and/or documented and reported. b. Where artefacts are used, laws and bylaws have been identified that permit such use. c. Visitors are prevented from removing or damaging artefacts. a. 任何工藝品的使用是公開透明的，並且(或)以檔記錄和提出報告 b. 工藝品使用時，需確定得到當地法律和附則的允許 c. 遊客禁止移除或破壞工藝品

Section D: Maximize benefits to the environment and minimize negative impacts **D. 环境效益最大化与负面影响最小化**	
D1 Conserving resources **D1 節約資源**	
D1.1 Environmentally preferable purchasing **Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.** D1.1 環境友好採購 經營者採購生產資料、食品、飲料、建材以及消耗品時，應當優先考慮符合可持續標準的供應商與產品。	a. A documented environmental purchasing policy is in place. b. Preference is given to products and suppliers with environmental certification – notably with respect to wood, paper, fish, other foods, and products from the wild. c. Where certified products and suppliers are not available, consideration is given to origin and methods of growing or production. d. Threatened species are not used or sold. a. 具備檔記錄的環境採購政策 b. 優先考慮有環境認證的產品和供應商 - 特別是木材、紙、魚、其他食品和野生產品 c. 如果沒有認證產品和供應商，則考慮種植、養殖或生產的來源和方法 d. 不可使用或販賣瀕危物種
D1.2 Efficient purchasing **The organization carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste.** D1.2 高效採購 經營者應當謹慎地管理一次性消耗品的採購，包含食物，以設法減少浪費。	a. Purchasing favours reusable, returnable and recycled goods. b. Purchasing and use of consumable and disposable goods are monitored and managed. c. Unnecessary packaging (especially from plastic) is avoided, with buying in bulk as appropriate. a. 採購傾向於可重複使用、可回收和回收的貨物 b. 對一次性消耗品的採購和使用行為進行監測和管理 c. 避免不必要的包裝（特別是原料為塑膠的包裝材料），酌情批量購買
D1.3 Energy conservation	a. Total energy used is monitored and managed. b. Energy used per tourist/night for each type of energy is monitored and

Energy consumption is measured by type and steps are taken to minimize overall consumption. The organization makes efforts to increase its use of renewable energy. D1.3 節約能源 監測能源消耗的種類，運用有效措施減少耗能總量，並盡力提升可再生能源的利用比重。	managed. c. Renewable sources are favoured and the share of renewable energy in total energy supply is monitored and managed. d. Equipment and practices are used that minimize energy use. e. Goals for reducing energy consumption are in place. f. Staff and guests are given guidance on minimizing energy use. a. 監測和管理總能源使用量 b. 監測和管理每位遊客/每晚在各種能源種類中的能源使用量 c. 偏好使用可再生能源，並監測和管理可再生能源在總能源供應中的份額 d. 採用設備與實踐方法以減少能源使用量 e. 設立降低能源消耗的目標 f. 指導員工和顧客減少能源消耗
D1.4 Water conservation **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.** D1.4 節約用水 評估水風險、監測水資源消耗與確認其種類，採取有效措施減少耗水總量。採購與使用符合可持續發展要求、並且不對環境流量產生不利影響的用水。在高度水風險的區域，基於情境確認與進行水資源管理的目標。	a. Water risk has been assessed and documented. b. Where water risk has been assessed as high, water stewardship goals have been determined. c. Water used per tourist/night per source is monitored and managed. d. Equipment and practices are used that minimize water consumption. e. Water originates from a legal and sustainable source which has not previously affected, and is unlikely in future to affect, environmental flows. f. Consideration is given to cumulative impacts of tourism in the locality on water sources. g. Goals for reducing water consumption are in place. h. Staff and guests are given guidance on minimizing water use. a. 評估與記錄水風險 b. 在水風險被評估為高的地方，確立水資源管理目標 c. 監測和管理每位遊客/每晚使用的水源狀況

	d. 採用設備與方法以減少用水量 e. 水資源取自合法和可持續之來源，以前沒有影響到環境流量，而且未來也可能不會造成影響 f. 考慮旅遊在對當地水源的累積影響 g. 設立目標降低用水量 h. 指導員工和顧客減少用水

D2 Reducing pollution

D2 減少污染

D2.1 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. Offsetting of the organization's remaining emissions is encouraged.** D2.1 溫室氣體減排 經營者必須對所有可能排放溫室氣體的源頭進行監控，並實施減少排放量的程式以及補償剩餘排放量的鼓勵機制。	a. Total direct and indirect greenhouse gas emissions are monitored and managed. b. Carbon Footprint per tourist/night is monitored and managed. c. Actions are taken to avoid and reduce significant annual emissions from all sources controlled by the organization. d. Carbon offset mechanisms are used where practical. a. 監測與管理直接和間接的溫室氣體排放總量 b. 監測與管理每位遊客/每晚產生的碳足跡 c. 採取行動避免與減少避免和減少大量年排放 d. 在實際可行的情況下使用碳補償機制
D2.2 Transport **The organization 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.** D2.2 交通運輸 經營者設法減少交通運輸，並在自家營運範圍內鼓勵顧客、員工、供應商使用清潔能源或節省能源的運輸方式。	a. Information is provided and promoted to customers on alternative (climate friendly) transport options, for arrival, departure and during their visit. b. Alternative transport options (e.g. bike rental, car sharing, pick-ups) for guests and staff are provided or facilitated. c. Markets accessible by short and more sustainable transport options are favoured. d. Local suppliers are favoured and daily operations seek to minimize transport use. a. 在顧客到達、離開和訪問期間，提供並推廣關於替代（氣候友好）運輸的資訊給他們 b. 提供替代運輸選項(如單車租借、共程、接送)或設施給顧客或員工 c. 偏好可透過短程與更可持續性的交通方式能到達的地點

	d. 偏好採用當地供應商，每日的營運減少使用運輸工具
D2.3 Wastewater **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.** D2.3 廢水管理 對包括灰水在內的廢水進行有效處理，只以安全的方式再利用或排放廢水，避免對當地居民或環境造成不利影響。	a. Wastewater is disposed of to a municipal or government approved treatment system, if available. b. If suitable municipal wastewater treatment is not available, there is a system in place on site to treat wastewater (that meets international wastewater quality requirements) and ensures no adverse effects on the local population and the environment. a. 經由政府批准的處理系統處置廢水（如果有的話） b. 如果沒有合適的公共廢水處理系統，需在現場配置廢水處理的系統（符合國際廢水的品質要求），並確保對當地居民和環境沒有不利影響
D2.4 Solid waste **Waste, including food waste, is measured, mechanisms are in place to reduce waste and, where reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment.** D2.4 固體廢棄物管理 計算廢棄物的數量，包括廚餘，制定減少廢棄物的機制。在無法減少的情況下，重新利用或回收廢棄物。任何殘餘廢棄物的棄置均不能對當地居民與環境造成不利影響。	a. The amount of solid waste disposed per tourist/night is monitored and managed. b. A solid waste management plan is in place. c. The solid waste management plan includes actions to reduce, separate and reuse or recycle food waste. d. Waste disposal is to a government run or approved facility and there is evidence that the facility has no negative impact on the environment or local population. e. Solid waste disposed is measured by type and goals are in place to minimize non-diverted solid waste. f. Guidance is given to customers and staff on minimizing waste. a. 監測和管理每個遊客/每晚的固體廢棄物棄置量 b. 建立固體廢棄物管理計畫 c. 固體廢棄物管理計畫包含減少、分離和再利用或回收廚餘的行動 d. 經由政府經營或批准的機構處理廢棄物，並有證據表明該機構對環境或當地居民並無造成不利影響 e. 固體廢物按類型計量，並設立目標使非轉移固體廢物量減到最小

	f. 指導員工和顧客減少製造廢棄物

D2.5 Harmful substances **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.** D2.5 有害物質 儘量減少使用農藥、塗料、游泳池消毒劑與清潔材料等有害物質，以相應的無害產品或技術取而代之。同時，正確管理所有化學物品的存儲、使用、處理與處置。	a. An inventory of harmful substances has been made and material safety data sheets (MSDS) are held. b. Action has been taken to source more environmentally friendly alternatives. c. Chemicals, especially those in bulk amounts, are stored and handled in accordance with appropriate standards. d. Visitors are informed about personal use of substances which may be considered harmful to the local environment (such as toxic sunscreens and repellants). a. 制定有害物質清單，並具有材料安全資料表（MSDS） b. 採購更環保的替代品 c. 化學品，尤其是散裝品，鬚根據適當標準來儲存和處理 d. 告知旅客可能會被認為是對當地環境有害的物質（例如有毒的防曬劑和驅蟲劑）
D2.6 Minimize pollution **The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.** D2.6 減少污染 經營者應採取措施以減少來自噪音、亮光、徑流、侵蝕、消耗臭氧層化合物以及空氣、水、土壤污染物所造成的污染。	a. The potential sources of pollution covered in the criterion have been reviewed and identified. b. The potential sources of pollution covered in the criterion are monitored. c. Action is taken to minimize and where possible eliminate pollution from the sources covered in the criterion. a. 審查和確定此標準所涵蓋的潛在污染源 b. 監測此標準所涵蓋的潛在污染源 c. 儘量減少並在可能的情況下消除此標準所列出的污染源
D3 Conserving biodiversity, ecosystems and landscapes **D3 保護生物多樣性、生態系統和景觀**	
D3.1 Biodiversity conservation	a. The organization demonstrates awareness of natural protected areas and areas of high biodiversity value.

The organization supports and contributes to biodiversity conservation, including through appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management. D3.1 保護生物多樣性 經營者應當支持並致力於生物多樣性保育，包括適當的物業管理，並高度關注自然保護區與高度生物多樣性區域。盡可能減少對自然生態系統的干擾行為，通過休養生息等保育管理措施對自然生態系統進行有益的補償。	b. The organization provides and records monetary support for biodiversity conservation in the local area. c. The organization provides and records in-kind or other support for biodiversity conservation in the local area. d. The property is actively managed to support biodiversity conservation. e. The organization is aware of, and mitigates, activity with potential to disturb wildlife and habitats. f. Compensation is made where any disturbance has occurred. g. Action is taken to encourage visitors to support biodiversity conservation. h. The organization engages with local conservation NGOs. a. 經營者顯示對自然保護區和具有高生物多樣性價值地區的認識 b. 經營者提供和記錄為保護當地生物多樣性所做的金錢贊助 c. 經營者提供和記錄為保護當地生物多樣性所提供實物或是其他支援 d. 透過積極的物業管理以保護生物多樣性 e. 經營者瞭解並減緩可能干擾野生動物和棲息地的活動 f. 產生任何干擾時進行補償 g. 採取行動鼓勵遊客支持保護生物多樣性 h. 經營者與當地非政府組織的保育機構合作
D3.2 Invasive species **The organization takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.** D3.2 入侵物種 經營者應採取措施以避免入侵物種的引入。儘量使用本地原生物種來進行	a. Sites are monitored for presence of any invasive species. b. Action is taken to ensure invasive species are not introduced or spread. c. A programme is in place to eradicate and control invasive species. d. Landscaping of sites is reviewed to consider use of native species. a. 監測景點是否存在任何入侵物種 b. 確保入侵物種不被引入或擴散 c. 制定消滅和控制入侵物種的計畫

綠化恢復與環境美化，尤其是自然景觀。	d. 檢視景觀美化，並考慮使用本地物種

D3.3 Visits to natural sites **The organization follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitor fulfilment.** D3.3 參訪自然景觀景點 經營者應當遵循指導方針來適當地管理與推廣自然景觀景點，以極小化環境不利影響與極大化參觀者的滿意度。	a. The organization is aware of, and complies with, existing guidelines for tourist visits to natural sites. b. Guidelines are used when conducting visits and informing guests. c. The organization engages with local conservation bodies to establish/identify issues concerning visits to particular sites. a. 經營者瞭解並遵守現有自然景點的旅遊指南 b. 使用指南進行訪問和告知客人 c. 經營者與地方保育機構合作，建立/識別有關訪問特定地點的相關問題
D3.4 Wildlife interactions 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. D3.4 與野生動物互動 與四處遊蕩的野生動物互動時，要考慮到累積影響，不能對其族群的生存及其生活習性造成不良的後果，並避免干擾。	a. The organization is aware of, and complies with, existing local, national and international regulations and guidelines concerning wildlife interactions, including wildlife viewing. b. The organization engages with the development and implementation of local codes and guidelines for wildlife interactions, including wildlife viewing, as required, based on advice of wildlife experts. c. Direct interactions, in particular feeding, should not be permitted, unless specifically sanctioned by internationally accepted standards or, where standards are not available, guided by independent wildlife expert advice. d. Measures are taken to minimize disturbance to wildlife. e. Impacts on wildlife wellbeing are regularly monitored and addressed. a. 經營者瞭解並遵守現有與野生動物互動相關的地方、國家和國際法規與準則，包括野生動物觀察 b. 經營者參與制定和實施當地的野生動物互動規範和指南，包括野生動物觀察，根據需要，參考野生動物專家的意見 c. 不可直接與野生動物互動，特別是餵食，除非得到國

	際公認標準的特別批准。如果當地沒有相關標準，則遵循獨立的野生動物專家意見 d. 採取措施以減少野生動物的干擾 e. 定期監測和解決對野生動物福利的影響
D3.5 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.** D3.5 動物福利 必須得到國內、國際法律法規的許可並被列入妥當的監管範疇，以及征得主管部門同意並且有適當設備可以圈養照護的條件下，才能取得、飼養或採捕任何野生動物。飼養與照顧所有野生動物或家畜必須符合動物福利規範的最高標準。	a. The organization is aware of, and complies with, relevant laws and regulations concerning captive wildlife. b. Existing guidelines for specific tourism activities involving captive wildlife are implemented. c. Personnel responsible for captive wildlife have appropriate qualifications and experience and are fully licensed. d. The organization is aware of, and complies with, relevant laws and regulations concerning animal welfare. e. There is regular inspection of conditions of captive wildlife and their housing. f. There is regular inspection of conditions of domestic animals and their housing and handling. a. 經營者瞭解並遵守圈養野生動物的相關法律和法規 b. 執行涉及圈養野生動物之特定旅遊活動的現行準則 c. 負責圈養野生動物的人員具有適當的資格和經驗，並且獲得完全許可 d. 經營者瞭解並遵守有關動物福利的相關法律和法規 e. 定期檢查圈養的野生動物及其居住的條件 f. 定期檢查家畜的狀況及其居住和管理情況
D3.6 Wildlife harvesting and 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.** D3.6 野生動物宰殺/捕撈與交易	a. The organization is aware of, and complies with, relevant laws and regulations concerning wildlife harvesting and trade. b. Visitors are informed of regulations concerning wildlife harvesting, consumption and trade and of the need to avoid buying illegal products/souvenirs derived from threatened species of wildlife notified by IUCN or CITES. c. Where hunting activity is legal, it forms part of a scientifically based, properly managed and strictly enforced approach to conservation. a. 經營者瞭解並遵守宰殺/捕撈與交易野生動物的相關法

野生動物不可進行宰殺/捕撈、消費、展示、出售或交易等行為，除了受到特定規範的活動且其利用符合可持續性標準，並符合當地和國際法律。	律和法規 b. 告知遊客有關野生動物的宰殺/捕撈、消費和交易的規定，以及避免購買由 IUCN 或 CITES 通報之瀕危野生動物所製成的非法產品/紀念品 c. 合法的狩獵活動是基於科學的、妥善管理的，並嚴格執行保育措施