

GSTC Food & Beverage Service Provider Criteria draft

(updated December 27th, 2024)

| Criteria | Indicators |
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| SECTION A: Demonstrate effective sustainable management | |
| <p>A1 Sustainability Management System</p> <p>The organization has implemented a long-term sustainability management system that addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement, appropriate to its size and scope.</p> | <ol style="list-style-type: none"> 1. The Sustainability Management System is clearly documented. Within this system, the organization maintains at a minimum the following documents: a written sustainability policy, risk analysis, self-assessment, and measurable sustainability objectives that must be monitored under these criteria set. 2. The Sustainability Management System encompasses environmental, social, cultural, economic, quality, human rights, health, and safety aspects. 3. The Sustainability Management System encompasses the evaluation of risk and crisis management. The risk and crisis management analysis encompasses food safety, customer relations, personnel health and safety, as well as the potential impacts of the organization on the environment and culture. 4. The implementation of the Sustainability Management System is demonstrated through written documentation. 5. The Sustainability Management System includes a process for monitoring continuous improvement in sustainability performance. |
| <p>A2 Legal compliance</p> <p>The organization complies with all applicable local/regional, national, and international laws and regulations, including those related to health, safety, labor, and environmental matters.</p> | <ol style="list-style-type: none"> 1. Certificates or other written evidence demonstrate compliance with all applicable legal requirements. 2. The organization exhibits awareness of and adheres to land use and specific regulatory regulations pertinent to its location. |
| <p>A3 Reporting and communication</p> <p>The organization communicates its sustainability policy, actions, and performance to stakeholders, including guests, and seeks their support.</p> | <ol style="list-style-type: none"> 1. Sustainability goals and achievements are announced and published using sustainable materials on an annual basis. 2. After a monitoring period of at least three months, sustainability policies and actions (including goals and achievements) are reported in both internal and external communication materials. 3. Communication includes messages that invite guest and stakeholder support. 4. If the organization has a website and social media accounts, the sustainability policy and multi-year goals are clearly presented there. |
| <p>A4 Staff engagement</p> <p>Staff are involved in the development and implementation of the Sustainability Management System and receive periodic</p> | <ol style="list-style-type: none"> 1. Evidence of staff participation in the Sustainability Management System is available. 2. A sustainability team exists within the organization. Team members are knowledgeable about the policy and their roles within the Sustainability Management System. 3. Staff receive on-the-job training appropriate to their roles and workplaces. |

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| <p>guidance and training regarding their roles and responsibilities within the system.</p> | <ol style="list-style-type: none"> 4. Training and guidance materials are available in an accessible format, including the use of staff members' languages when necessary. 5. Staff possess relevant certifications and qualifications in their disciplines and skills. At a minimum, staff hold Hygiene Certificates, documents verifying professional competence for roles such as valets and delivery personnel, necessary certifications for kitchen chefs, as well as basic occupational health and safety training. |
| <p>A5 Guest experience</p> <p>Guest satisfaction, including sustainability aspects, is monitored, and corrective actions are implemented as needed.</p> | <ol style="list-style-type: none"> 1. A guest feedback system is in place. 2. Corrective actions are taken in response to negative feedback. |
| <p>A6 Accurate promotion</p> <p>Promotional materials and marketing communications are accurate and transparent regarding the organization, products, and services, including sustainability claims. No promises are made beyond what can be delivered.</p> | <ol style="list-style-type: none"> 1. Sustainability information related to menu items is transparently provided, along with documentation or certificates, based on product characteristics and sources (e.g., gluten-free, vegan, cage-free, vegetarian, local, cooperative, women's cooperative, etc.). 2. All other products used in the organization, including packaging and all materials, provide guests with accurate information regarding sustainability aspects such as sources, qualifications, certifications, and waste production. 3. The organization transparently communicates sustainability in all visual or written promotions related to the menu and services (on the website, social media, press, within the establishment, etc.). 4. Sustainability claims are based on past performance records. |
| <p>A7 Buildings and Infrastructure</p> <p>The planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure...</p> <p>A7.1 Impact and Integrity</p> <p>...consider the capacity and integrity of the natural and cultural environment.</p> | <ol style="list-style-type: none"> 1. The organization's site selection, design, and access activities take into account the visual environment, landscaping, and both cultural and natural heritage. 2. The protection of biologically sensitive areas and the ecosystem's capacity for assimilation are considered during site selection, design, and access activities. 3. The integrity of archaeological sites, cultural heritage areas, and sacred sites at the organization's location is preserved. 4. The integrity and connectivity of natural areas and protected zones where the organization is located are maintained. 5. Endangered or protected species are not displaced, and impacts on all wildlife habitats are minimized and mitigated. 6. Waterways, water collection basins, and wetlands are not altered. Surface runoff is minimized as much as possible, and residues are captured or diverted and filtered elsewhere. 7. Risk factors at the organization's location, including climate change, natural events, and visitor safety, are assessed and addressed. |

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| | <ol style="list-style-type: none"> 8. An impact assessment for the organization's location, including cumulative impacts, is appropriately conducted and documented. |
| <p>A7.2 Sustainable Practices and Materials</p> <p>...utilizes locally and regionally appropriate sustainable practices and materials.</p> | <ol style="list-style-type: none"> 1. Furnishings such as tables and chairs, presentation and service materials, as well as staff uniforms are either sustainability-certified or produced from locally appropriate materials. 2. The organization employs local materials, practices, and handicrafts in buildings, temporary structures, and designs where applicable and necessary. 3. For all temporary structures provided or supplied by the organization, materials are selected that can be removed from landfill sites and incineration furnaces through leasing or other methods in accordance with the solid waste management plan. 4. The organization maintains a green building certification process, audited by third parties, for all planned or ongoing constructions or significant renovations. |
| <p>A7.3 Access for All</p> <p>Provide access and information to individuals with diverse needs as necessary.</p> | <ol style="list-style-type: none"> 1. Facilities, buildings, and activities are accessible to individuals with physical disabilities, tailored to the nature of the operations. 2. The organization offers amenities such as dedicated childcare rooms, playrooms, and pet-friendly accommodations for individuals with special needs, including those who are disabled, pregnant and breastfeeding mothers, individuals with allergies, and the elderly. 3. Clear and accurate information regarding the level of accessibility is available on the organization's website and social media platforms, where applicable. |
| <p>A8 Menu</p> <p>The restaurant's menu is prepared using sustainable materials or utilizes digital menus. The menu design aligns with the offered products, and the sustainability features of these products are clearly indicated on the menu.</p> | <ol style="list-style-type: none"> 1. The contents of menu items, including allergen information, suitability for vegetarian or vegan diets, and any elements sensitive to beliefs, are provided multilingually. 2. Menu support is available for guests with visual and hearing impairments. 3. When offering national, regional, or traditional cuisine, at least five food ingredients are sourced from regional products, prepared and presented using traditional methods or traditional methods interpreted with modern techniques, and these practices are explained on the menu. 4. When offering cuisine from another nation than the destination, the food ingredients are prepared and presented using products specific to that cuisine, employing traditional or traditional methods interpreted with modern techniques, and these practices are explained on the menu. 5. When offering world cuisine, dishes are prepared with sustainable materials, with at least three varieties each from starters, appetizers, main courses, and desserts. These dishes are served to guests using appropriate serving materials and are explained on the menu. |

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| <p>A9 Land, Water, and Property Rights</p> <p>All land, water, and property acquired by the organization are legal, comply with the rights of local and regional residents and do not require forced relocation.</p> | <ol style="list-style-type: none"> 1. Land ownership and usage rights are documented. 2. User and access rights for essential resources, including land and water, are documented at the sites of application. 3. Written evidence of communication, consultation, and participation with the local and regional population is available. |
| <p>A10 Information and Interpretation</p> <p>The organization provides information about the natural environment, local/regional culture, and cultural heritage.</p> | <ol style="list-style-type: none"> 1. Information and interpretation materials regarding the local/regional natural and cultural heritage are available and presented to guests. 2. Staff are informed and trained about the local/regional natural and cultural heritage. 3. Guests are provided with information on appropriate behaviors when visiting nearby natural, cultural, and historical areas. |
| <p>A11 Destination Engagement</p> <p>The organization engages in sustainable tourism planning and management in destinations where such opportunities exist.</p> | <ol style="list-style-type: none"> 1. The organization is a member of the professional occupational organization or an equivalent organization in the destination. 2. The organization participates in partnerships with local/regional communities, NGOs, and other local/regional bodies. 3. The organization monitors and supports the sustainability-related activities of the NGOs or equivalent organizations it is a member of. |

SECTION B: Maximizing Social and Economic Benefits to the Local/Regional Community and Minimizing Negative Impacts

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| <p>B1 Local Community Engagement</p> <p>The organization fosters active communication and collaboration with the local community. It supports and contributes to initiatives that enhance local/regional infrastructure and social development.</p> | <ol style="list-style-type: none"> 1. The organization maintains a documented, functioning communication mechanism to engage with local communities and stakeholders. 2. The organization identifies and evaluates local and regional community needs through regular consultations, surveys, or meetings. 3. The organization evaluates the potential benefits of identified community needs and develops actionable plans to address them. 4. The organization develops and implements its own social responsibility projects or actively participates in established projects, with clear goals and outcomes aligned with community priorities. |
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| <p>B2 Local employment</p> <p>The organization offers opportunities for employment and advancement to local residents, including management positions.</p> | <ol style="list-style-type: none"> 1. The total employment rate of individuals residing in the local area where the organization operates is measured and managed. 2. The employment rate of local residents in management positions is measured and managed. 3. The organization supports training projects to enhance employment opportunities for local residents. |
| <p>B3 Local procurement</p> <p>The organization prioritizes the procurement of goods and services from local suppliers, particularly farmers and small producers, ensuring adequate quality, fair pricing, and sustainable practices.</p> | <ol style="list-style-type: none"> 1. The organization establishes and implements a local procurement policy that prioritizes purchasing from local farmers, small-scale producers, and businesses owned and operated by local/regional residents. 2. The organization conducts regular reviews and evaluations of its supply chain to increase the proportion of goods and services sourced locally. 3. The proportion of goods and services purchased or sourced locally is measured, managed, and regularly reported. 4. The organization actively seeks suppliers that adhere to fair trade principles, social compliance certifications, or equivalent sustainable practices when local suppliers are not available or suitable. 5. Locally procured ingredients and products are incorporated into the organization's offerings, including menu items, and their inclusion is effectively communicated to customers. |
| <p>B4 Local Entrepreneurs</p> <p>The organization supports local entrepreneurs in developing and selling sustainable products and services that are based on the nature, history, and culture of the local region.</p> | <ol style="list-style-type: none"> 1. Local cooperatives, women's cooperatives, or entrepreneurs are supported by the organization in ways other than direct purchasing. 2. When appropriate, the organization provides recommendations and support to local service providers regarding the quality and sustainability of their services. 3. Joint ventures and partnership opportunities with local entrepreneurs are evaluated and pursued when suitable. |
| <p>B5 Community Services and Livelihoods</p> <p>The organization's activities and operations do not compromise the provision of essential services or local access to livelihoods.</p> | <ol style="list-style-type: none"> 1. The organization monitors and assesses the impact of its activities on essential community resources such as food, water, energy, health, sanitation, transportation, and housing. 2. Local access to livelihoods is integrated into the organization's decision-making processes regarding growth, investment, development, and operations to avoid negative impacts. 3. The organization establishes and maintains a communication, feedback, and complaint mechanism for the local community to report concerns regarding resource availability or access to livelihoods. 4. If access to essential services or livelihoods is reduced due to the organization's activities, the organization communicates with |

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| | <p>affected local and regional communities through transparent and timely channels.</p> <p>5. The organization takes measures to address or compensate for the negative impacts.</p> |
| <p>B6 Exploitation and Harassment</p> <p>The organization implements and enforces policies to prevent any form of commercial, sexual, or labor exploitation, forced labor, or harassment, particularly targeting protected and vulnerable groups.</p> | <ol style="list-style-type: none"> 1. The organization has a documented policy explicitly prohibiting all forms of exploitation, including forced labor, child labor, and harassment, while prioritizing the protection of vulnerable groups. 2. Measures are implemented to effectively communicate and enforce the policy among employees. 3. The organization collaborates with local communities, authorities, or NGOs to actively prevent exploitation, abuse, and forced labor. 4. Detailed records of employees' ages, working conditions, and employment contracts are maintained and made available to stakeholders to demonstrate compliance with International Labour Organization (ILO) standards, ensuring the absence of child labor and forced labor. 5. The organization supports and collaborates with international initiatives to prevent child exploitation, including advocacy programs and partnerships with relevant organizations. 6. Special measures are implemented to prevent inappropriate interactions with children, including guests' children, through training, monitoring, and codes of conduct for employees. |
| <p>B7 Equal Opportunity</p> <p>The organization offers employment opportunities, including management positions, without discrimination.</p> | <ol style="list-style-type: none"> 1. The organization has identified individuals at risk of discrimination. 2. Internal promotions include members of these groups. 3. Staff files and records are maintained. |
| <p>B8 Decent Work</p> <p>The organization respects workers' rights, ensures a safe and secure working environment, and provides fair wages for all staff. Measures are in place to foster staff well-being, satisfaction, and a culture of continuous improvement.</p> | <ol style="list-style-type: none"> 1. Training records are maintained, documenting the type, level, and frequency of training provided to staff. 2. Employment contracts include provisions for health insurance, social security, along with other legally mandated benefits, ensuring compliance with local labor laws. 3. Adequate facilities for water, food, sanitation, and hygiene are provided for all staff. 4. Staff satisfaction is regularly monitored through surveys, feedback sessions, or other mechanisms, and actionable steps are taken to address concerns and improve workplace conditions. 5. A confidential and accessible staff complaint mechanism is in place, allowing employees to report grievances or concerns without fear of retaliation. 6. All staff are paid at least a living wage, exceeding the legal minimum wage where necessary. |

SECTION C: Maximizing Benefits on Cultural Heritage and Minimizing Negative Impacts

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| <p>C1 Protecting Cultural Heritage</p> <p>The organization contributes to the preservation and enhancement of local properties, sites, and traditions of historical, archaeological, cultural, and spiritual importance and does not impede the local community's access to them.</p> | <ol style="list-style-type: none"> 1. The organization makes concrete contributions to the preservation of cultural heritage and records its contributions. 2. Access to cultural areas by the local community is not restricted. |
| <p>C2 Presenting Culture and Heritage</p> <p>While respecting the intellectual property rights and cultural integrity of the local community, the organization integrates authentic elements of traditional and contemporary local culture into its operations, design, decoration, cuisine, or retail offerings.</p> | <ol style="list-style-type: none"> 1. Local art, craft, design, and furniture are reflected in the organization's spaces and offerings to showcase local creativity. 2. The organization incorporates elements of living cultural heritage, traditions, or fusion recipes in its cuisine, retail sales, events, and other services. 3. If any, products with geographical indications or cultural significance are accompanied by informative descriptions to enhance customers' appreciation of culture and satisfaction. 4. Copyright and intellectual property rights are strictly observed, with necessary permissions obtained for the use of works of art in operations, marketing, or product development. 5. Social media communication and promotional materials accurately represent local culture and heritage while respecting copyright and intellectual property rights. 6. The views, preferences, and cultural sensitivities of the local community are considered in the presentation and interpretation of cultural heritage, ensuring authenticity and inclusiveness. |
| <p>C3 Artifacts</p> <p>The organization ensures that the use, display, or representation of historical and archaeological artifacts in food service settings complies with local and international laws, respects cultural heritage, and prevents harm or misrepresentation.</p> | <ol style="list-style-type: none"> 1. The use of cultural and historical artifacts, including replicas or decorative items, in food service environments (e.g., restaurant decor, menu themes) is compliant with local and international legal frameworks, and all uses are documented. 2. Artifacts or replicas displayed are accompanied by accurate information about their cultural or historical significance. 3. Clear policies and measures are in place to prevent guests or staff from removing, damaging, or mishandling displayed |

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| | <p>artifacts, including signage, staff training, and monitoring systems.</p> <p>4. Partnerships with local cultural organizations or museums are in place to ensure authenticity and ethical representation of artifacts.</p> |
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Section D: Maximizing Environmental Benefits and Minimizing Negative Impacts

D1 Resource Conservation

D1.1 Responsible Purchasing

Purchasing policies and practices prioritize environmentally and socially sustainable suppliers and products, including food, beverages, construction materials, and consumables.

1. The organization maintains a documented sustainable purchasing policy and resource usage policy, with clear annual targets.
2. The proportion and variety of sustainably sourced products (e.g., seafood, fruits, vegetables, grains, dairy, meat, beverages, oils, herbs, spices) and goods from cooperatives, small farmers, local producers, local agriculture, controlled agriculture, fair trade, organic farming, animal welfare, sustainable forestry, sustainable seafood or others are tracked and improved annually.
3. Environmentally certified products and suppliers are preferred, particularly for categories such as seafood, meat, dairy, beverages, fruits, vegetables, wood, paper, and other consumables.
4. When certified products and suppliers are unavailable, the organization sources products from local farmers or producers that adhere to sustainable practices. Documentation is maintained to verify the origin of these products, including supplier agreements or declarations detailing sustainable practices (e.g., regenerative farming, controlled agriculture, or ethical fishing), records of visits, audits, or communication with producers, or purchase records along with traceability documentation.
5. Certification is encouraged for rural farmers or small suppliers, with a focus on working collaboratively to support sustainable practices through capacity building, training, and partnerships.
6. Efforts are made to source seafood and other wild products responsibly, adhering to sustainable fishing guidelines, and to reduce the procurement of overfished or unsustainable species.
7. The organization maintains documentation to verify the origin and production methods of procured products,

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| | <p>including supplier self-assessments, third-party verifications, or other evidence.</p> <p>8. The organization promotes and communicates the use of sustainable and responsibly sourced products to guests.</p> |
| <p>D1.2 Efficient Purchasing</p> <p>The organization manages the purchase and use of consumables and single-use items, including food and takeaway packaging, to minimize waste, prioritize sustainable materials, and encourage responsible consumption by customers.</p> | <ol style="list-style-type: none"> 1. The purchasing policy prioritizes reusable, returnable, recycled, and biodegradable goods and packaging, especially for takeaway food and beverages. 2. The procurement and use of consumables and single-use products are monitored, with targets set to reduce their overall use and transition to sustainable alternatives (e.g., compostable or plant-based materials). 3. The organization implements measures to avoid unnecessary packaging, with a particular focus on reducing plastic. 4. Guests are actively encouraged to reduce single-use packaging by offering incentives (e.g., discounts) for bringing reusable containers, providing communication and signage or offering reusable or deposit-based takeaway schemes. 5. Takeaway packaging policies prioritize materials that are environmentally friendly, such as compostable, biodegradable, or recycled materials, and ensure that materials used are clearly labeled for proper disposal or recycling. 6. The organization collaborates with suppliers to transition to more sustainable packaging materials and to minimize unnecessary packaging at the source. |
| <p>D1.3 Energy Conservation</p> <p>Energy consumption is measured, monitored, and managed to minimize total usage. The organization takes practical steps to improve energy efficiency and incorporates renewable energy where feasible.</p> | <ol style="list-style-type: none"> 1. Total energy consumption is measured by type (e.g., electricity, gas, oil) and per guest. 2. Energy efficiency measures in food preparation, storage, and service operations are applied. 3. Idle energy consumption in kitchen equipment is prevented or reduced. 4. Equipment and appliances with higher energy efficiency ratings are used, and older, less efficient equipment is regularly upgraded. 5. Renewable energy options (e.g., solar-powered appliances or renewable energy credits) are considered where operational control allows. In leased spaces, efforts are made to collaborate with property owners for renewable energy use. 6. Measurable targets to reduce energy consumption in daily operations are set and reviewed periodically. 7. Staff are trained in energy-efficiency practices (e.g., proper equipment usage, turning off idle appliances, optimizing heating/cooling systems). |

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| <p>D1.4 Water Conservation</p> <p>Water consumption is measured by type, and steps are taken to minimize total consumption. Water supply is sustainable and does not negatively impact environmental flows. In areas with high water risk, water management targets are established and monitored as per conditions.</p> | <ol style="list-style-type: none"> 1. Water management targets are set by the organization. 2. Total water used, including drinking water, is monitored and calculated per guest. 3. Water footprint of food production is estimated and communicated to the guests. 4. Equipment and practices that minimize water consumption are used. 5. Water is sourced from legal and sustainable sources that have not previously affected environmental flows and are unlikely to affect them in the future. 6. Staff and guests are guided on minimizing water usage. |
| <p>D2 Reducing pollution</p> | |
| <p>D2.1 Greenhouse Gas Emissions</p> <p>Greenhouse gas (GHG) emissions from sources within the organization’s control are identified, calculated where feasible, and procedures are implemented to avoid, minimize, and offset emissions. Specific emphasis is placed on addressing emissions from procurement, operations, and waste management in food service contexts.</p> | <ol style="list-style-type: none"> 1. Total direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions from energy use, transportation, and refrigeration are monitored and recorded. 2. Significant Scope 3 emissions (e.g., those from food supply chains, packaging, and waste) are identified and estimated where feasible, with a focus on emissions associated with high-impact items such as meat, dairy, and imported products. 3. The organization sets realistic and measurable targets to reduce overall greenhouse gas emissions and implements actions such as energy efficiency, waste reduction, and sustainable sourcing to achieve these targets. 4. Measures are taken to reduce annual emissions from key operational activities, including improving energy efficiency in food storage and lighting, sourcing ingredients with lower carbon footprints, such as plant-based alternatives and locally produced items. 5. Guests are engaged in reducing emissions through initiatives such as promoting plant-based menu options, encouraging reusable containers, or raising awareness of the carbon impact of menu choices, or alternative (climate-friendly) transportation options are provided and promoted to guests. 6. The organization communicates its GHG reduction efforts transparently, including progress on targets and examples of sustainable practices, in reports or customer-facing materials. |
| <p>D2.2 Liquid Waste Management</p> <p>The organization ensures that all forms of liquid waste, including wastewater and used oil, are effectively treated, safely reused or discharged, and managed in ways that do not negatively impact the local community or the environment.</p> | <ol style="list-style-type: none"> 1. Wastewater is discharged to a treatment system approved by municipal or public authorities, if available, to ensure compliance with local regulations and environmental standards. 2. If appropriate municipal wastewater treatment is not available, the organization implements a system that meets or exceeds international water quality standards |

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| | <p>and prevents adverse effects on the local/regional population and environment.</p> <ol style="list-style-type: none"> 3. Grease traps are installed and maintained regularly in kitchens to prevent the release of fats, oils, and grease into wastewater systems. 4. Used cooking oil is collected, stored carefully to prevent leakages and disposed of responsibly through vendors capable of repurposing or recycling it. 5. Records of used oil collection is maintained and reviewed regularly to ensure compliance and continuous improvement. |
| <p>D2.3 Solid Waste and Food Waste</p> <p>Solid waste, including food waste, is measured, and mechanisms for reduction, reuse, and recycling are implemented. Waste disposal is conducted in a manner that does not negatively impact the local community or the environment.</p> | <ol style="list-style-type: none"> 1. The total amount of solid waste, including food waste, packaging, and other non-food materials, is measured and categorized (e.g., organic, recyclable, non-recyclable). 2. A solid waste management plan is in place, detailing actions to reduce, reuse, and recycle waste, with a strong focus on minimizing food waste at all stages, from procurement to disposal. 3. Procurement practices are designed to minimize food waste and packaging waste, including inventory management techniques to avoid overordering and prioritizing suppliers that use minimal and sustainable packaging. 4. Waste disposal is handled through facilities operated or approved by government authorities, with documentation showing that these facilities do not harm the environment or local/regional populations. 5. Targets are set and implemented to reduce solid waste, with a focus on minimizing food waste sent to landfills through strategies such as composting, donation programs, or bioenergy conversion. 6. Guests and staff are actively guided on waste reduction practices through awareness, training, and visual reminders, including proper segregation of waste into designated bins. 7. Single-use plastics, including but not limited to water bottles, straws, cutlery, and packaging, are minimized or eliminated across operations. 8. Partnerships with local organizations, food banks, or charities are established to repurpose edible food waste, ensuring it is diverted to feed people or animals rather than being discarded. |

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| <p>D2.4 Hazardous Substances</p> <p>The use of hazardous substances, including pesticides, paints, disinfectants, and cleaning materials, is minimized and replaced with non-harmful or environmentally friendly alternatives wherever possible. Hazardous substances are managed appropriately throughout their lifecycle, including storage, usage, transportation, and disposal, to protect biodiversity, human health, and the environment.</p> | <ol style="list-style-type: none"> 1. An up-to-date inventory of hazardous substances is maintained, accompanied by Safety Data Sheets (SDS) for all items. 2. Hazardous substances are used sparingly, with preference given to products and processes that minimize airborne particles (e.g., avoiding aerosols). 3. Actions are taken to identify, source, and implement environmentally friendly alternatives to hazardous substances used in painting, cleaning, disinfecting, and pest control. 4. Hazardous substances are stored, handled, and transported according to appropriate safety standards to prevent leaks, contamination, or exposure. 5. Disposal of hazardous substances follows legal and environmental guidelines, ensuring safe removal through authorized and certified disposal vendors. Documentation is maintained for all disposals. 6. The organization has procedures to manage the lifecycle of hazardous substances, including staff training, handling, and disposal. |
| <p>D2.5 Minimizing Pollution</p> <p>The organization has practices in place to minimize pollution from noise, light, surface runoff, erosion, and pollutants from air, water, and soil, and implements these practices.</p> | <ol style="list-style-type: none"> 1. Potential sources of pollution sources in the criteria are reviewed and identified. 2. Chimneys and filters comply with laws and regulations, and regular maintenance and inspections are conducted. 3. Potential sources of pollution in the criteria are monitored. 4. Measures are taken to minimize and, where possible, eliminate pollution resulting from sources within the criteria. |

D3 Biodiversity, Ecosystems, and Landscape Conservation

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| <p>D3.1 Biodiversity Conservation</p> <p>The organization supports and contributes to the conservation of biodiversity through appropriate management of its own property, paying particular attention to natural protected areas and areas of high biodiversity value. Any disturbances in natural ecosystems are minimized, damages are rehabilitated, and compensatory contributions are made to conservation management.</p> | <ol style="list-style-type: none"> 1. The organization collaborates with local conservation organizations to identify natural conservation areas, areas of high biodiversity value, and wildlife and habitats adjacent to or potentially affected by its operations. 2. The organization provides material or in-kind support for the conservation of local biodiversity and records this support. 3. If the organization's activities have disturbed or damaged local natural ecosystems, the organization funds restoration. |
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| <p>D3.2 Invasive Species</p> <p>The organization takes measures to prevent the emergence of invasive species. Native species, especially in natural areas, are used for landscaping and restoration where possible.</p> | <ol style="list-style-type: none"> 1. Areas owned by the organization are monitored for the presence of any invasive species. 2. Invasive species are not used in landscaping and restoration, and measures are taken to prevent their spread (excluding invasive species presented on the menu for biodiversity conservation purposes). 3. A program exists to eliminate and control invasive species. If a local program for invasive species control exists, the organization contributes to it. 4. Pest control is carried out in a manner that does not harm the environment. 5. Native landscaping is reviewed considering the use of local/regional species. |
| <p>D3.3 Wildlife Interactions</p> <p>Interactions with free-roaming wildlife are maintained within a non-invasive and responsible management framework to prevent negative impacts on the welfare and behavior of these animals and the wildlife, considering cumulative effects.</p> | <ol style="list-style-type: none"> 1. The organization shows awareness of and complies with existing local/regional, national, and international regulations and guidelines regarding wildlife interactions, including wildlife monitoring. 2. The organization operates in accordance with the development and implementation of local legal regulations for wildlife interactions, based on wildlife expert recommendations, including wildlife observation when necessary. 3. Direct interactions, especially feeding, are not permitted. 4. Impacts on wildlife conservation and welfare are regularly monitored and addressed, if applicable. |
| <p>D3.4 Animal Health and Welfare</p> <p>No wild animal species are acquired, bred, or kept captive except by authorized and properly equipped personnel and activities regulated according to local and international laws. All wild and domestic animals are housed, cared for, and used in accordance with the highest animal welfare standards.</p> | <ol style="list-style-type: none"> 1. Legal regulations are complied with for activities involving captive wildlife. 2. The organization is aware of and complies with laws and regulations related to animal welfare. 3. When animals are kept within the facility, their health, housing conditions, and any behavior towards them are monitored to avoid negative outcomes. |
| <p>D3.5 Wildlife Harvesting and Trade</p> <p>Wildlife species are not hunted, collected, consumed, exhibited, sold, or used in commercial activities except as part of a regulated activity that ensures their sustainable use and compliance with local and international laws.</p> | <ol style="list-style-type: none"> 1. The organization is aware of and complies with legal regulations related to wildlife harvesting and trade. 2. Accurate information regarding wildlife hunting, harvesting, trade, and products derived from wildlife species is provided on the menu, in shared guest areas, or in communication materials (such as the website or social media accounts). 3. Endangered species are not used or sold following the International Union for Conservation of Nature (IUCN) or the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) guidelines. |