TEMPLATE · GAP MAP · CRITERIA A1–D13 · ALL PERFORMANCE INDICATORS

The Gap Map Against the Forty Criteria

Source: Francesco Dore, The Helm and the Lens, Volume 7a — GSTC Hotel Standard v4.0, subchapters 1.1 (book page 13), 1.15 (book page 185) and 2.15 (book page 381)

HOW TO USE THIS MAP

For every performance indicator of the GSTC Hotel Standard v4.0, mark one of three states: practised and evidenced, practised but not evidenced, or not practised. Give each criterion a named person responsible. Where an indicator is written conditionally and its condition does not apply to the property, write down why, so that the condition can be verified rather than taken on trust.

Reading the three states

State	What it means in this map
Practised and evidenced	The property does it, and a stranger could check it: a document, a record, a test, a decision.
Practised, not evidenced	The property does it, but nothing yet shows it. The gap is in the evidence, not in the practice.
Not practised	The property does not yet do it. The gap is in the practice itself.
Reason if not applicable	Only for an indicator whose condition does not apply, for example “if the hotel owns or manages animals” or “where a parking lot is provided”. A condition that does not apply is not a gap, but the reason should be written down.

Indicators are paraphrased in at most eighteen words for a working grid; they are not the standard’s text, which the GSTC publishes at www.gstc.org and which prevails. ◇ marks an indicator whose wording in the standard is conditional (this book’s reading). The audit itself is based on the indicators; the map, its states and its columns are this book’s practice.

Section A — Demonstrate Effective Sustainable Management · 14 criteria · 74 indicators

A1 Sustainability Management System

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A1.1	Written sustainability policy stating guiding principles and commitments across the standard’s pillars.	☐	☐	☐			
A1.2	Policy formally approved and communicated to all staff.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A1.3	Sustainability management plan appropriate to the hotel's size and operations.	☐	☐	☐			
A1.4	Plan includes qualitative and/or quantitative targets for social, cultural and environmental indicators.	☐	☐	☐			
A1.5	Targets reviewed annually and updated as necessary.	☐	☐	☐			
A1.6	Potential sustainability risks identified as part of the plan.	☐	☐	☐			
A1.7	Appropriate financial and human resources allocated to implementing the plan.	☐	☐	☐			
A1.8	Plan implementation reviewed annually and updated on the review's findings.	☐	☐	☐			

A2 Legal Compliance

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A2.1	Up-to-date register of all applicable local and national laws and regulations.	☐	☐	☐			
A2.2	Internal policies and procedures developed, implemented and enforced to ensure compliance with all legal requirements.	☐	☐	☐			

A3 Guest and Staff Welfare

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A3.1	A designated person oversees occupational and guests' health and safety.	☐	☐	☐			
A3.2	Relevant staff trained on hazard prevention, emergency response and crisis preparedness, externally or internally.	☐	☐	☐			

A4 Reporting and Communication

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A4.1	Sustainability policy communicated to stakeholders, including staff, suppliers and guests.	☐	☐	☐			
A4.2	Annual sustainability report published on policy, goals, actions and performance.	☐	☐	☐			
A4.3	Report format appropriate to size, capacity and audience, at property, franchise or corporate level.	☐	☐	☐			
A4.4	Report, or the relevant section of a group report, publicly accessible online or offline.	☐	☐	☐			
A4.5	Sustainability data collected and monitored at suitable intervals for accurate reporting and continuous improvement.	☐	☐	☐			
A4.6	Guests, staff, suppliers and local communities given opportunities to comment on sustainability practices.	☐	☐	☐			

A5 Accurate Promotion

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A5.1	All promotional materials, including media and on-site signage, accurately represent facilities and services.	☐	☐	☐			
A5.2	Promotion accurately represents sustainability practices; every claim based on practice and verifiable data or documentation.	☐	☐	☐			
A5.3	Sustainability commitments made transparent and easily accessible through website, reports or other public platforms.	☐	☐	☐			

A6 Information Sharing and Guidance

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A6.1	Staff trained on the destination's natural environment, local culture and heritage.	☐	☐	☐			
A6.2	Information on the destination's nature, culture and heritage readily available to guests.	☐	☐	☐			
A6.3	Documented behavioural guidelines for staff on respectful conduct, and on passing them to guests.	☐	☐	☐			
A6.4	Documented guidelines encouraging respectful behaviour in the hotel, the community and on excursions.	☐	☐	☐			
A6.5	Environmentally responsible ways of sharing information preferred, including digital formats.	☐	☐	☐			
A6.6	Information available in languages relevant and understandable to staff and guests.	☐	☐	☐			
A6.7 ◇	Information provided in accessible formats when necessary, such as large print, audio or screen-reader content.	☐	☐	☐			

A7 Staff Engagement

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A7.1	Staff engaged in developing and implementing the sustainability policy and action plans.	☐	☐	☐			
A7.2	Clearly defined staff roles and responsibilities for implementing the policy and action plans.	☐	☐	☐			
A7.3	Orientation and structured sustainability training on basics and on each person's role.	☐	☐	☐			
A7.4	Records of training or guidance kept, such as attendance lists and materials.	☐	☐	☐			
A7.5	Training and reference materials in languages understood by all relevant staff.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A7.6	Staff supported in obtaining job-related certifications, qualifications or equivalent training.	☐	☐	☐			
A7.7	Staff engagement and feedback regularly reviewed and documented.	☐	☐	☐			

A8 Guest Experience

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A8.1	A guest feedback system is maintained.	☐	☐	☐			
A8.2	Positive and negative feedback regularly collected and reviewed, by methods suited to size and type.	☐	☐	☐			
A8.3	Corrective actions taken and documented for identified issues, complaints or nonconformities.	☐	☐	☐			
A8.4	Guests notified about the corrective actions taken.	☐	☐	☐			
A8.5	Guests engaged in sustainability practices through clear guidance and opportunities to take part.	☐	☐	☐			

A9 Collaboration with Stakeholders

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A9.1	Documented engagement with local stakeholders such as DMOs, NGOs and associations, aligning goals with destination priorities.	☐	☐	☐			

A10 Land, Water, and Property Rights

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A10.1	Legal documentation in place for access to and use of key resources such as land and water.	☐	☐	☐			
A10.2 ◇	For new projects or major renovations, consultation with affected local, traditional or Indigenous residents and NGOs demonstrated.	☐	☐	☐			
A10.3 ◇	Where traditional or Indigenous communities may be affected, regulations followed; otherwise FPIC principles applied.	☐	☐	☐			
A10.4	Grievance mechanism available to external stakeholders on operations, development, land, water or property rights.	☐	☐	☐			
A10.5	Annual report confirms land and water use comply with legal requirements and agreements.	☐	☐	☐			

A11 Site Selection, Planning, and Development

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A11.1 ◇	For new projects or major renovations, all required site, planning and construction permits obtained.	☐	☐	☐			
A11.2 ◇	For new projects or major renovations, sustainability risks assessed as an integral part of planning.	☐	☐	☐			
A11.3 ◇	Site, design and access planned to protect landscape and heritage sites, consulting authorities and communities when necessary.	☐	☐	☐			
A11.4 ◇	Near protected or sensitive areas, measures preserve landscape features, wildlife corridors and ecological connectivity.	☐	☐	☐			

A12 Buildings, Construction, and Infrastructure

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A12.1 ◇	Preference, where feasible, for qualified local labour in construction, expansion and development projects.	☐	☐	☐			
A12.2 ◇	Preference for locally sourced construction methods and materials, low-impact or certified options.	☐	☐	☐			
A12.3 ◇	During works, runoff managed so that soil, debris and pollutants are captured and filtered.	☐	☐	☐			
A12.4 ◇	During works, watercourses, wetlands and catchments protected; design minimises runoff and preserves natural flow.	☐	☐	☐			
A12.5	Native or endemic plants prioritised in landscaping and decoration; invasive species always avoided.	☐	☐	☐			
A12.6 ◇	During works, construction waste managed by reducing, reusing, then recycling or upcycling.	☐	☐	☐			

A13 Procurement

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A13.1	Written procurement policy preferring fair, local and environmentally friendly products and services.	☐	☐	☐			
A13.2	Targets set for procurement categories with significant environmental or social impacts.	☐	☐	☐			
A13.3	Targets set for local products and services, when available, legally compliant and of sufficient quality.	☐	☐	☐			
A13.4 ◇	Where local purchase is impossible, preference for fair-trade, cooperative or responsibly sourcing vendors.	☐	☐	☐			
A13.5	Procurement follows circular principles: reusable, returnable, recycled materials; recycled or recyclable disposables where unavoidable.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A13.6	Single-use items eliminated through documented procurement policies and procedures.	☐	☐	☐			
A13.7	Signage, marketing and promotional items electronic, reusable or printed on recycled or recyclable materials.	☐	☐	☐			
A13.8	No products from vulnerable, threatened or endangered species purchased, sold or used.	☐	☐	☐			
A13.9	Procurement monitored with KPIs, such as local, environmentally friendly or fair-trade shares.	☐	☐	☐			
A13.10	Sustainability indicators integrated into supplier evaluation.	☐	☐	☐			
A13.11	Preference for suppliers who take and document steps to reduce their environmental impact.	☐	☐	☐			
A13.12 ◇	Supplier agreements include sustainability requirements appropriate to the products or services, where applicable.	☐	☐	☐			
A13.13 ◇	Supplier compliance reviewed at least at selection and at each contract renewal, where applicable.	☐	☐	☐			
A13.14	Due diligence that suppliers of wild-sourced products comply with wildlife harvesting and trade regulations.	☐	☐	☐			

A14 Food and Beverages

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A14.1	Plant-based, vegetarian or vegan options offered; where feasible, one labelled plant-based dish per course.	☐	☐	☐			
A14.2 ◇	Without own food service, nearby providers with sustainable sourcing recommended or promoted.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
A14.3	Preference for plant-based ingredients that are locally produced and/or certified, such as organic or fair trade.	☐	☐	☐			
A14.4	Practices in kitchens, buffets and dining areas encourage responsible consumption and reduce food waste.	☐	☐	☐			

Section B — Social and Economic Benefits to the Local Community · 9 criteria · 44 indicators

B1 Community Support

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B1.1	Ongoing financial or in-kind support to the local community and relevant projects.	☐	☐	☐			
B1.2	Level and nature of community contributions recorded and monitored.	☐	☐	☐			
B1.3 ◇	Cooperation or skills programmes to raise local employability, where feasible and proportionate to size.	☐	☐	☐			

B2 Local Employment

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B2.1	Written policy committing to fair and equitable employment opportunities for qualified local residents.	☐	☐	☐			
B2.2	Policy implemented through transparent, inclusive recruitment for permanent and temporary staff.	☐	☐	☐			
B2.3	Proportion of local staff monitored, including in management and supervisory positions.	☐	☐	☐			
B2.4	Preference given to suppliers who support local employment.	☐	☐	☐			

B3 Local Entrepreneur Support

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B3.1 ◇	Where appropriate, local entrepreneurs supported in developing products reflecting the destination; list of supported products kept.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B3.2	Products and services of local entrepreneurs and community or nonprofit businesses promoted to guests.	☐	☐	☐			

B4 Community Services and Livelihoods

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B4.1	Operations do not restrict local communities' access to essential livelihoods.	☐	☐	☐			
B4.2	Operations do not impede local access to rights of way and transport routes.	☐	☐	☐			
B4.3	Activities do not restrict residents' access to their homes.	☐	☐	☐			
B4.4	A system is in place for local communities to raise grievances.	☐	☐	☐			
B4.5	Reported issues documented and addressed promptly, with outcomes shared with stakeholders as needed.	☐	☐	☐			

B5 Access for All

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B5.1 ◇	Where possible and practicable, key areas accessible for physical and neurodivergent access needs.	☐	☐	☐			
B5.2	Ongoing accessibility improvement shown through plans or strategies.	☐	☐	☐			
B5.3	Clear details on accessibility features and how to request services, before booking and arrival.	☐	☐	☐			
B5.4	Guest communication materials provided in accessible formats.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B5.5	People with disabilities included in creating, delivering and improving accessibility features and services.	☐	☐	☐			
B5.6	Beyond local accessibility law, furniture selection and placement support accessibility.	☐	☐	☐			

B6 Code of Conduct

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B6.1	Written code of conduct with zero tolerance of exploitation, harassment, abuse or trafficking, per international frameworks.	☐	☐	☐			
B6.2	Code gives clear guidelines on respectful verbal and non-verbal communication.	☐	☐	☐			
B6.3	Code includes safeguards against inappropriate interactions with minors, including guests' and community children, students and interns.	☐	☐	☐			
B6.4	Code guides respectful, non-discriminatory interaction with vulnerable or marginalised groups.	☐	☐	☐			
B6.5	Code communicated to all staff and regularly updated.	☐	☐	☐			
B6.6	Regular training and guidance on the code for all staff, with records kept.	☐	☐	☐			

B7 Exploitation, Harassment, and Human Trafficking

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B7.1	Written policy with procedures to identify, report, disclose confidentially and respond to exploitation; child labour prevented.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B7.2	Policy communicated internally and externally, including to staff, guests and directly involved suppliers.	☐	☐	☐			
B7.3	Implementation of the policy and procedures monitored for compliance.	☐	☐	☐			
B7.4	Staff guided and trained to recognise and report exploitation and harassment.	☐	☐	☐			
B7.5	Records demonstrate that no child labour or illegal labour is employed.	☐	☐	☐			
B7.6	Suppliers required to comply, through selection, contracts, communications and ongoing evaluation.	☐	☐	☐			

B8 Employment Inclusion and Equality

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B8.1	Written inclusive employment policy prohibiting discrimination on listed grounds and any other non-merit factor.	☐	☐	☐			
B8.2	Policy regularly reviewed and updated as needed.	☐	☐	☐			
B8.3	Groups at risk of discrimination identified, documented and reflected in employment and HR practices.	☐	☐	☐			
B8.4	Staff trained to recognise, prevent and address bias and discrimination at work and with guests.	☐	☐	☐			
B8.5	Equal employment opportunities monitored across all positions, including management.	☐	☐	☐			

B9 Decent Work

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
B9.1	National labour regulations met for a safe workplace, contracted staff included; ILO conventions where applicable.	☐	☐	☐			
B9.2	Directly employed staff have health, medical and social security provisions under national frameworks.	☐	☐	☐			
B9.3	All staff, including contract and temporary, receive at least the legal minimum wage.	☐	☐	☐			
B9.4	Annual wage review with adjustments on measurable criteria such as performance, tenure and skills.	☐	☐	☐			
B9.5	Role training, development and advancement pathways offered; training records kept for all staff.	☐	☐	☐			
B9.6	Staff satisfaction monitored and recorded through regular surveys or feedback.	☐	☐	☐			
B9.7	Safe, confidential grievance system for staff with explicit safeguards against retaliation.	☐	☐	☐			

Section C — Benefits to Cultural Heritage · 4 criteria · 12 indicators

C1 Cultural Interactions

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
C1.1	Guests given educational or interpretive materials on local culture and tangible and intangible heritage.	☐	☐	☐			
C1.2	Guest-facing staff given guidance and training on local customs and etiquette; others awareness by role.	☐	☐	☐			
C1.3	Communication channel for local communities or Indigenous peoples to raise concerns or report negative impacts.	☐	☐	☐			
C1.4	All feedback on cultural interactions reviewed and addressed.	☐	☐	☐			

C2 Protecting Cultural Heritage

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
C2.1	Contribution to local cultural heritage through money, in-kind resources and/or collaboration with stakeholders.	☐	☐	☐			
C2.2	Operations do not impede local residents' access to cultural heritage sites.	☐	☐	☐			

C3 Presenting Culture and Heritage

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
C3.1	Art, crafts or design by local artisans or from the destination integrated into guest-facing spaces.	☐	☐	☐			
C3.2 ◇	Where applicable, cultural heritage elements included in operations, with legal compliance.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
C3.3	Intellectual property respected: permissions obtained for music, artwork, designs, crafts or performances.	☐	☐	☐			
C3.4	For sensitive or Indigenous heritage, local experts, NGOs or community representatives consulted on presentation.	☐	☐	☐			

C4 Artifacts

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
C4.1	All relevant local and international laws and conventions complied with when using artifacts.	☐	☐	☐			
C4.2	Internal inventory of artifacts records origin, use and display, and legal ownership or custody.	☐	☐	☐			

Section D — Environmental Benefits · 13 criteria · 75 indicators

D1 Energy Conservation

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D1.1	Total energy use measured, and per guest night or occupied room, by energy type.	☐	☐	☐			
D1.2	Renewable energy used where available; source and share reported in the annual report.	☐	☐	☐			
D1.3	Annual targets to cut energy use and raise the renewable share, with progress tracked.	☐	☐	☐			
D1.4	Practical energy-saving steps: efficient lights and appliances, temperature control, insulation, ventilation, switching off.	☐	☐	☐			
D1.5	Energy and water equipment, such as HVAC, refrigeration and boilers, regularly maintained for efficiency.	☐	☐	☐			
D1.6	Non-renewable fuels in outdoor heating and cooling reduced as far as achievable.	☐	☐	☐			
D1.7	Energy-saving training or guidance for staff and on-site contractors.	☐	☐	☐			
D1.8	Guests informed about the energy policy and practices.	☐	☐	☐			

D2 Water Conservation

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D2.1	Destination's water risk level identified and documented from credible sources or frameworks.	☐	☐	☐			
D2.2	Water supply from legally compliant sources that do not harm local environmental flows.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D2.3	Total water use measured by source, and per guest night or occupied room.	☐	☐	☐			
D2.4	Annual water reduction targets set and progress tracked.	☐	☐	☐			
D2.5	Water-efficient equipment such as low-flow fixtures, with water-saving operational practices.	☐	☐	☐			
D2.6	Outdoor water use, such as irrigation and cleaning, optimised for conservation.	☐	☐	☐			
D2.7	Linen reuse programme for multi-night guests, with participation monitored.	☐	☐	☐			
D2.8	Water-saving training or guidance for staff and on-site contractors.	☐	☐	☐			
D2.9	Guests informed about the water policy and practices.	☐	☐	☐			

D3 Greenhouse Gas Emissions

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D3.1	Public commitment by the hotel or parent group to reduce GHG emissions, with clear targets.	☐	☐	☐			
D3.2	Annual Scope 1 and Scope 2 reduction targets aligned with the management plan.	☐	☐	☐			
D3.3	Annual Scope 1 and Scope 2 emissions tracked.	☐	☐	☐			
D3.4	Actions taken to avoid and minimise emissions within the hotel's own operation.	☐	☐	☐			
D3.5	Emissions in the annual report: Scope 1 and 2 at minimum, Scope 3 where feasible.	☐	☐	☐			
D3.6	Remaining emissions offset after reductions, in proportion to size, budget and capacity.	☐	☐	☐			
D3.7	Strategy to phase out harmful coolant gases in favour of environmentally friendly alternatives.	☐	☐	☐			

D4 Transportation

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D4.1	Most environmentally friendly and efficient transport options used for operations.	☐	☐	☐			
D4.2	Transport options such as carsharing or pickups offered to reduce staff commuting.	☐	☐	☐			
D4.3 ◇	Where parking is provided, EV charging available on site or through nearby agreements.	☐	☐	☐			
D4.4 ◇	Bicycle storage or facilities for guests and staff where feasible.	☐	☐	☐			
D4.5 ◇	Guests informed about alternative transport options, where applicable.	☐	☐	☐			

D5 Wastewater

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D5.1	Applicable laws on wastewater complied with.	☐	☐	☐			
D5.2	Evidence of safe discharge documented, in line with legal and environmental requirements.	☐	☐	☐			
D5.3 ◇	Where feasible, water reuse such as greywater recycling for non-potable uses or irrigation.	☐	☐	☐			
D5.4	Technical staff trained on wastewater management, disposal and treatment.	☐	☐	☐			

D6 Solid Waste

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D6.1	Written waste management policy committing to reduce waste.	☐	☐	☐			
D6.2	Solid waste plan following the Waste Hierarchy: reduce, then reuse, recycle or recover.	☐	☐	☐			
D6.3	Total solid waste measured by type, per guest night or occupied room.	☐	☐	☐			
D6.4	Annual waste reduction targets set and progress tracked against the plan.	☐	☐	☐			
D6.5	Basic waste-segregation infrastructure provided as a minimum, such as recycling bins in common areas.	☐	☐	☐			
D6.6	Single-use items monitored and reduced, prioritising plastics, disposable packaging and non-reusable amenities.	☐	☐	☐			
D6.7	Waste not recovered on site handled through legally authorised or recognised disposal pathways.	☐	☐	☐			
D6.8	Regular training for waste-handling staff on minimising, sorting and disposal, with records kept.	☐	☐	☐			
D6.9	Guests given guidance on waste minimisation and sorting through signage, in-room or digital materials.	☐	☐	☐			

D7 Harmful Substances

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D7.1	Updated inventory and Safety Data Sheets kept for all harmful substances.	☐	☐	☐			
D7.2	Overall chemical use monitored to find patterns and substitution opportunities.	☐	☐	☐			
D7.3	Targets to replace harmful substances with certified alternatives, landscaping included, reviewed regularly.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D7.4	All chemicals stored, handled and disposed of in line with safety and environmental rules.	☐	☐	☐			
D7.5	Staff trained and guided on safe handling, storage and disposal of chemicals.	☐	☐	☐			
D7.6	Guests informed about less harmful personal care products, such as reef-safe sunscreen or refillable amenities.	☐	☐	☐			

D8 Minimize Pollution

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D8.1	Potential pollution sources identified according to location and operational context.	☐	☐	☐			
D8.2	Pollution from identified sources under direct control prevented and reduced.	☐	☐	☐			
D8.3	Pollution levels regularly monitored and reviewed to judge the measures' effectiveness.	☐	☐	☐			
D8.4 ◇	Where noise sources exist, own operational noise such as music, events or fireworks managed.	☐	☐	☐			
D8.5	Light pollution minimised, especially in or near protected, sensitive or coastal areas.	☐	☐	☐			
D8.6	Smoking only in designated outdoor areas or legally allowed, separated and ventilated indoor rooms.	☐	☐	☐			

D9 Biodiversity Conservation

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D9.1	Legally and/or internationally protected areas and species in the destination identified and documented.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D9.2 ◇	Where protected or sensitive habitats may be affected, a strategy manages environmental impacts.	☐	☐	☐			
D9.3	Monetary and/or in-kind contributions to biodiversity conservation provided and recorded.	☐	☐	☐			
D9.4	Property managed to support biodiversity conservation.	☐	☐	☐			
D9.5	Conservation support prioritised where the hotel operates, unless urgent needs exist elsewhere.	☐	☐	☐			

D10 Invasive Species

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D10.1	Documented list of invasive plant and animal species relevant to the location and facilities.	☐	☐	☐			
D10.2	Detected invasive species reported and removed promptly with local authorities or conservation groups.	☐	☐	☐			
D10.3 ◇	Landscaping, gardens and decorative plants managed to prevent introducing or spreading invasive species.	☐	☐	☐			
D10.4	Inventory of landscaping plants identifying native or endemic species, prioritised where feasible.	☐	☐	☐			

D11 Interactions with Animals

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D11.1 ◇	If wildlife tours are offered, providers comply with local regulations and follow responsible, welfare-first practices.	☐	☐	☐			
D11.2	Safety protocols protect animals and people during any interaction in the directly managed environment.	☐	☐	☐			

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D11.3	Close contact with wild animals prohibited in the managed environment: no feeding, touching, holding, close-up photos.	☐	☐	☐			
D11.4 ◇	Where animal interactions are the main activity, guests informed on conservation and responsible behaviour.	☐	☐	☐			

D12 Animal Welfare

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D12.1 ◇	If animals are owned or managed, required licences or approvals obtained and maintained where applicable.	☐	☐	☐			
D12.2 ◇	Housing, care and handling of animals present comply with local, national and international regulations.	☐	☐	☐			
D12.3 ◇	If animals are kept, appropriately qualified personnel employed or contracted where applicable.	☐	☐	☐			
D12.4 ◇	Welfare and well-being of animals in care regularly monitored and recorded.	☐	☐	☐			
D12.5	No animal-based practices that compromise welfare or coerce unnatural or stressful behaviour.	☐	☐	☐			

D13 Wildlife Harvesting and Trade

Ref.	Indicator (paraphrased)	Practised and evidenced	Practised, not evidenced	Not practised	Responsible person	Reason if not applicable	Evidence location
D13.1	List kept of nationally protected species, including threatened, endangered and rare species.	☐	☐	☐			
D13.2	Guests and staff guided not to buy, sell, accept or use wildlife, its parts or derivatives.	☐	☐	☐			
D13.3	No wildlife harvesting, trade, display, acquisition or breeding unless strictly regulated, sustainable and officially approved.	☐	☐	☐			

Summary

Count the marks per section after each reading. The Excel version of this map counts them automatically.

Section	Indicators	Practised and evidenced	Practised, not evidenced	Not practised	Not applicable (reason written)
Section A	74				
Section B	44				
Section C	12				
Section D	75				
Total	205				

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