



Global Sustainable Tourism Council

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**GSTC REQUIREMENTS FOR  
HOTEL'S PERFORMANCE  
AGAINST  
EIGHT GSTC CRITERIA**

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# Summary

This document demonstrates the GSTC's requirements for hotels to show the conformity with the criteria described below.

**The requirements are limited to the following criteria:**

- B.3. Local Purchasing: policy, purchased amount of fresh food and beverage
- B.7. Decent work: living wage
- D.1.1. Environmentally preferable purchasing: policy, unregulated/endangered species, assessment of suppliers performance, increase in share and product category
- D.1.2. Efficient purchasing: Zero single-use plastic practices
- D.1.3. Energy conservation: LED, renewable energy use, keycard switches
- D.1.4. Water conservation: water-efficient equipment, linen reuse, water-saving practices/procedures
- D.2.1. Greenhouse gas emissions: Vegetarian/vegan menu, electric car charging stations
- D.2.4. Solid waste: policy for waste reduction to landfill





# Glossary

## Expenditure

An amount of money spent.

## Fresh foods

Fruits, vegetables, fruits, meat, fish, and dairy products, which have not been preserved and have not spoiled yet.

## Sustainable energy <sup>1</sup>

Sustainable Energy refers to energy solutions that simultaneously address development issues related to economic growth, environment and social equity. It incorporates environmental factors like reducing greenhouse gas emissions, as well as social and economic considerations, aiming to address energy poverty and promote equitable access to clean energy for sustainable development.



### \* References

1. [“Sustainable energy”](#). *United Nations Development Programme (UNDP)*

# Glossary

## **Renewable energy** <sup>2</sup>

Energy derived from natural sources that are replenished at a higher rate than they are consumed. Sunlight and wind, for example, are such sources that are constantly being replenished.

## **Green cleaning products** <sup>3</sup>

Products with environmentally friendly ingredients and procedures which are designed to preserve human health and environmental quality.



### \* References

2. ["What is renewable energy?". United Nations](#)
3. ["Defining Green Cleaning And Why It's Important". cleanlink.com. 9 November 2016.](#)

# Glossary

## **Living wage <sup>4</sup>**

The remuneration received for a standard work week by a worker in a particular place sufficient to afford a decent standard of living for the worker and their family. Elements of a decent standard of living include food, water, housing, education, healthcare, transport, clothing, and other essential needs, including provision for unexpected events.

## **Local Purchasing/Local Area**

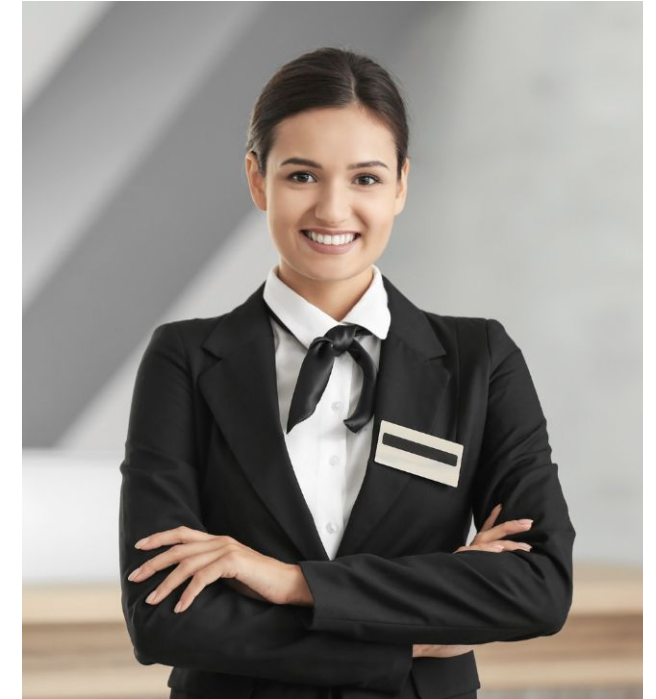
In general, local products and services are defined as ones produced in the geographical distance of 50-km/31-mile radius to 400-km/250-miles from the business operation, depending on the geographical characteristics. Ultimately the organization shall define the radius for local purchasing/local area and justify the chosen boundary.

## **Low-volume water use systems**

Low volume is considered as six(6) or fewer liters per flush.

### *\* References*

4. [“What is a living wage?”](#). *Global Living Wage Coalition*



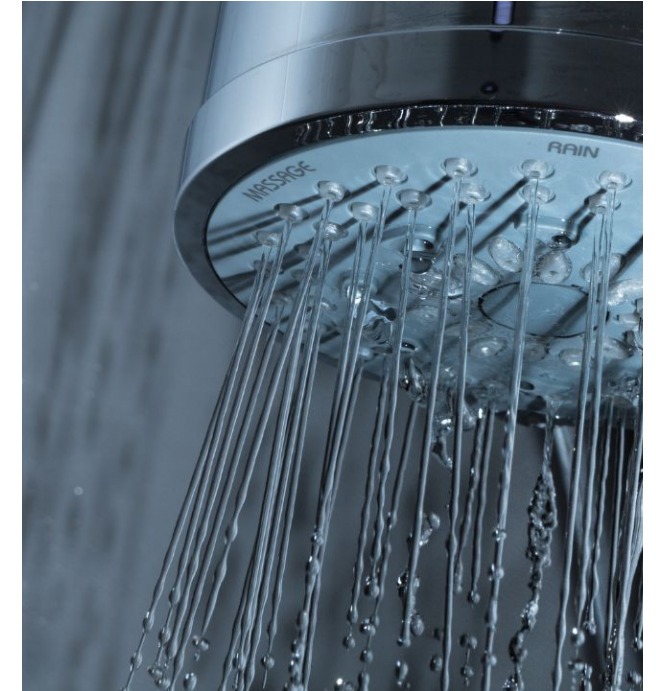
# Glossary

## **Sustainable products**

They could be green products certified by eco-certification programs. Where environment certifications are used as the basis for purchasing decisions, examples may include national/international environmental certifications such as FSC, MSC, ASC, and/or Rainforest Alliance. Relevant equivalents should be accepted, as should items made from natural and non-harmful products. They could also be organic, certified to one of the organic standards listed in the IFOAM family of standards (e.g., USDA Organic, EU Organic, etc.). Where no such certification is available, the organization shall justify the methods used to evaluate/classify sustainable products.

## **Water-efficient showerheads and faucets**

Water-efficient showerheads consume no more than ten(10) liters per minute, and water-efficient faucets consume no more than six(6) liters per minute.



## Additional condition to verify compliance with criterion **B.3**

**B.3. Local Purchasing:** *When purchasing and offering goods and services, the organization gives priority to local suppliers whenever these are available and of sufficient quality.*

### Initial Certification

① CB shall verify that there is evidence, documented or otherwise, showing that fresh goods have been purchased from the local area, amounting to a minimum of 25% by expenditure, if applicable.

*Note: if it is not applicable, the business shall provide evidence of the non-applicability.*

### First Renewal

① CB shall verify that there is evidence, documented or otherwise, showing that at least 50% (by expenditure) of fresh goods have been purchased from the local area since the prior audit, if applicable.

*Note: if it is not applicable, the business shall provide evidence of the non-applicability.*

### Second Renewal

① CB shall verify that there is evidence, documented or otherwise, showing that fresh goods purchased from the local area have increased in % of expenditure since the prior audit.

*Note: if it is not applicable, the business shall provide evidence of the non-applicability.*

## Additional condition to verify compliance with criterion **B.7**

**B.7. 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.*

### Initial Certification

① CB shall verify that there is documented evidence that the business pays all employees, including sub-contracted employees, at least a wage complying with national wage legislation. If the business pays at least the minimum wage according to national legislation, the CB shall verify whether there is evidence of a plan to reach the living wage for all employees. Where legislation is silent, living wage levels for the destination may be obtained from the IDH Salary Matrix or another international living wage benchmark.

### First Renewal

① CB shall verify that there is documented evidence that the business pays a living wage to its employees based on a living wage benchmark tool, or evidence showing that they have been increasing wages over time based on the plan presented at the initial audit.

### Second Renewal

① CB shall verify that there is documented evidence that the business pays a living wage to its employees based on a living wage benchmark tool, or evidence showing that they have been increasing wages over time based on the plan presented at the first renewal.

**\* Examples of references for the living wage in the area conducive to audit B7.3. Criteria are**

1. [The IDH Salary Matrix](#). It is not specifically for the hospitality industry. Still, it does offer a country and region-specific living wage benchmark.
2. The Global Living Wage Coalition (<https://www.globallivingwage.org/about/>)



## Additional condition to verify compliance with criterion **D.1.1**

**D.1.1. Environmentally preferable purchasing:** *Purchasing policies favor environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.*

### Initial Certification

① CB shall verify that the business has all of the following:

- a. A documented purchasing policy that prioritizes environmental sustainability.
- b. Evidence that the business prefers products and suppliers with environmental certification.
- c. Where certified products and suppliers are not available, there is documented evidence of considering the origin and growing or production methods for purchases.

### First Renewal

① *The requirement is identical to the initial certification.*

### Second Renewal

① *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.1.1**

**D.1.1. Environmentally preferable purchasing:** *Purchasing policies favor environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.*

### Initial Certification

② CB shall verify that there is evidence that the business does not offer unregulated, threatened, or endangered species as part of its food and beverage offerings, souvenirs, or entertainment. This may include, e.g., civet coffee, shark fin soup, ortolan bunting, etc.

*Note: Threatened and endangered species may be actively managed under national sustainable utilization strategies in some destinations.*

### First Renewal

② *The requirement is identical to the initial certification.*

### Second Renewal

② *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.1.1**

**D.1.1. Environmentally preferable purchasing:** *Purchasing policies favor environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.*

Initial Certification

First Renewal

Second Renewal

③ CB shall verify that there is evidence, documented or otherwise, that the business has evaluated its suppliers' sustainability performance.

③ *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.1.1**

**D.1.1. Environmentally preferable purchasing:** *Purchasing policies favor environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.*

Initial Certification

First Renewal

Second Renewal

④ CB shall verify that there is evidence that sustainable product purchases have increased in share in expenditure and product category since the prior audit. The product includes capital goods, food, beverage, building materials, and consumables.

④ CB shall verify that there is evidence that sustainable product purchases have increased in share and product category since the prior audit. The business should provide evidence in case it is purchasing sustainable products to the maximum of its capacities.



## Additional condition to verify compliance with criterion **D.1.2**

**D.1.2. Efficient purchasing:** *The organization carefully manages the purchasing of consumables and disposable goods, including food, in order to minimize waste.*

### Initial Certification

① CB shall verify that all single-use plastics have been eliminated, where feasible.

*Examples of single-use plastic practices include:*

- *No single-use plastic straws and stirrers.*
- *No plastic water bottles..*
- *No single-use polypropylene (PP) or Expanded Polystyrene (EPS) container in disposable food service items.*
- *No plastic packaging around dry room amenities.*

*Note: Futouris offers a single-use plastic tool with excellent decision trees to evaluate alternatives to plastic. Also, the Global Tourism Plastics Initiatives is a reference for alternatives to plastic.*

### First Renewal

① CB shall verify that all single-use plastics have been eliminated, where feasible.

*Examples of single-use plastic practices in addition to the practices for the initial certification include:*

- *No sachets or packets for single-serve condiments (like a mini jar of jam, ketchup, or honey) except when required by law.*
- *No single-use table mat.*
- *Elimination of garbage bags for small in-room bins and introduction of new cleaning procedures like emptying and sanitizing the bin.*

### Second Renewal

① CB shall verify that all single-use plastics have been eliminated, where feasible. Also, CB shall look for actions that show the efforts to have efficient purchasing.

*Examples of said actions are:*

- *Prioritizing purchases from fruit, vegetable, and other food suppliers who package their products in returnable/reusable crates and containers.*
- *Prioritizing purchases that minimize the use of food products in single-portion packs (e.g., yogurts, cereals, juices, milk, and juice cartons, etc.) if and when available.*
- *Using guestroom rubbish bins that do not need to be fitted with disposable plastic liners when permitted.*

Note: Where the above conditions are not feasible, the business shall provide evidence.

## Additional condition to verify compliance with criterion **D.1.2**

**D.1.2. Efficient purchasing:** *The organization carefully manages the purchasing of consumables and disposable goods, including food, in order to minimize waste.*

### Initial Certification

② CB shall verify that there is evidence that the property has replaced single-use/individual guest amenities, e.g., shampoo, soap, lotion, etc., with bulk dispensers, except when the law requires otherwise.

### First Renewal

② *The requirement is identical to the initial certification.*

### Second Renewal

② CB shall verify that the business has a waste reduction program for purchases, including packaging, with evidence of its effectiveness.

## Additional condition to verify compliance with criterion **D.1.3**

**D.1.3. 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.*

### Initial Certification

① CB shall verify that there is evidence that the business has at least 30% LED lighting in its property, including back-of-house areas, and when LED lighting is appropriate.

### First Renewal

① CB shall verify evidence that the business has at least 50% LED lighting in its property, including back-of-house areas, and when LED lighting is appropriate.

### Second Renewal

① CB shall verify evidence that the business has at least 80% LED lighting in its property, including back-of-house areas, and when LED lighting is appropriate.

## Additional condition to verify compliance with criterion **D.1.3**

**D.1.3. 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.

### Initial Certification

② CB shall verify that there is evidence of a business plan for increasing the use of electricity from renewable sources.

### First Renewal

② CB shall verify that there is evidence of efforts to transition to sustainable energy sources for heating/cooling purposes, where possible.

*Examples:*

- *If a green district heating/cooling network is available, or a heat pump could be installed on-site*
- *Using IRECs (International Renewable Energy Certificates) or other Certified Energy Sources*

### Second Renewal

② CB shall verify that there is evidence that the business increased the use of electricity from renewable sources from at least one of the following methods:

- On-site clean energy generation
- Green power provided by electricity suppliers
- Off-site clean energy generation (Wheeling)
- Purchases of Energy Attribute Certificates (such as Renewable Energy Certificates or Guarantees of Origin)



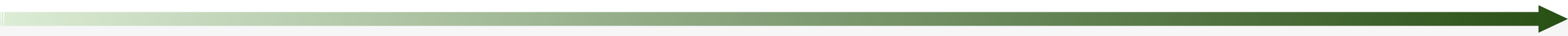
## Additional condition to verify compliance with criterion **D.1.3**

**D.1.3. 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.*

Initial Certification

First Renewal

Second Renewal



③ For properties that use keycard switches, the CB shall verify that at least 90% of guest rooms that have HVAC (Heating, ventilation, and air conditioning) systems are fitted with key card switches.

## Additional condition to verify compliance with criterion **D.1.4**

**D.1.4. 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.*

### Initial Certification

① CB shall verify that the business has low volume water use systems in place for toilet cisterns.

### First Renewal

① *The requirement is identical to the initial certification.*

### Second Renewal

① CB shall verify that there is evidence that at least 90% of toilets at the property consume 6 liters per flush or less.

## Additional condition to verify compliance with criterion **D.1.4**

**D.1.4. 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.*

### Initial Certification

② CB shall verify that there is documented evidence that the business plans to replace faucets and showerheads with water-efficient ones (e.g., smart showers or low-flow showerheads), following national guidelines or international guidelines if there are no national ones.

### First Renewal

② CB shall verify that there is evidence that the business has increased % of it's water efficient equipment or chooses water efficient equipment in repairing/maintenance, following national guidelines or international guidelines if there are no national ones.

### Second Renewal

② *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.1.4**

**D.1.4. 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.*

### Initial Certification

③ CB shall verify that there is evidence that the business is implementing a linen reuse program for multi-night stays, and actively engages guests regarding water conservation practices in the room.

### First Renewal

③ CB shall verify that there is evidence that the business is implementing a linen reuse program for multi-night stays, and is monitoring and evaluating the results of said program.

### Second Renewal

③ *The requirement is identical to the first renewal.*



## Additional condition to verify compliance with criterion **D.1.4**

**D.1.4. 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.*

### Initial Certification

④ CB shall verify that there are documented guidelines for watering all outdoor plants.

### First Renewal

④ *The requirement is identical to the initial certification.*

### Second Renewal

④ *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.1.4**

**D.1.4. 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.*

### Initial Certification

⑤ CB shall verify if cleaning procedures take into account minimizing water consumption.

### First Renewal

⑤ *The requirement is identical to the initial certification.*

### Second Renewal

⑤ *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.2.1**

**D.2.1. 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.

### Initial Certification

① CB shall verify that the business offers vegetarian or vegan menu options. Where the business does not have its own Food and Beverage (F&B) outlet, there should be evidence that dining recommendations include venues that offer vegetarian or vegan options.

### First Renewal

① *The requirement is identical to the initial certification.*

### Second Renewal

① *The requirement is identical to the first renewal.*

## Additional condition to verify compliance with criterion **D.2.1**

**D.2.1. 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.

### Initial Certification

② CB shall verify that the business has at least one electric car charging station in its parking lot.

#### Notes

- The hotel may charge for the service.
- This requirement applies if at least 5% of the visitors arrive at the hotel by car. (can be based on historical records by year)

### First Renewal

② The requirement is identical to the initial certification.

### Second Renewal

② The requirement is identical to the first renewal.



## Additional condition to verify compliance with criterion **D.2.4**

**D.2.4. Solid waste:** Waste, including food waste, is measured, mechanisms are in place to reduce waste and, when reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment.

### Initial Certification

① CB shall verify that the business has a policy and has taken measures to reduce the amount of waste sent to landfills year by year.

*Note: The policy or program may include steps to donate food for human consumption or divert food for animal feed (The business should follow safety and national rules regarding food donation). It may also include efforts to compost food and yard waste, either through compost collection, off-site compost processing, or on-site processing.*

### First Renewal

① *The requirement is identical to the initial certification.*

### Second Renewal

① *The requirement is identical to the first renewal.*



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**THANK YOU**

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[accreditation@gstcouncil.org](mailto:accreditation@gstcouncil.org)