معايير المجلس العالمي للسياحة المستدامة
لشركات القطاع السياحي

GSTC Industry Criteria

الإصدار رقم 3
2016/12/21
Version 3
21 December 2016

النسخة العربية
2023/10/31

مع مؤشرات الأداء وأهداف التنمية المستدامة
لمكاتب السياحة والسفر ومنظمي الرحلات والتجارب السياحية

with
Performance indicators and SDGs
For Tour Operators

© The Global Sustainable Tourism Council, 2016, All Rights Reserved
The Global Sustainable Tourism Council
PO Box 96503 - #51887
Washington, DC 20090 USA
info@gstcouncil.org
www.gstcouncil.org

Translated by Nastadeem/EcoHotels, Jordan
تمت الترجمة من قبل نستديم/شركة الفنادق البيئية، الأردن
www.nastadeem.com
### SECTION A: Demonstrate effective sustainable management

<table>
<thead>
<tr>
<th>SDGs</th>
<th>Indicators</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. The Sustainability Management System is clearly documented.</td>
<td><strong>A1 Sustainability management system</strong>&lt;br&gt;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 and safety issues and drives continuous improvement.</td>
<td></td>
</tr>
<tr>
<td>b. The SM System covers environmental, social, cultural, economic, quality, human rights, health and safety issues.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. The SM System includes consideration of risk and crisis management.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Documentary evidence shows implementation of the SM system.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. The SM System includes a process for monitoring continuous improvement in sustainability performance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. An up to date list of all applicable legal requirements is maintained.</td>
<td><strong>A2 Legal compliance</strong>&lt;br&gt;The organization is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.</td>
<td></td>
</tr>
<tr>
<td>b. Certificates or other documentary evidence show compliance with all applicable legal requirements.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Legal requirements in all countries of operation are understood and met.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**A1 نظرة إدارة الاستدامة**<br> نفذت المؤسسة نظام طويل المدى لإدارة الاستدامة يناسب مع جميعها وتناسب عملاً، وتناول القضايا البيئية والاجتماعية والثقافية والاقتصادية، و주의 تنفيذ القوانين والأمان والصحة والسلامة وإدارة المخاطر والآفات، ويقود هذا النظام إلى التحسن المستمر.

**A2 الامتثال للقوانين**<br> تمتلك المؤسسة قواعد التشريعات والأنظمة والقوانين المحلية والدولية، بما في ذلك، وليس حصرًا، تشريعات المتعلقة بالصحة والسلامة والعمل والعيش والبيئة، وتعمل معها المؤسسة.
### A3 Reporting and communication

The organization communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support.

- **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.

### 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.

- **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.

### 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.
- **d.** Feedback from customers is provided to tourism businesses and destinations contracted/visited.
### A5 Professional Performance

1. Establish a system to monitor and analyze performance to assess customer satisfaction, in particular sustainability performance.
2. Take corrective actions as needed.
3. There is evidence of corrective actions.
4. Customer feedback is shared with tour operators and relevant service providers.

#### 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.

- a. Images used in promotion are of actual experiences offered and places visited by customers.
- b. Marketing about wildlife or cultural events does not promise sightings which cannot be guaranteed.
- c. Sustainability claims are based on records of past performance.

#### A7 Buildings and Infrastructure

Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure...

Indicators for A7 criteria relate to the buildings and infrastructure owned and operated by the organization over which they have direct influence/ control.

- 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.

---

**GSTC Criteria & Indicators**

Industry – Tour Operators

- معايير الأداء السياحي - مكاتب السياحة والسفر ومنظمي الرحلات والتجارب السياحية

**A5** تجربة العملاء

- يتم مراقبة رضا العملاء، بما في ذلك ما يخص جوانب الاستدامة، وتم اتخاذ الإجراءات التصححية.

**A6** الترويج الدقيق

- تتسنم المعلومات المستخدمة في التواصل والمواد الترويجية والتسويقية المتعلقة بالمؤسسة ومنتجاتها وتخدماتها بالدقة والشفافية، بما في ذلك مزاعم الاستدامة، بحيث لا تعد المؤسسة بأكملها يتم تحقيقها.

**A7** المباني والبنية التحتية

- تتعلق مؤشرات معايير A7 بالمباني والبنية التحتية المملوكة والمدارة من قبل المؤسسة أو التي لديها سيطرة/تأثر مباشر عليها.

**A7.1** Compliaence

...comply with zoning requirements and laws related to protected and sensitive areas and to heritage considerations.
### A7.1 Compliance

- A. The value and the criteria and indicators in the context of interactions and the use of land in the region.
- B. All tourist sites and the normative framework for the protection of the natural and cultural heritage.
- C. The integrity of the protected areas 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 channelled 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.

### A7.2 Impact and integrity

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

- a. Site selection, design and access have taken account of visual amenity, 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 channelled 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.
<table>
<thead>
<tr>
<th>GSTC Criteria &amp; Indicators</th>
<th>ظروف السائدة أو الظروف المتوقعة.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A7.3 Sustainable practices and materials</strong></td>
<td>...use locally appropriate and sustainable practices and materials.</td>
</tr>
</tbody>
</table>

| a. Local materials, practices and crafts have been used in buildings and design where practicable and appropriate. | استخدم المواد والممارسات والحرف المحلية في المباني والتصميم حينما كان ذلك ممكنًا ومساهمًا. |
| b. Native and endemic plants obtained from sustainable sources have been used in landscaping and decoration, avoiding exotic and invasive species. | تم استخدام النباتات المحلية والمحلية التي تم الحصول عليها من مصادر مستدامة في تنسيق الحدائق والديكور، وتم تجنب استخدام الفصائل الغريبة والغازية. |
| c. Plants have been selected for their ability to tolerate prevailing or anticipated conditions eg drought tolerant plants. | تم اختيار النباتات لقدرتهما على تحميل الظروف السائدة أو الظروف المتوقعة. |
| d. Sustainable design, materials and construction practices have been used in buildings, with appropriate certification where possible. | تم استخدام ممارسات مستدامة في المباني سواء في التصميم والمواد والبناء، مع الحصول على شهادات المطابقة المناسبة حينما أمكن. |
| e. Waste from construction is sorted and disposed of in an environmentally sound manner. | يتم فرز النفايات الناتجة عن البناء والتخلص منها بطريقة سليمة بيئياً. |

| a. Sites, buildings and activities are accessible to persons with physical disabilities and other special needs, as appropriate to the nature of the operation. | ...provide access and information for persons with special needs, where appropriate. |
| b. Clear and accurate information is provided on the level of accessibility. | |
| c. Accessibility is certified or checked with relevant experts/user bodies. | |
A7.4 Health of the place and the community

...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 Land, water, and property rights

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.

**a.** On sites owned and operated by the organization or over which they have direct influence/control, land ownership and tenure rights are documented.

**b.** User and access rights for key resources, including land and water, are 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).

### 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.

**a.** Information/interpretation material about the natural and cultural heritage of areas visited is available and provided to customers.

**b.** Staff are informed and trained about the natural and cultural heritage of the areas visited.

**c.** Information is provided to customers about appropriate behaviour in the areas visited.
**A9 The information and training**

The organization provides information and training on local natural and cultural resources and the appropriate behavior during visits of natural areas and world heritage sites.

| a. | The organization is in contact with the local Destination Management Organization or equivalent body in those locations where it is most active. |
| b. | The organization engages in planning and management of sustainable tourism in those destinations where it is most active. |

**A10 Destination engagement**

The organization is involved with sustainable tourism planning and management in the destination, where such opportunities exist.

| a. | The organization shares with the local Destination Management Organization or equivalent body in those areas that are the most active. |
| b. | The organization shares in planning and management of sustainable tourism in those destinations that are the most active. |

**A10 The participation in the tourism destination**

The organization participates in planning and management of sustainable tourism in the destination, where such opportunities exist.

| a. | The organization participates with the local tourism destination in the areas that are the most active. |
| b. | The organization participates in planning and management of sustainable tourism in those destinations that are the most active. |
### SECTION B: Maximize social and economic benefits to the local community and minimize negative impacts

#### 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.

- **a.** The organization supports initiatives with local communities in areas where it is particularly active.
- **b.** The level and nature of contributions made to schemes in the local communities is recorded.
- **c.** In selecting service providers and products/experiences to feature in programmes, the organization favours those that engage with and support local communities.

#### B2 Local employment

Local residents are given equal opportunities for employment and advancement, including in management positions.

- **a.** The organization seeks to provide employment opportunities for local residents in its operations and activities.
- **b.** The organization monitors the level and proportion of employment it provides for local residents.
- **c.** Training is offered to local residents to enhance their employment opportunities.
- **d.** In selecting service providers and products/experiences to feature in programmes, the organization favours those that provide local employment.
GSTC Criteria & Indicators

Industry – Tour Operators

شركات القطاع السياحي - مكاتب السياحة والسفر ومنظمي الرحلات والتجارب السياحية

B2 Local employment

The organization ensures the availability of employment opportunities for local residents in its operations.

a. Ensures that the organization provides a fair share of employment opportunities to local residents.
b. Meets the qualifications and the proportion of employment opportunities available.
c. Provides training opportunities for local residents.
d. When selecting suppliers of goods and services, the organization prefers local and fair trade suppliers whenever these are available and of sufficient quality.

c. 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.

B3 Local purchasing

When purchasing and offering goods and services, the organization gives priority to local and fair trade suppliers whenever these are available and of sufficient quality.

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.
### 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.

**a.** Where appropriate, the organization provides advice and support to local service providers with whom it engages, on the quality and sustainability of their service.

**b.** Opportunities for joint ventures and partnerships with local entrepreneurs are considered and pursued where appropriate.

### 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.

**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 destinations where it is particularly active, 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.

**f.** Services providers and premises where there is any evidence of possible exploitation are not contracted or visited.
### B6 Equal opportunity

The organization offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways.

<table>
<thead>
<tr>
<th>a.</th>
<th>The organization has identified groups at risk of discrimination, including women and local minorities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>b.</td>
<td>The proportion of employees drawn from each of these groups is monitored.</td>
</tr>
<tr>
<td>c.</td>
<td>Internal promotion includes members of these groups</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>a.</th>
<th>The organization demonstrates awareness of, and compliance with, international labour standards and regulations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>b.</td>
<td>Wage levels are monitored and regularly reviewed against norms for a living wage, in the countries of employment.</td>
</tr>
<tr>
<td>c.</td>
<td>Training records are kept for all staff, showing the level and frequency of training received.</td>
</tr>
<tr>
<td>d.</td>
<td>Employee contracts show support for health care and social security.</td>
</tr>
<tr>
<td>e.</td>
<td>Water, sanitation and hygiene facilities are provided for all onsite workers.</td>
</tr>
<tr>
<td>f.</td>
<td>Employee satisfaction is monitored.</td>
</tr>
<tr>
<td>g.</td>
<td>An employee grievance mechanism is in place.</td>
</tr>
</tbody>
</table>
### B7 Working Conditions

In accordance with the GSTC Criteria and Indicators, **industry**–**tour operators** are expected to:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>أ.</strong></td>
<td>تتوفر أداة على يد المؤسسة وامتثالًا لمعايير وأنظمة العمل الدولية.</td>
</tr>
<tr>
<td><strong>ب.</strong></td>
<td>تم رقابات مستويات الأجور ومواجهتها بمعايير الأجور المعتمدة في الدول التي تتوفر المؤسسة فيها.</td>
</tr>
<tr>
<td><strong>ج.</strong></td>
<td>يتم الحفاظ على مستويات التدريب لجميع الموظفين، والتي توضح مستوى ودورة التدريب الذي تم تلقينه.</td>
</tr>
<tr>
<td><strong>د.</strong></td>
<td>يتم التحقق من حقوق الموظفين عند التوظيف وضمان احترام حقوقهم.</td>
</tr>
<tr>
<td><strong>ب.</strong></td>
<td>يتم تطوير المبادرات لتحسين ونظامية العمل في خلال العمل.</td>
</tr>
<tr>
<td><strong>ج.</strong></td>
<td>يتم تسوية المزاعم والشكوى الموجهة للوصول إلى حل تясيمي.</td>
</tr>
<tr>
<td><strong>د.</strong></td>
<td>يتم تفعيل نظام التشريعات الصحية للعاملين في المؤسسة.</td>
</tr>
<tr>
<td><strong>ه.</strong></td>
<td>يتم تحسين الظروف الصحية للعاملين في المؤسسة.</td>
</tr>
<tr>
<td><strong>و.</strong></td>
<td>يوجد آلية للتعامل مع صocommunity serviceاً الموظفين.</td>
</tr>
<tr>
<td><strong>ز.</strong></td>
<td>يتم تحسين الخدمة الصحية واللغة المعنية في المؤسسة.</td>
</tr>
</tbody>
</table>

### 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.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>أ.</strong></td>
<td>توفر المؤسسة تأثيرها على توفر الخدمات المحلية في مواقع عملها أو المواقع التي تقدمها بمثابة.</td>
</tr>
<tr>
<td><strong>ب.</strong></td>
<td>توفر آلية لبحث وملاحظات التعاون مع المجتمعات المحلية في مواقع عملها أو المواقع التي تقوم بنشاطها.</td>
</tr>
<tr>
<td><strong>ج.</strong></td>
<td>تصل على أي اختلافات في توفر الخدمات الأساسية للمجتمعات المحلية النتائج على الإنترنت.</td>
</tr>
</tbody>
</table>

### B8 Social services

لا تؤثر نشاطات المؤسسة سلبًا على توفر الخدمات الأساسية للمجتمعات المجاورة (مثل الغذاء أو النوم أو الطاقة أو الرعاية الصحية أو الصرف الصحي).
### 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.

| 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 in the main areas of operation/visited. |

أ. Local access to livelihoods is considered in decisions about development and operations.

ب. A communication mechanism is in place for local communities to report any instance of reduced access to local livelihoods in the main areas of operation/visited.
### SECTION C: Maximize benefits to cultural heritage and minimize negative impacts

#### C1 Cultural interactions

The organization follows international and national good practice and 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.

- **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.
- **e.** The organization participates in/supports training and use of local guides.
- **f.** Consideration is given to the capacity and fragility of sites and communities, and to the levels of pressure on them, in determining the size, frequency and timing of group visits.
- **g.** Feedback from local communities and from visitors is encouraged and acted upon.

#### 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.

- **a.** The organization makes and records monetary contributions to the protection of cultural heritage in its main areas of operation/visited.
- **b.** The organization provides in-kind or other support for cultural heritage in its main areas of operation/visited.
- **c.** The organization ensures that its activities do not impede local access to sites.
### C2 Heritage Protection

1. The organization participates in sustainable tourism initiatives to preserve and promote the local cultural landmarks, and is committed to their conservation.

2. Heritage and archaeological sites are not sold, traded or displayed, except as permitted by local and international law.

3. Any use of artefacts is transparent and/or documented and reported.

4. Visitors are prevented from removing or damaging artefacts.

### C3 Presenting culture and heritage

- Sites visited and experiences offered provide an authentic experience of local culture and heritage.
- Living cultural heritage and traditions are evident in cuisine, retail, events and other services offered.
- Copyright and intellectual property rights have been observed and necessary permissions obtained.
- The views of the local community have been sought on the presentation of local cultural heritage.

### C4 Artefacts

- Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.

- If artefacts are used, laws and bylaws have been identified that permit such use.

- Visitors are prevented from removing or damaging artefacts.

---

**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.

**C4 Artefacts**

Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.

---

**C2 Heritage Protection**

1. The organization participates in sustainable tourism initiatives to preserve and promote the local cultural landmarks, and is committed to their conservation.

2. Heritage and archaeological sites are not sold, traded or displayed, except as permitted by local and international law.

3. Any use of artefacts is transparent and/or documented and reported.

4. Visitors are prevented from removing or damaging artefacts.
Section D: Maximize benefits to the environment and minimize negative impacts

D1 Conserving resources

<table>
<thead>
<tr>
<th><strong>D1.1 Environmentally preferable purchasing</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing policies favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.</td>
</tr>
</tbody>
</table>

| 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 are not available, consideration is given to origin and methods of growing or production. |
| d. | Threatened species are not used or sold. |
| e. | Service providers and other operators selected and featured in tours have environmental/sustainability certification where possible. |
| f. | Where certified businesses are not available, the sustainability performance of service providers is considered and required improvements are communicated and implemented. |

<table>
<thead>
<tr>
<th><strong>D1.2 Efficient purchasing</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The organization carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste.</td>
</tr>
</tbody>
</table>

| 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. |
D1.2 The purchasing process

The organization seeks to purchase goods and services that are:

A. Sourced from local producers if possible.
B. Certified according to recognized standards.
C. Proven to have low environmental impact.
D. Purchased in bulk to save on transportation costs.
E. Purchased in environmentally friendly packaging.
F. Purchased in quantities that minimize packaging waste.
G. Purchased from suppliers that have policies and practices to minimize environmental impact.

D1.3 Energy conservation

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.

a. Energy used in the organization’s operations and those over which it has direct influence/control is monitored and managed.
b. Renewable sources are favoured and the share of renewable energy in total energy supply is monitored and managed.
c. Equipment and practices are used that minimize energy use.
d. Goals for reducing energy consumption are in place.
e. Staff and guests are given guidance on minimizing energy use.

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.

a. Water risk in the main destinations visited has been assessed and documented.
b. In destinations visited where water risk has been assessed as high, water stewardship goals have been determined.
c. Water used in the organization’s operations and those over which it has direct influence/control 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.
Section D: Maximize benefits to the environment and minimize negative impacts

D2 Reducing pollution

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.

a. Total direct and indirect greenhouse gas emissions from the organization's operations and those over which it has direct influence/control 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. Actions are taken to encourage suppliers of products and services to avoid and reduce significant annual emissions.

e. Carbon offset mechanisms are used where practical.

D2.1 انبعاثات غازات الاحتباس الحراري

ابتعاثات غازات الاحتباس الحراري ذات الأثر الكبير من جميع المصدرين التي تتحكم بها المؤسسة، وحسابها فيما يمكن، ويتم اتخاذ إجراءات لتجنبها أو تقليلها، يتم التشجيع على تعويض (Offset) تلك الانبعاثات المتبقية للمؤسسة.

أ. يتم مراقبة وادارة إجمالي انبعاثات غازات الاحتباس الحراري المباشرة وغير المباشرة الناتجة عن ممارسات المؤسسة، وذلك بتوريد سلامة مباشرة عليها.

ب. يتم مراقبة وادارة البصمة الكربونية (انبعاثات الاحتباس الحراري) لكل سائح/ليلة وإدارتها.

ج. يتم اتخاذ إجراءات لتجنب وتنكسر الانبعاثات السنوية ذات الأثر الكبير من جميع المصادر التي تتحكم بها المؤسسة.

د. يتم اتخاذ إجراءات لتفتيض مزودي المنتجات والخدمات على تجنب وتقليل الانبعاثات السنوية ذات الأثر الكبير.

ه. حيث كان ذلك عالمياً، يتم استخدام اليات تعويض (Offset) للانبعاثات.
<table>
<thead>
<tr>
<th>GSTC Criteria &amp; Indicators</th>
<th>Industry – Tour Operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>D2.2 Transport</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>a. Where practical and feasible, the cleanest and most resource efficient transport options are used in the provision of tour programmes and excursions.</td>
<td></td>
</tr>
<tr>
<td>b. Information is provided and promoted to customers on alternative (climate friendly) transport options where available.</td>
<td></td>
</tr>
<tr>
<td>c. Alternative transport options (e.g. bike rental, car sharing, pick-ups) for guests and staff are provided or facilitated.</td>
<td></td>
</tr>
<tr>
<td>d. Markets accessible by short and more sustainable transport options are favoured.</td>
<td></td>
</tr>
<tr>
<td>e. Local suppliers are favoured and daily operations seek to minimize transport use.</td>
<td></td>
</tr>
<tr>
<td>D2.3 Wastewater</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>a. The organization is aware of wastewater treatment arrangements in the main destinations visited, and seeks to influence their improvement where necessary and practicable.</td>
<td></td>
</tr>
<tr>
<td>b. Wastewater resulting from organization’s operations and those over which it has direct influence/control is disposed of to a municipal or government approved treatment system, if available.</td>
<td></td>
</tr>
<tr>
<td>c. 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.</td>
<td></td>
</tr>
<tr>
<td>D2.4 Solid waste</td>
<td></td>
</tr>
<tr>
<td>Waste, including food waste, is measured, mechanisms are in place to reduce waste and,</td>
<td></td>
</tr>
<tr>
<td>a. The organization is aware of waste management arrangements in the main destinations visited, and seeks to influence their improvement where necessary and practicable.</td>
<td></td>
</tr>
</tbody>
</table>
b. A solid waste management plan is in place for the organization’s operations and those over which it has direct influence/control.

c. The solid waste management plan includes actions to reduce, separate and reuse or recycle food waste where applicable.

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.

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.

f. Guidance is given to customers, staff and suppliers of products and services on minimizing waste.

D2.4 Solid waste

a. The organization has a solid waste management plan for its operations and those over which it has direct influence.

b. There is a solid waste management plan for the organization’s operations and those over which it has direct influence.

c. The solid waste management plan includes actions to reduce, separate and reuse or recycle food waste where applicable.

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.

D2.5 Harmful substances

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 in advance to avoid use of personal toiletries and other substances which may be considered harmful to the local environment.

D2.5 Harmful substances

A list 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 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 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.
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. The potential sources of pollution covered in the criterion have been reviewed and identified.</td>
<td>D2.6 Minimize pollution</td>
<td>The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.</td>
</tr>
<tr>
<td>b. The potential sources of pollution covered in the criterion are monitored.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Action is taken to minimize and where possible eliminate pollution from the sources covered in the criterion.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. تم مراجعة وتحديد المصادر المحتملة للتوث، التي يشملها هذا القياس. 

b. يتم مراقبة المصادر المحتملة للتوث التي يشملها هذا القياس. 

c. يتم اتخاذ إجراءات لتقليل التلوث والتخلص منه إذا كان من الممكن من المصادر التي يشملها هذا القياس.
### D3 Conserving biodiversity, ecosystems and landscapes

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>The organization demonstrates awareness of natural protected areas and areas of high biodiversity value in the areas visited.</td>
</tr>
<tr>
<td>b.</td>
<td>The organization provides and records monetary support for biodiversity conservation in its main areas of operation/visited.</td>
</tr>
<tr>
<td>c.</td>
<td>The organization provides and records in-kind or other support for biodiversity conservation in its main areas of operation/visited.</td>
</tr>
<tr>
<td>d.</td>
<td>Properties owned or operated by the organization and those over which it has direct influence/control are actively managed to support biodiversity conservation.</td>
</tr>
<tr>
<td>e.</td>
<td>The organization is aware of, and mitigates, activity with potential to disturb wildlife and habitats.</td>
</tr>
<tr>
<td>f.</td>
<td>Compensation is made where any disturbance has occurred.</td>
</tr>
<tr>
<td>g.</td>
<td>Action is taken to encourage visitors to support biodiversity conservation.</td>
</tr>
<tr>
<td>h.</td>
<td>The organization engages with local conservation NGOs in its main areas of operation/visited.</td>
</tr>
</tbody>
</table>

**D3.1 Biodiversity conservation**

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>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>The organization demonstrates awareness of natural protected areas and areas of high biodiversity value in the areas visited.</td>
</tr>
<tr>
<td>b.</td>
<td>The organization provides and records monetary support for biodiversity conservation in its main areas of operation/visited.</td>
</tr>
<tr>
<td>c.</td>
<td>The organization provides and records in-kind or other support for biodiversity conservation in its main areas of operation/visited.</td>
</tr>
<tr>
<td>d.</td>
<td>Properties owned or operated by the organization and those over which it has direct influence/control are actively managed to support biodiversity conservation.</td>
</tr>
<tr>
<td>e.</td>
<td>The organization is aware of, and mitigates, activity with potential to disturb wildlife and habitats.</td>
</tr>
<tr>
<td>f.</td>
<td>Compensation is made where any disturbance has occurred.</td>
</tr>
<tr>
<td>g.</td>
<td>Action is taken to encourage visitors to support biodiversity conservation.</td>
</tr>
<tr>
<td>h.</td>
<td>The organization engages with local conservation NGOs in its main areas of operation/visited.</td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Properties owned or operated by the organization and those over which it has direct influence/control are monitored for presence of any invasive species.</td>
</tr>
<tr>
<td>b. Action is taken to ensure invasive species are not introduced or spread.</td>
</tr>
<tr>
<td>c. A programme is in place to eradicate and control invasive species.</td>
</tr>
<tr>
<td>d. Landscaping of sites is reviewed to consider use of native species.</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. The organization is aware of, and complies with, existing guidelines for tourist visits to natural sites.</td>
</tr>
<tr>
<td>b. Guidelines are used when conducting visits and informing guests.</td>
</tr>
<tr>
<td>c. The organization engages with local conservation bodies to establish/identify issues concerning visits to particular sites.</td>
</tr>
<tr>
<td>d. The organization participates in/supports training and use of local guides in natural sites.</td>
</tr>
<tr>
<td>e. Consideration is given to the capacity and fragility of natural sites, and to the levels of pressure on them, in determining the size, frequency and timing of group visits.</td>
</tr>
<tr>
<td>f. Feedback from local communities and from visitors is encouraged and acted upon.</td>
</tr>
</tbody>
</table>
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.

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. The organization ensures that all service providers and sites visited comply with existing local, national and international regulations and guidelines concerning wildlife interactions, including wildlife viewing.

d. 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.

e. Measures are taken to minimize disturbance to wildlife.

f. Impacts on wildlife wellbeing are regularly monitored and addressed.

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.

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. The organization ensures that all service providers and sites visited comply with relevant laws, regulations and guidelines concerning captive wildlife and animal welfare.

f. There is regular inspection of conditions of captive wildlife and their housing.

g. There is regular inspection of conditions of domestic animals and their housing and handling.
D3.5 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.

a. The organization is aware of, and complies with, relevant laws and regulations concerning wildlife harvesting and trade.
b. The organization ensures that all service providers and sites visited comply with relevant laws and regulations concerning wildlife harvesting and trade.
c. Visitors and guides 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.
d. Where hunting activity is legal, it forms part of a scientifically based, properly managed and strictly enforced approach to conservation.