WORKING MATERIAL 2.9 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE (SECTIONS B, C AND D) · SETTING: SWAKOPMUND, NAMIBIA

Water in a Place That Has Too Little

Source: Francesco Dore, The Helm and the Lens, Volume 7a — GSTC Hotel Standard v4.0, subchapter 2.9 (book page 303)

GUIDING QUESTION

A card in the bathroom asking guests to save water costs a hotel nothing. Knowing how scarce water is where the hotel stands, where its own water comes from and where it is lost costs effort. Which of the two does the standard ask for, and what happens when guests notice the difference?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
A towel card shows the hotel conserves water	No	D2.7 asks for a linen reuse programme with participation monitored, and D2 covers the whole operation	
A municipal invoice is a measurement of water use	Only partially true	It gives one source in total; D2.3 asks for use by source and per guest night or room	
A borehole on the hotel's own land needs no attention	No	D2.2 asks for legally compliant sources that do not adversely affect environmental flows	
Water risk is obvious in a desert and need not be written down	No	D2.1 asks for the risk level to be identified and documented from credible sources	
A percentage reduction target is enough everywhere	No	In high water-risk locations, the guidelines ask for stewardship targets appropriate to the local context	
Irrigation is a gardening matter outside the standard	No	D2.6 covers outdoor use, and the guidelines name irrigation leaks among losses to reduce	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Asking guests to save water while leaving the garden, pool and laundry unexamined.

☐ Treating the municipal invoice as the hotel's only water data.

☐ Leaving a borehole or other private source unmetered and its authorisation unchecked.

☐ Assuming water risk is obvious and never documenting it.

☐ Setting a per-guest-night target in a high-risk place without asking what total withdrawal the place can bear.

☐ Watering gardens in the heat of the day.

☐ Running a linen reuse programme without counting who takes part.

☐ Announcing percentage savings without a measured baseline.

3 · A Checklist for Water in a Dry Place

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Have we documented our destination's water risk, with sources and a date?	D2.1 asks for a documented risk level from credible sources	
Is every water source metered and its authorisation recorded?	D2.2 and D2.3 require legal sources and use by source	
Do we know our water per guest night or occupied room each month?	D2.3 is the basis for targets and reporting	
Where risk is high, do we have a stewardship target, not only a percentage?	The guidelines ask for targets appropriate to the local context	
Do we check for leaks in pools, tanks, pipes and irrigation, with records?	The guidelines to D2.6 name these losses explicitly	
Do we know how many guests actually reuse their linen?	D2.7 asks for participation to be monitored	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standard and its practical application. Indicator references point to the GSTC Hotel Standard v4.0; where the evidence lives is this book's practice, not a requirement of the standard.

Question	Where the evidence lives	Seen?
Is the destination's water risk level documented from credible sources (D2.1)?	Dated risk assessment with its sources	☐
Does our supply come from legally compliant sources that do not harm environmental flows (D2.2)?	Authorisations recorded in the legal register	☐
Is water measured by source and per guest night or occupied room (D2.3)?	Monthly indicator log, water sheet	☐
Are annual reduction targets set and tracked (D2.4)?	Target table and results	☐
Is outdoor use efficient and are losses found through monitoring (D2.6)?	Irrigation schedule; leak-check records	☐
Is participation in linen reuse monitored, not only offered (D2.7)?	Housekeeping participation figures	☐

> *What this sheet is not: the GSTC Hotel Standard does not prescribe this form. It is a working aid drawn from the book; the standard's criteria, indicators and guidelines govern the real case. Independent material; not affiliated with or endorsed by the GSTC. The standard's own text at www.gstc.org prevails.*