

Global Sustainable Tourism Council

GSTC Hotel Criteria

全球可持续旅游议会：酒店业标准

VERSION 3, 21 DECEMBER 2016

WITH

Suggested Performance Indicators **Preamble**

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3.0 版 2016 年 12 月 21 日

建议绩效指标

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.

对可持续旅游而言，全球可持续旅游标准是对可持续发展所达成共识的结果。对于任何致力于实现可持续旅游的管理组织来说，这些标准都应当成为其力求达到的基准标准。为实现可持续旅游，应达成以下四个目标：(一)有效的可持续发展规划；(二)当地社区之社会与经济利益最大化；(三)提升文化传承效益；(四)减少环境负面影响。上述标准适用于整体旅游产业。

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.

此标准遵循国际社会与环境认可和标签联盟（ISEAL）的标准制定规范(Standard-Setting Code)而建立与修改，作为国际可持续性旅游标准的指导方针，每三到五年修改一次。相关修订信息、欲参与修订或了解修改的过程与标准建立的沿革，请参照官网 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

该标准的用途包括以下几方面：

- 作为可持续性认证的基础
- 为致力于可持续发展的企业提供基本指南，并协助企业选择符合全球可持续旅游标准的项目

- 向公众推介可持续旅游产品，作为游客与旅行社选择可持续旅游项目与供应商的指导准则
- 帮助消费者识别名实相符的可持续旅游项目与企业
- 成为信息媒体识别可持续旅游供应商的共同基准
- 为认证以及其他自愿性服务计划相关项目提供参考依据，使其符合可持续旅游的基本原则与要求
- 为政府部门、非政府组织、旅游经营者提供可持续旅游发展的基本框架
- 作为旅游院校等机构教育培训的基本指导方针
- 展示领导力，激励他人采取行动

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.

最后需要说明的是：该准则仅仅指出了应该做什么，而未表明怎样去做或目标是否已经实现。这些都需要绩效指标、相关教育材料与实施细则来实现，而这一切也正是实施全球可持续旅游不可或缺的补充。

Criteria Application

应用

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.

建议广泛地应用所有标准并充分发挥其指导作用，但是也要因地制宜，在特定环境下，变更或删去标准的某些条款，则显得更加理性。对于特定旅游产品或目的地管理机构，考虑到其地方监管制度与环境、社会、经济、文化等因素，不可仅仅照抄全球可持续旅游标准的某些条款。经验表明：对于小型与小区型企业而言，不论在社会、经济与环境等方面，其有限的物力、财力等资源往往难以应付全球可持续旅游标准的全面应用与广泛实践。

上述标准的进一步指导文件，参见全球可持续旅游议会（GSTC）公布的支持性指标与术语汇编。

Performance Indicators

绩效指标

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@gstccouncil.org.

绩效指标作为衡量酒店业是否符合可持续性旅游标准的指导准则。此草案将会因应新信息之出现而定期更新。若您有对于指标有何建议，请将您的意见寄到此信箱：

accreditation@gstccouncil.org

Combined Indicators and Criteria

综合指标与标准

This document contains the Criteria and the Performance Indicators.

此份文件包含标准与绩效指标。

GSTC INDUSTRY CRITERIA 全球可持续旅游产业标准	INDICATORS FOR HOTELS 酒店业评量指标
SECTION A: Demonstrate effective sustainable management A. 有效的可持续经营管理	
<p>A1 Sustainability management system</p> <p>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.</p> <p>A1 可持续经营管理体系</p> <p>经营者实施了适合其实际情况与业务范围的长期的可持续经营管理体系，该体系综合地考虑了环境、社会、文化、经济、品质、人权、健康、安全、风险与危机管理等要素，并能持续改善。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 可持续经营管理体系有清楚的文件说明 b. 涵盖环境、社会、经济、品质、人权、健康与安全议题 c. 考虑风险与危机管理 d. 以文件证明其确实实施可持续经营管理系统 e. 持续监测可持续经营的进步成效
<p>A2 Legal compliance</p> <p>The organization is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.</p> <p>A2 符合法规</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 持续更新所有适用的法规清单 b. 认证与其他文件证明其符合法规要求

<p>经营者遵守所有相关的国内与国际法律与法规（包括健康、安全、劳动、环境等各方面）。</p>	
<p>A3 Reporting and communication</p> <p>The organization communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.</p> <p>A3 报告与宣传</p> <p>经营者传达可持续旅游之政策、行动与绩效给相关业者与客户，并寻求他们的支持。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 定期提供可持续经营绩效的报告 b. 透过外部与内部方式传达可持续经营政策与行动 c. 传达内容包含邀请客户与相关业者支持的信息
<p>A4 Staff engagement</p> <p>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.</p> <p>A4 员工参与</p> <p>员工参与可持续经营管理体系的发展与实行，并定期接受指导与训练，以指导其了解所承担的经营管理角色与任务。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 提供证据显示员工参与可持续经营管理体系 b. 提供上课与在职训练纪录，包含出勤纪录 c. 员工训练与指导资料易于取得，视情况增加少数国籍员工的语言版本 d. 员工具备相关训练与技能方面的证照和资格
<p>A5 Customer experience</p> <p>Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.</p>	<ul style="list-style-type: none"> 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.

<p>A5 顾客经验</p> <p>持续测评顾客满意度，并据此适当地、贴切地加以改善。</p>	<ul style="list-style-type: none">a. 需具备客户反馈系统和结果分析b. 记录负面反馈与反应c. 证据显示进行适当、贴切的改善
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<p>A6 Accurate promotion</p> <p>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.</p> <p>A6. 准确的营销宣传</p> <p>关于可持续发展的主张、机构本身与其产品、服务等方面的宣传资料与营销沟通必须准确与清楚地表达，不可过度不实地宣传。</p>	<p>a. Images used in promotion are of actual experiences offered and facilities provided.</p> <p>b. Sustainability claims are based on records of past performance.</p> <p>a. 不可在图片中宣传实际上无提供之服务与设施</p> <p>b. 必须根据之前的绩效纪录提出可持续发展的主张</p>
<p>A7 Buildings and infrastructure</p> <p>Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure...</p> <p>A7. 建筑物与基础设施</p> <p>建筑物与基础设施的规划、选址、设计、建设、修复、施工、拆除</p>	<p>Indicators for A7 criteria relate to the buildings and infrastructure associated with the accommodation being certified</p> <p>A7 标准的指标针对通过住宿认证的建筑物和基础设施</p>
<p>A7.1 Compliance</p> <p>...comply with zoning requirements and laws related to protected and sensitive areas and to heritage considerations.</p> <p>A7.1 遵循依据</p> <p>遵循土地分区管制以及保护区、敏感区、遗产地的相关规定</p>	<p>a. Awareness of, and compliance with, laws relating to land use and activities in the local area is demonstrated.</p> <p>b. All required licences and permits are up to date.</p> <p>c. Awareness of, and compliance with, non-statutory area management plans and guidance (e.g. for particular zones, design, etc.), is demonstrated.</p> <p>a. 了解并遵守当地土地利用和活动有关的法律</p> <p>b. 所有必需的证照和许可证都是最新的</p> <p>c. 了解并遵守非法定区域管理计划和指南（例如特定区域、设计等）</p>
<p>A7.2 Impact and integrity</p>	<p>a. Site selection, design and access have taken account of visual amenity,</p>

...take account of the capacity and integrity of the natural and cultural surroundings.

A7.2 冲击与完整性

将周边自然生态与文化遗产的负荷量列入考虑，并维护其完整性。

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 runoff 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. 选址、设计、进入和访问需考虑视觉美化、景观、文化与自然遗产因素
- b. 选址、设计、进入和访问需考虑生物多样性敏感区域保护与生态系统的同化能力
- c. 保持考古、文化遗产与圣地的完整性
- d. 保持自然景观地与保护区的完整性
- e. 濒危与受保护的物种不被强迫迁移，将所有野生物种栖息地受到的影响降到最低与缓解
- f. 不改变水道、集水区、湿地，尽可能减少径流，并收集或引导和过滤任何残留物
- g. 评估并解决风险因子，包含气候变迁、自然现象及游客安全
- h. 进行影响评估（包括累积影响）并酌情记录

<p>A7.3 Sustainable practices and materials ...use locally appropriate and sustainable practices and materials.</p> <p>A7.3 可持续建设的方法与材料</p> <p>采用适合于当地的、可持续建设的方法与材料</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 在可行和适当的情况下，在建筑物和设计中当地材料、方法和工艺 b. 采用符合可持续原则所采集的本地和特有种植物应用在景观与装饰上，避免使用外来与入侵物种 c. 选择植物时已考虑其耐受当时或预期条件的能力，例如耐旱植物 d. 采用可持续性设计、材料与建筑方法于建筑，并符合相应的认证 e. 建筑废弃物以无害环境的方式进行分类与弃置
<p>A7.4 Access for all ...provide access and information for persons with special needs, where appropriate.</p> <p>A7.4 为人群提供可进入性</p> <p>为特殊需求的人群提供适当的可进入性条件与信息</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 根据活动的性质，使身体残疾者和其他特殊需求的人可进入场地、建筑物和进行活动 b. 提供可取得之清楚且明确的信息 c. 可进入性通过相关专家/用户机构的认证或检查
<p>A8 Land water and property rights</p>	<ul style="list-style-type: none"> a. Land ownership and tenure rights are documented. b. User and access rights for key resources, including land and water, are

<p>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.</p> <p>A8 用地、用水以及产权</p> <p>经营者必须合法地获得用地、用水以及产权，不应妨害当地公共利益与原住民权益，涉及这些权益的项目或经营应当遵循“自由、事先、知情”同意原则，不要求非自愿的重新安置。</p>	<p>documented where applicable.</p> <p>c. There is documentary evidence of communication, consultation and engagement with local and indigenous communities.</p> <p>d. Evidence of free, prior and informed consent of local communities is documented, where relevant (showing no involuntary resettlement or land acquisition).</p> <p>a. 土地所有权和使用权的文件证明</p> <p>b. 在适用情况下记录关键资源的使用权利，包括土地和水</p> <p>c. 持有与当地和原住民社区沟通、协商和参与的书面证据</p> <p>d. 在相关情况下，提供文件证明当地社区经过自由、事先和知情同意（显示无非自愿重新安置或征地的纪录）</p>
<p>A9 Information and interpretation</p> <p>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.</p> <p>A8. 资讯与解说</p> <p>经营者提供周边自然资源、当地文化与文化遗产的相关资讯与解说，并且要告知游客在访问这些自然区域、活的文化与文化遗产时应当遵守的行为规范。</p>	<p>a. Information/interpretation material about the natural and cultural heritage of the local area is available and provided to customers.</p> <p>b. Staff are informed and trained about the natural and cultural heritage of the local area.</p> <p>c. Information is provided to customers about appropriate behaviour in the local area.</p> <p>a. 提供当地自然与文化遗产的信息和解说数据给顾客</p> <p>b. 告知和培训当地员工有关当地自然和文化遗产的知识</p> <p>c. 顾客需被告知在当地应当遵守的行为规范</p>
<p>A10 Destination engagement</p> <p>The organization is involved with sustainable tourism planning and management in the destination, where</p>	<p>a. The organization is a member of the local Destination Management Organization or equivalent body, where such an organization exists.</p> <p>b. The organization participates in partnerships between local communities, NGOs and other local bodies where these exist.</p> <p>c. The organization participates in planning and management meetings and</p>

<p>such opportunities exist.</p> <p>A10 目的地参与</p> <p>经营者参与可持续旅游目的地的规划与管理</p>	<p>activities concerning sustainable tourism in the destination.</p> <ul style="list-style-type: none"> a. 经营者为当地目的地管理机构或同等类型机构 b. 经营者参与当地社区、非政府组织与其他机构之间的伙伴关系 c. 经营者参与目的地可持续旅游相关的规划并管理会议与活动
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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

<p>B1 Community support</p> <p>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.</p> <p>B1 支持社区发展</p> <p>经营者采取积极举措支持当地基础设施与社区方面的发展，其中包括教育、培训、健康和公共卫生，与其他气候变迁相关的项目。</p>	<p>a. The organization engages with the local community in identifying needs and opportunities for support and evaluating their potential benefit/impact.</p> <p>b. The level and nature of contributions made to schemes in the local community is recorded.</p> <p>c. The local community is offered the opportunity to access the tourism facilities and services provided.</p> <p>a. 经营者与当地社区合作，确认需要支持的项目和机会，并评估其潜在效益/影响</p> <p>b. 记录在当地社区计划中所做的贡献程度与性质</p> <p>c. 当地社区有机会使用所提供的旅游设施和服务</p>
<p>B2 Local employment</p> <p>Local residents are given equal opportunities for employment and advancement, including in management positions.</p> <p>B2 雇用当地员工</p> <p>经营者在聘用员工时，当地居民被给予平等以及职业晋升机会，包括获得管理职位</p>	<p>a. The proportion of total employment from persons already residing in the local community is measured and managed.</p> <p>b. The proportion of employment in management positions from persons already residing in the local community is measured and managed.</p> <p>c. Training is offered to local residents to enhance their employment opportunities.</p> <p>a. 评估与管理当地居民在全部雇员中的比重</p> <p>b. 评估与管理当地居民担任管理职位的比重</p> <p>c. 提供当地居民受训机会，以提升晋升机会</p>
<p>B3 Local purchasing</p> <p>When purchasing and offering goods and services, the organization gives</p>	<p>a. The organization regularly audits its sources of supply of goods and services.</p> <p>b. The proportion of goods and services purchased from locally owned and operated businesses is measured and managed.</p>

<p>priority to local and fair trade suppliers whenever these are available and of sufficient quality.</p> <p>B3 采购当地资源</p> <p>经营者采购或提供产品与服务时，应当在资源可取得且质量达到要求的情况下，优先考虑当地符合公平贸易条件的供货商</p>	<p>c. The proportion of non-locally owned or operated suppliers that are fair trade is measured and managed.</p> <p>a. 经营者定期审核产品与服务供应的来源</p> <p>b. 采购当地企业(本地拥有与经营)所提供产品与服务时，对其在总采购比重上进行评估与管理</p> <p>c. 采购非当地供货商生产但符合公平贸易条件的产品时，对其在总采购比重进行评估与管理</p>
<p>B4 Local entrepreneurs</p> <p>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.</p> <p>B4 扶持当地企业主</p> <p>经营者应支持当地企业的发展机制与销售具有地方自然、历史与文化特色的可持续产品及服务</p>	<p>a. Locally owned businesses are given access to premises and customers for commercial activity.</p> <p>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.</p> <p>c. Opportunities for joint ventures and partnerships with local entrepreneurs are considered and pursued where appropriate.</p> <p>a. 本地拥有的企业可以进入商业活动场所和接触客户</p> <p>b. 在适当情况下，经营者提供关于服务质量与可持续性经营的相关建议与支持给当地合作之服务提供商</p> <p>c. 在适当情况下，提供当地企业主合资与合作关系的机会</p>
<p>B5 Exploitation and harassment</p> <p>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.</p> <p>B5 剥削与骚扰</p> <p>经营者实施措施，抵制商业、性以及其它形式的剥削与骚扰，尤其要保护儿童、青少年、妇女以及弱势</p>	<p>a. The organization has a documented policy against exploitation and harassment of vulnerable groups.</p> <p>b. Action is taken to communicate and implement the policy.</p> <p>c. The organization engages with the local community in working against exploitation and harassment.</p> <p>d. Records of employee ages are kept and show absence of any form of child labour (as defined by ILO).</p> <p>e. The organization supports action against child sex tourism.</p> <p>a. 经营者制定反剥削和骚扰弱势团体的书面政策</p> <p>b. 传播并实施此政策</p>

<p>团体。</p>	<ul style="list-style-type: none"> c. 经营者与当地社区合作抵制剥削与骚扰 d. 保存雇员年龄记录，并显示没有任何形式的童工纪录（根据国际劳工组织之定义） e. 经营者应抵制儿童性旅游
<p>B6 Equal opportunity</p> <p>The organization offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.</p> <p>B6 平等机会</p> <p>经营者在聘用员工时，当地居民被给予平等机会，包括获得管理职位、不因性别、种族、宗教、身体残疾等其他因素而受到歧视。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 经营者确认有被歧视风险的族群，包括妇女和地方少数民族 b. 雇员中含有这些族群的比重应受到管控，并与当地的人口统计比重相对应 c. 内部晋升时应包含这些族群
<p>B7 Decent work</p> <p>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.</p> <p>B7 尊严劳动</p> <p>重视劳工权利与提供安全的工作环境。员工至少能够获得可以维持其生活的工资收入，且所有员工均能获得定期培训、经验，以及职业晋升机会。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 经营者应了解并遵循国际劳工标准与法规 b. 管控工资水平，并根据国家生活工资标准定期进行审查 c. 保存所有员工的培训记录，并说明受训的程度和频率 d. 雇员契约中注明提供健康照护与社会保障

	<ul style="list-style-type: none"> e. 提供水与清洁卫生设施给全体现场工作人员 f. 监测员工满意度 g. 建置员工申诉机制
<p>B8 Community services</p> <p>The activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities.</p> <p>B8 社区服务</p> <p>经营者的行为不得危及相邻社区的基础服务供给，包括食物、水、能源、医疗卫生等。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 经营者监测其对当地服务可用性的影响 b. 为当地社区提供沟通、反馈、申诉机制 c. 若因任何活动而减少当地社区基础设施服务之可用性时，必须做出解决方法。
<p>B9 Local livelihoods</p> <p>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.</p> <p>B9 当地民众的生活</p> <p>经营者的行为力求避免负面影响于当地社区民众的生活，包括陆地与水生生物资源的利用、道路通行、交通运输工具使用以及住房供给等。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 发展与营运时，需考虑当地民众的生活 b. 为地方社区建立沟通机制，并报告任何影响到当地民众生活的情况

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

<p>C1 Cultural interactions</p> <p>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.</p> <p>C1 文化互动</p> <p>经营者在管理与推广游客前往原住民社区、文化与历史敏感区域时，应当遵循国际或国家的优良实践作法与受到当地认可的指导方针，以达到负面影响最小化、当地利益与游客满意度之最大化。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 经营者了解并遵循既有之国际、国家与当地优良实践做法，以及游客造访文化景点与原住民社区的指导方针 b. 经营者与社区一起检视指导方针，并建立与认可新增的指导方针 c. 有效地运用并传达指导方针 d. 设立特别措施以避免与孩童间不适当的互动
<p>C2 Protecting cultural heritage</p> <p>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.</p> <p>C2 保护文化遗产</p> <p>经营者应当促进当地历史、考古、文化与精神资产的维护、保存与强化，</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 经营者提供并记录货币捐款，用来保护文化遗产 b. 经营者为文化遗产提供实物或其他支持 c. 捐助用于进入与访问当地

<p>并且不妨碍当地居民的进入与访问权利。</p>	
<p>C3 Presenting culture and heritage</p> <p>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.</p> <p>C3 经营者重视并将传统和当代地方文化的真实元素融入其营运、设计、装饰、餐饮与店铺中，同时也尊重当地社区的知识产权</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 当地艺术或工艺表现在设计与家具上 b. 活的文化遗产和传统显著地表现在餐饮、零售、活动与其他服务项目 c. 注意并取得版权和知识产权 d. 征求当地社区对当地文化遗产呈现方式的意见
<p>C4 Artefacts</p> <p>Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.</p> <p>除国内、国际法律法规的允许之外，不可出售、交易或陈列具有历史和考古意义的工艺品</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 任何工艺品的使用是公开透明的，并且(或)以文件记录和提出报告 b. 工艺品使用时，需确定得到当地法律和附则的允许 c. 游客禁止移除或破坏工艺品

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 节约资源

D1.1 Environmentally preferable purchasing

Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.

D1.1 环境友好采购

经营者采购生产资料、食品、饮料、建材以及消耗品时，应当优先考虑符合可持续标准的供应商与产品。

- 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. 具备文件记录的环境采购政策
- b. 优先考虑有环境认证的产品和供应商 - 特别是木材、纸、鱼、其他食品和野生产品
- c. 如果没有认证产品和供应商，则考虑种植、养殖或生产的来源和方法
- d. 不可使用或贩卖濒危物种

D1.2 Efficient purchasing

The organization carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste.

D1.2 高效采购

经营者应当谨慎地管理一次性消耗品的采购，包含食物，以设法减少浪费。

- 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. 采购倾向于可重复使用、可回收和回收的货物
- b. 对一次性消耗品的采购和使用行为进行监测和管理
- c. 避免不必要的包装（特别是原料为塑料的包装材料），酌情批量购买

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

<p>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.</p> <p>D1.3 节约能源</p> <p>监测能源消耗的种类，运用有效措施减少耗能总量，并尽力提升可再生能源的利用比重。</p>	<p>managed.</p> <p>c. Renewable sources are favoured and the share of renewable energy in total energy supply is monitored and managed.</p> <p>d. Equipment and practices are used that minimize energy use.</p> <p>e. Goals for reducing energy consumption are in place.</p> <p>f. Staff and guests are given guidance on minimizing energy use.</p> <p>a. 监测和管理总能源使用量</p> <p>b. 监测和管理每位游客/每晚在各种能源种类中的能源使用量</p> <p>c. 偏好使用可再生能源，并监测和管理可再生能源在总能源供应中的份额</p> <p>d. 采用设备与实践方法以减少能源使用量</p> <p>e. 设立降低能源消耗的目标</p> <p>f. 指导员工和顾客减少能源消耗</p>
<p>D1.4 Water conservation</p> <p>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.</p> <p>D1.4 节约用水</p> <p>评估水风险、监测水资源消耗与确认其种类，采取有效措施减少耗水总量。采购与使用符合可持续发展要求、并且不对环境流量产生不利影响的用水。在高度水风险的区域，基于情境确认与进行水资源管理的目标。</p>	<p>a. Water risk has been assessed and documented.</p> <p>b. Where water risk has been assessed as high, water stewardship goals have been determined.</p> <p>c. Water used per tourist/night per source is monitored and managed.</p> <p>d. Equipment and practices are used that minimize water consumption.</p> <p>e. Water originates from a legal and sustainable source which has not previously affected, and is unlikely in future to affect, environmental flows.</p> <p>f. Consideration is given to cumulative impacts of tourism in the locality on water sources.</p> <p>g. Goals for reducing water consumption are in place.</p> <p>h. Staff and guests are given guidance on minimizing water use.</p> <p>a. 评估与记录水风险</p> <p>b. 在水风险被评估为高的地方，确立水资源管理目标</p> <p>c. 监测和管理每位游客/每晚使用的水源状况</p>

	<ul style="list-style-type: none">d. 采用设备与方法以减少用水量e. 水资源取自合法和可持续之来源，以前没有影响到环境流量，而且未来也可能不会造成影响f. 考虑旅游在对当地水源的累积影响g. 设立目标降低用水量h. 指导员工和顾客减少用水
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<p>D2 Reducing pollution</p> <p>D2 减少污染</p>	
<p>D2.1 Greenhouse gas emissions</p> <p>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.</p> <p>D2.1 温室气体减排</p> <p>经营者必须对所有可能排放温室气体的源头进行监控，并实施减少排放量的程序以及补偿剩余排放量的鼓励机制。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 监测与管理直接和间接的温室气体排放总量 b. 监测与管理每位游客/每晚产生的碳足迹 c. 采取行动避免与减少避免和减少大量年排放 d. 在实际可行的情况下使用碳补偿机制
<p>D2.2 Transport</p> <p>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.</p> <p>D2.2 交通运输</p> <p>经营者设法减少交通运输，并在自家营运范围内鼓励顾客、员工、供货商使用清洁能源或节省能源的运输方式。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 在顾客到达、离开和访问期间，提供并推广关于替代（气候友好）运输的信息给他们 b. 提供替代运输选项(如单车租借、共程、接送)或设施给顾客或员工 c. 偏好可透过短程与更可持续性的交通方式能到达的地点

	<p>d. 偏好采用当地供应商，每日的营运减少使用运输工具</p>
<p>D2.3 Wastewater</p> <p>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.</p> <p>D2.3 废水管理</p> <p>对包括灰水在内的废水进行有效处理，只以安全的方式再利用或排放废水，避免对当地居民或环境造成不利影响。</p>	<p>a. Wastewater is disposed of to a municipal or government approved treatment system, if available.</p> <p>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.</p> <p>a. 经由政府批准的处理系统处置废水（如果有的话）</p> <p>b. 如果没有合适的公共废水处理系统，需在现场配置废水处理系统（符合国际废水的质量要求），并确保对当地居民和环境没有不利影响</p>
<p>D2.4 Solid waste</p> <p>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.</p> <p>D2.4 固体废弃物管理</p> <p>计算废弃物的数量，包括厨余，制定减少废弃物的机制。在无法减少的情况下，重新利用或回收废弃物。任何残余废弃物的弃置均不能对当地居民与环境造成不利影响。</p>	<p>a. The amount of solid waste disposed per tourist/night is monitored and managed.</p> <p>b. A solid waste management plan is in place.</p> <p>c. The solid waste management plan includes actions to reduce, separate and reuse or recycle food waste.</p> <p>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.</p> <p>e. Solid waste disposed is measured by type and goals are in place to minimize non-diverted solid waste.</p> <p>f. Guidance is given to customers and staff on minimizing waste.</p> <p>a. 监测和管理每个游客/每晚的固体废弃物弃置量</p> <p>b. 建立固体废弃物管理计划</p> <p>c. 固体废弃物管理计划包含减少、分离和再利用或回收厨余的行动</p> <p>d. 经由政府经营或批准的机构处理废弃物，并有证据表明该机构对环境或当地居民并无造成不利影响</p> <p>e. 固体废物按类型计量，并设立目标使非转移固体废物量减到最小</p>

	f. 指导员工和顾客减少制造废弃物
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<p>D2.5 Harmful substances</p> <p>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.</p> <p>D2.5 有害物质</p> <p>尽量减少使用农药、涂料、游泳池消毒剂与清洁材料等有害物质，以相应的无害产品或技术取而代之。同时，正确管理所有化学物品的存储、使用、处理与处置。</p>	<p>a. An inventory of harmful substances has been made and material safety data sheets (MSDS) are held.</p> <p>b. Action has been taken to source more environmentally friendly alternatives.</p> <p>c. Chemicals, especially those in bulk amounts, are stored and handled in accordance with appropriate standards.</p> <p>d. Visitors are informed about personal use of substances which may be considered harmful to the local environment (such as toxic sunscreens and repellants).</p> <p>a. 制定有害物质清单，并具有材料安全数据表（MSDS）</p> <p>b. 采购更环保的替代品</p> <p>c. 化学品，尤其是散装品，须根据适当标准来储存和处理</p> <p>d. 告知旅客可能会被认为是对当地环境有害的物质（例如有毒的防晒剂和驱虫剂）</p>
<p>D2.6 Minimize pollution</p> <p>The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.</p> <p>D2.6 减少污染</p> <p>经营者应采取措施以减少来自噪音、亮光、径流、侵蚀、消耗臭氧层化合物以及空气、水、土壤污染物所造成的污染。</p>	<p>a. The potential sources of pollution covered in the criterion have been reviewed and identified.</p> <p>b. The potential sources of pollution covered in the criterion are monitored.</p> <p>c. Action is taken to minimize and where possible eliminate pollution from the sources covered in the criterion.</p> <p>a. 审查和确定此标准所涵盖的潜在污染源</p> <p>b. 监测此标准所涵盖的潜在污染源</p> <p>c. 尽量减少并在可能的情况下消除此标准所列出的污染源</p>
<p>D3 Conserving biodiversity, ecosystems and landscapes</p> <p>D3 保护生物多样性、生态系统和景观</p>	
<p>D3.1 Biodiversity conservation</p>	<p>a. The organization demonstrates awareness of natural protected areas and areas of high biodiversity value.</p>

<p>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.</p> <p>D3.1 保护生物多样性</p> <p>经营者应当支持并致力于生物多样性保育，包括适当的物业管理，并高度关注自然保护区与高度生物多样性区域。尽可能减少对自然生态系统的干扰行为，通过休养生息等保育管理措施对自然生态系统进行有益的补偿。</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 经营者显示对自然保护区和具有高生物多样性价值地区的认识 b. 经营者提供和记录为保护当地生物多样性所做的金钱赞助 c. 经营者提供和记录为保护当地生物多样性所提供实物或是其他支持 d. 透过积极的物业管理以保护生物多样性 e. 经营者了解并减缓可能干扰野生动物和栖息地的活动 f. 产生任何干扰时进行补偿 g. 采取行动鼓励游客支持保护生物多样性 h. 经营者与当地非政府组织的保育机构合作
<p>D3.2 Invasive species</p> <p>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.</p> <p>D3.2 入侵物种</p> <p>经营者应采取措施以避免入侵物种的引入。尽量使用本地原生物种来进行</p>	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> a. 监测景点是否存在任何入侵物种 b. 确保入侵物种不被引入或扩散 c. 制定消灭和控制入侵物种的计划

<p>绿化恢复与环境美化，尤其是自然景观。</p>	<p>d. 检视景观美化，并考虑使用本地物种</p>
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<p>D3.3 Visits to natural sites</p> <p>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.</p> <p>D3.3 参访自然景观景点</p> <p>经营者应当遵循指导方针来适当地管理与推广自然景观景点，以极小化环境不利影响与极大化参观者的满意度。</p>	<p>a. The organization is aware of, and complies with, existing guidelines for tourist visits to natural sites.</p> <p>b. Guidelines are used when conducting visits and informing guests.</p> <p>c. The organization engages with local conservation bodies to establish/identify issues concerning visits to particular sites.</p> <p>a. 经营者了解并遵守现有自然景观的旅游指南</p> <p>b. 使用指南进行访问和告知客人</p> <p>c. 经营者与地方保育机构合作，建立/识别有关访问特定地点的相关问题</p>
<p>D3.4 Wildlife interactions</p> <p>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.</p> <p>D3.4 与野生动物互动</p> <p>与四处游荡的野生动物互动时，要考虑到累积影响，不能对其族群的生存及其生活习性造成不良的后果，并避免干扰。</p>	<p>a. The organization is aware of, and complies with, existing local, national and international regulations and guidelines concerning wildlife interactions, including wildlife viewing.</p> <p>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.</p> <p>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.</p> <p>d. Measures are taken to minimize disturbance to wildlife.</p> <p>e. Impacts on wildlife wellbeing are regularly monitored and addressed.</p> <p>a. 经营者了解并遵守现有与野生动物互动相关的地方、国家和国际法规与准则，包括野生动物观察</p> <p>b. 经营者参与制定和实施当地的野生动物互动规范和指南，包括野生动物观察，根据需要，参考野生动物专家的意见</p> <p>c. 不可直接与野生动物互动，特别是喂食，除非得到国</p>

	<p>际公认标准的特别批准。如果当地没有相关标准，则遵循独立的野生动物专家意见</p> <p>d. 采取措施以减少野生动物的干扰</p> <p>e. 定期监测和解决对野生动物福利的影响</p>
<p>D3.5 Animal welfare</p> <p>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.</p> <p>D3.5 动物福利</p> <p>必须得到国内、国际法律法规的许可并被列入妥当的监管范畴，以及征得主管部门同意并且有适当设备可以圈养照护的条件下，才能取得、饲养或采捕任何野生动物。饲养与照顾所有野生动物或家畜必须符合动物福利规范的最高标准。</p>	<p>a. The organization is aware of, and complies with, relevant laws and regulations concerning captive wildlife.</p> <p>b. Existing guidelines for specific tourism activities involving captive wildlife are implemented.</p> <p>c. Personnel responsible for captive wildlife have appropriate qualifications and experience and are fully licensed.</p> <p>d. The organization is aware of, and complies with, relevant laws and regulations concerning animal welfare.</p> <p>e. There is regular inspection of conditions of captive wildlife and their housing.</p> <p>f. There is regular inspection of conditions of domestic animals and their housing and handling.</p> <p>a. 经营者了解并遵守圈养野生动物的相关法律和法规</p> <p>b. 执行涉及圈养野生动物之特定旅游活动的现行准则</p> <p>c. 负责圈养野生动物的人员具有适当的资格和经验，并且获得完全许可</p> <p>d. 经营者了解并遵守有关动物福利的相关法律和法规</p> <p>e. 定期检查圈养的野生动物及其居住的条件</p> <p>f. 定期检查家畜的状况及其居住和管理情况</p>
<p>D3.6 Wildlife harvesting and trade</p> <p>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.</p> <p>D3.6 野生动物宰杀/捕捞与交易</p>	<p>a. The organization is aware of, and complies with, relevant laws and regulations concerning wildlife harvesting and trade.</p> <p>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.</p> <p>c. Where hunting activity is legal, it forms part of a scientifically based, properly managed and strictly enforced approach to conservation.</p> <p>a. 经营者了解并遵守宰杀/捕捞与交易野生动物的相关法</p>

<p>野生动物不可进行宰杀/捕捞、消费、展示、出售或交易等行为，除了受到特定规范的活动且其利用符合可持续性标准，并符合当地和国际法律。</p>	<p>律和法规</p> <ul style="list-style-type: none"> b. 告知游客有关野生动物的宰杀/捕捞、消费和交易的规定，以及避免购买由 IUCN 或 CITES 通报之濒危野生动物所制成的非法产品/纪念品 c. 合法的狩猎活动是基于科学的、妥善管理的，并严格执行保育措施
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