TEMPLATE · INTERNAL AUDIT CHECKLIST · APPENDIX A · 40 CRITERIA · 205 PERFORMANCE INDICATORS

# The Internal Audit Checklist, Indicator by Indicator

*Source: Francesco Dore, The Helm and the Lens, Volume 7b — GSTC Hotel Standard v4.0, Appendix A (book page 390), with subchapters 3.1 (book page 13) and 3.4 (book page 49)*

**HOW TO USE THIS CHECKLIST**

Carry this checklist through the property one indicator at a time. For each row, write the evidence you actually examined, tick the form it took — document, record, observation or interview — and tick one result. An indicator marked “where applicable” may be set aside only with a written reason, so that others can check the judgement. Size changes the depth of an audit; it does not remove an applicable indicator.

## Columns

| Column | What goes in it |
|---|---|
| **Indicator** | The indicator as paraphrased in Appendix A of the book. The standard’s own wording, at www.gstc.org, prevails. |
| **What to look at** | From Appendix A: the document to read, the place to observe or the person to interview. |
| **Evidence examined** | What you saw: title and date of the document, the record sampled, where and when you observed, who (by role, not name) you interviewed. |
| **Form** | D = document · R = record · O = observation · I = interview. Tick every form that applies. |
| **Result** | C = conforming · G = gap · N/A = not applicable. Tick one. A gap is a finding to carry into the finding log. |
| **Reason if not applicable** | Required whenever N/A is ticked. Only conditional indicators (“where applicable”) should normally be set aside. |

*The columns, the four forms of evidence and the three results are this book’s practice; the GSTC Hotel Standard v4.0 does not prescribe an internal audit form. Audits are based on indicators rather than criteria.*

# Section A — Sustainable management · 14 criteria · 74 indicators

## A1 Sustainability Management System

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A1.1** Written sustainability policy stating guiding principles and commitments across all pillars of the standard | The policy, read against sections A to D | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.2** Policy formally approved and communicated to all staff | Approval record; interviews across departments and shifts | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.3** Sustainability management plan appropriate to the hotel's size and operations | The plan; its link to budget and staffing | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.4** Plan includes qualitative and/or quantitative targets for social, cultural and environmental indicators | Target list in the plan | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.5** Targets reviewed annually and updated as necessary | Last review record; previous year's targets | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.6** Sustainability risks identified as part of the plan | Risk section of the plan; site observation of named risks | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.7** Appropriate financial and human resources allocated to implement the plan | Budget; job descriptions; time allocations | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A1.8** Implementation reviewed annually; plan updated on the review findings | Annual review minutes; changes made to the plan | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A2 Legal Compliance

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A2.1** Up-to-date register of all applicable local and national laws and regulations | Legal register; its categories against the guideline list; review dates | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A2.2** Internal policies and procedures developed, implemented and enforced to ensure legal compliance | Procedures linked to register entries; compliance checks; certificates | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A3 Guest and Staff Welfare

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A3.1** Designated person oversees occupational and guest health and safety | Appointment record; interview with the person named | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A3.2** Relevant staff trained in hazard prevention, emergency response and crisis preparedness | Training records; interviews; walk of evacuation routes | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A4 Reporting and Communication

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A4.1** Sustainability policy communicated to stakeholders, including staff, suppliers and guests | Website, guest information, supplier correspondence | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A4.2** Annual sustainability report on policy, goals, actions and performance | Latest report; source data for its figures | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A4.3** Report format appropriate to size, capacity and audience, at property, franchise or corporate level | Report structure; property section of any group report | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A4.4** Report, or relevant corporate section, publicly accessible online or offline | Website, social media, reception copy | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A4.5** Sustainability data collected and monitored at intervals suited to operations | Data sheets against source records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A4.6** Guests, staff, suppliers and communities can give feedback on sustainability practices | Feedback channels and their records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A5 Accurate Promotion

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A5.1** All promotional materials, including media and on-site signage, accurately represent facilities and services | Website, booking platforms, brochures and signage against the site | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A5.2** Sustainability claims reflect actual practice and are supported by verifiable data or documentation | Every claim in every channel; the evidence behind each | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A5.3** Transparent, easily accessible information on sustainability commitments through public platforms | Website, report, social media, brochures | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A6 Information Sharing and Guidance

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A6.1** Staff trained on the destination's natural environment, local culture and heritage | Training records; interviews with guest-facing staff | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A6.2** Information on the destination's nature, culture and heritage readily available to guests | Rooms, reception, digital guest information | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A6.3** Documented behavioural guidelines for staff on respectful conduct, also communicated to guests | Staff guidelines; guest communications | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A6.4** Documented guidelines encouraging respectful behaviour in the hotel, community and on excursions | Guest guidance; excursion briefings | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A6.5** Environmentally responsible information methods prioritised, including digital formats | Formats in use; print volumes | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A6.6** Information in languages relevant and understandable to staff and guests | Guest and workforce languages against the materials | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A6.7** Information in accessible formats when necessary, such as large print, audio or screen-reader content | Availability of accessible versions | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A7 Staff Engagement

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A7.1** Staff engaged in developing and implementing the sustainability policy and action plans | Committee minutes, feedback sessions, interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A7.2** Clearly defined staff roles and responsibilities for implementing the policy and plans | Job descriptions; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A7.3** Orientation and structured sustainability training on basics and individual roles | Training programme; interviews testing understanding | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A7.4** Records of training or guidance, such as attendance lists and materials | Training file against the staff roster | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A7.5** Training and reference materials in languages understood by all relevant staff | Workforce languages against the materials | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A7.6** Staff supported in obtaining job-related certifications, qualifications or equivalent training | Role requirements; records of support | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A7.7** Staff engagement and feedback regularly reviewed and documented | Review records; actions arising | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A8 Guest Experience

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A8.1** Guest feedback system maintained | Feedback channels | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A8.2** Positive and negative feedback regularly collected and reviewed, by methods suited to size and type | Review records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A8.3** Corrective actions taken and documented for issues, complaints or nonconformities | Action log against complaints and audit findings | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A8.4** Guests notified about corrective actions | Replies to guests; public responses | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A8.5** Guests engaged in sustainability practices through clear guidance and opportunities to participate | In-room and public guidance; participation options | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A9 Collaboration with Stakeholders

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A9.1** Documented engagement with local stakeholders to align goals with community and destination priorities | Stakeholder record; meeting notes; outcomes applied | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A10 Land, Water, and Property Rights

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A10.1** Legal documentation in place for access to and use of key resources such as land and water | Title deeds, leases, water permits | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A10.2** Consultation with affected local, traditional or Indigenous residents and NGOs on projects (where applicable) | Records for recent developments, expansions or major renovations | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A10.3** Regulations, or FPIC where none exist, followed where traditional or Indigenous communities may be affected (where applicable) | Land acquisition files; community agreements | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A10.4** Grievance mechanism for external stakeholders, including on land, water or property rights | The channel; its log | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A10.5** Annual report confirms land and water use comply with legal requirements and agreements | Report text | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A11 Site Selection, Planning, and Development

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A11.1** Required site selection, planning and construction licences and permits obtained for projects (where applicable) | Permits for recent works; A2.1 register | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A11.2** Sustainability risk assessments, such as environmental impacts, integral to project planning (where applicable) | Planning file of the last project | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A11.3** Site, design and access protect landscape and heritage sites, with consultation when necessary (where applicable) | Plans; consultation records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A11.4** Landscape and ecosystem connectivity preserved near protected or sensitive areas (where applicable) | Plans; site observation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A12 Buildings, Construction, and Infrastructure

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A12.1** Preference, where feasible, for qualified local labour in construction, expansion and development | Contractor records for recent projects | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A12.2** Preference for local construction methods and materials, low-impact or certified options (where applicable) | Material specifications and purchase records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A12.3** Runoff managed during works, capturing soil, debris and pollutants (where applicable) | Site during works; contractor method statement | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A12.4** Watercourses, wetlands and catchments protected from construction impacts (where applicable) | Site; drawings | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A12.5** Native or endemic plants prioritised in landscaping and decoration; invasive species always avoided | Planting records; garden walk | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A12.6** Construction waste managed by the hierarchy: reduce, reuse, recycle or upcycle (where applicable) | Waste records for the works | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A13 Procurement

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A13.1** Written procurement policy preferring fair, local and environmentally friendly products and services | Policy; interviews with buyers | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.2** Targets for procurement categories with significant environmental or social impacts | Category targets and tracking | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.3** Targets for locally produced and supplied products, where available, compliant and of sufficient quality | Local share calculation; its population and measure | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.4** Where local supply is impossible, preference for fair-trade, cooperative or responsible vendors | Purchases of coffee, tea, cocoa, sugar and similar | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A13.5** Policy applies circular principles: reusable, returnable, recycled materials; recyclable disposables where unavoidable | Policy; packaging in stores | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.6** Documented policies and procedures to eliminate single-use items through procurement | Procedures; stores; rooms | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.7** Signage, marketing and promotional items electronic, reusable or on recycled or recyclable materials | Printed items; supplier specifications | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.8** No purchase, sale or use of products from vulnerable, threatened or endangered species | Menus, invoices, shop | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.9** Procurement monitored through KPIs such as local, environmentally friendly or fair-trade share | KPI definitions and records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.10** Sustainability indicators integrated into supplier evaluation | Evaluation tool and results | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.11** Preference for suppliers that take and document steps to reduce their environmental impact | Supplier files | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.12** Supplier agreements include sustainability requirements appropriate to the product or service (where applicable) | Contracts | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.13** Supplier compliance reviewed at selection and each contract renewal (where applicable) | Screening records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **A13.14** Due diligence that wild-sourced products comply with wildlife harvesting and trade rules | Wild products purchased; supplier documents | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## A14 Food and Beverages

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A14.1** Plant-based, vegetarian or vegan options; where feasible, one labelled plant-based dish per course | Menus; service observation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **A14.2** Without own food service, nearby sustainable food and beverage providers recommended (where applicable) | Guest recommendations | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |
| **A14.3** Preference for plant-based ingredients that are local or certified, such as organic or fair-trade | Invoices; specifications; menu labels | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |
| **A14.4** Kitchen, buffet and dining practices encourage responsible consumption and reduce food waste | Buffet, kitchen, waste records | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |

## Section B — Social and economic benefits · 9 criteria · 44 indicators

### B1 Community Support

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B1.1** Ongoing financial or in-kind support to the local community and relevant projects | Contribution records; community agreements | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B1.2** Level and nature of community contributions recorded and monitored | Contribution log | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B1.3** Cooperation or skills programmes improving local employability, where feasible and proportionate | Links with schools, training centres, agencies | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

### B2 Local Employment

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B2.1** Written policy committing to fair, equitable employment for qualified local residents | Policy | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B2.2** Policy applied through transparent, inclusive recruitment of permanent and temporary staff | Vacancy notices; recruitment files | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B2.3** Proportion of local staff monitored, including management and supervisory positions | HR data | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B2.4** Preference for suppliers that support local employment | Supplier selection criteria | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

### B3 Local Entrepreneur Support

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B3.1** Local entrepreneurs supported in developing products reflecting the destination, with a list kept (where applicable) | List of products and services; support records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B3.2** Products and services of local entrepreneurs and community businesses promoted to guests | Shop, reception, website | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## B4 Community Services and Livelihoods

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B4.1** Operations do not restrict community access to essential livelihoods | Boundary and shore walk; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B4.2** Operations do not impede local rights-of-way and transport routes | Paths and roads around the property | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B4.3** Activities do not restrict residents' access to their homes | Access routes; delivery and event days | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B4.4** System for local communities to raise grievances | The channel and how it is publicised | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B4.5** Issues documented, addressed promptly, outcomes shared with stakeholders as needed | Grievance log | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## B5 Access for All

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B5.1** Key areas accessible for physical and neurodivergent access needs, where possible and practicable | Walk of key areas | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B5.2** Ongoing accessibility improvements shown through plans or strategies | Accessibility plan | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B5.3** Clear, specific accessibility details and how to request services, before booking and arrival | Website, booking platforms, pre-arrival messages | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B5.4** Communication materials in accessible formats for guests with diverse abilities | Guest materials | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B5.5** People with disabilities included in creating and improving accessibility features | Consultation records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B5.6** Beyond local law, furniture selection and placement support accessibility | Rooms and public areas | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## B6 Code of Conduct

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B6.1** Written code with zero tolerance of exploitation, harassment, abuse or trafficking, per international frameworks | The code and its references | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B6.2** Code gives clear guidelines on respectful verbal and non-verbal communication | The code | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B6.3** Safeguards against inappropriate interactions with minors, including community children, students and interns | Code; check-in practice; intern induction | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B6.4** Guidance on respectful, non-discriminatory interactions with vulnerable or marginalised groups | The code | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B6.5** Code communicated to all staff and regularly updated | Update history; induction records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B6.6** Regular training and guidance on the code for all staff, with records | Training records against the roster | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## B7 Exploitation, Harassment, and Human Trafficking

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B7.1** Written policy and procedures to identify, report, disclose confidentially and respond; child labour prevented | Policy; channel; designated person | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B7.2** Policy communicated internally and externally to staff, guests and suppliers | Handbook, guest charter, supplier contracts | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B7.3** Implementation of the policy and procedures monitored | Monitoring records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B7.4** Staff guidance and training on recognising and reporting exploitation and harassment | Training records; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B7.5** Records showing no child labour or illegal labour employed | Personnel files, including contracted staff | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B7.6** Suppliers required to comply, through selection, contracts, communication and evaluation | Supplier contracts and evaluations | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## B8 Employment Inclusion and Equality

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B8.1** Written inclusive employment policy prohibiting discrimination on all listed non-merit grounds | Policy, read against the grounds in the indicator | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B8.2** Policy regularly reviewed and updated as needed | Review history | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B8.3** Groups at risk of discrimination identified, documented and reflected in HR practice | HR documentation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B8.4** Training on recognising, preventing and addressing bias in the workplace and with guests | Training records; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B8.5** Equal employment opportunities monitored across all positions, including management | HR data | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## B9 Decent Work

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B9.1** National labour regulations met for safe work, including contracted staff; ILO standards where applicable | Legal register; contractor records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B9.2** Directly employed staff have health, medical and social security provisions | Contracts; payroll records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **B9.3** All staff, including contract and temporary, receive at least the legal minimum wage | Payslips; contractor declarations | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **B9.4** Annual wage review with adjustments based on measurable criteria | Review records | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |
| **B9.5** Role-related training, development and advancement pathways; training records for all staff | Training records against the roster | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |
| **B9.6** Staff satisfaction monitored and recorded through surveys or feedback | Survey results; actions | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |
| **B9.7** Safe, confidential grievance system with explicit safeguards against retaliation | Channel; interviews | | ☐ D ☐ R<br>☐ O ☐ I | ☐ C ☐ G<br>☐ N/A | |

## Section C — Cultural heritage · 4 criteria · 12 indicators

### C1 Cultural Interactions

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **C1.1** Educational or interpretive materials for guests on local culture and tangible and intangible heritage | Guest materials, including third-party ones | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C1.2** Guidance and training on customs and etiquette for guest-facing staff; awareness for others | Briefing records; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C1.3** Channel for local communities or Indigenous peoples to raise concerns about operations or guests | The channel | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C1.4** All feedback on cultural interactions reviewed and addressed | Feedback log | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

### C2 Protecting Cultural Heritage

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **C2.1** Contribution to local cultural heritage through financial, in-kind or collaborative support | Contribution records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C2.2** Operations do not impede residents' access to cultural heritage sites | Site; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

### C3 Presenting Culture and Heritage

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **C3.1** Art, crafts or design by local artisans in public and guest spaces | Public spaces; maker records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C3.2** Cultural heritage elements incorporated into operations with legal compliance (where applicable) | Performances, menus, décor | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **C3.3** Permissions obtained for cultural presentations: music, artwork, designs, crafts, performances | Permissions and licences | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C3.4** Experts, NGOs or community representatives consulted on sensitive heritage elements | Consultation records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## C4 Artifacts

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **C4.1** Compliance with local and international laws and conventions when using artifacts | A2 register; permits | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **C4.2** Internal inventory of artifacts: origin, use and display, legal ownership or custody | Inventory against a walk of public spaces | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

# Section D — Environmental benefits · 13 criteria · 75 indicators

## D1 Energy Conservation

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D1.1** Total energy use, and use per guest night or occupied room, by energy type | Data sheet; invoices; meters; occupancy data | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.2** Renewable energy used where available; source and proportion reported annually | Contracts; generation records; report | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.3** Annual targets to cut energy use and raise renewable share, tracked annually | Targets; tracking sheet | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.4** Practical energy-saving steps: efficient lighting and appliances, controls, insulation, ventilation, switch-off | Site and room walk | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.5** Regular maintenance of energy and water equipment for efficiency | Maintenance records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.6** Non-renewable fuels in outdoor heating and cooling reduced as far as achievable | Terrace heating and cooling; energy source | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.7** Energy-saving training or guidance for on-site contractors and staff | Training records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D1.8** Energy policy and practices communicated to guests | Guest information | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D2 Water Conservation

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D2.1** Destination water risk level identified and documented using credible sources | Risk assessment | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.2** Water supply from legally compliant sources not harming environmental flows | Supply contracts; permits | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.3** Total water use by source, and per guest night or occupied room | Data sheet; meters; invoices | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.4** Annual targets to reduce water use, tracked annually | Targets; tracking | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D2.5** Water-efficient equipment and water-saving practices | Fixtures in rooms and kitchens | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.6** Efficient outdoor water use: optimised irrigation and cleaning | Irrigation; leak monitoring | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.7** Linen reuse programme for multi-night stays, with participation monitored | Programme; housekeeping records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.8** Water-saving training or guidance for on-site contractors and staff | Training records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D2.9** Water policy and practices communicated to guests | Guest information | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D3 Greenhouse Gas Emissions

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D3.1** Public commitment by the hotel or parent group to reduce GHG emissions, with clear targets | Public statements | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D3.2** Annual Scope 1 and Scope 2 reduction targets aligned with the plan | Targets in the plan | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D3.3** Annual tracking of Scope 1 and Scope 2 emissions | Calculation; emission factors | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D3.4** Actions to avoid and minimise emissions within own operation | Action list; site | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D3.5** Emissions in the annual report: Scope 1 and 2 at minimum, Scope 3 where feasible | Report; final calculation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D3.6** Remaining emissions offset after reductions, proportionate to size and capacity | Offset certificates; reduction record | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D3.7** Strategy to phase out harmful coolant gases | Refrigerant inventory; plan | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D4 Transportation

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D4.1** Most environmentally friendly and efficient transport options used for operations | Fleet; delivery arrangements | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D4.2** Carsharing, pickups or similar options to reduce staff commuting | Staff transport arrangements | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D4.3** EV charging for guests and staff on site or nearby, where parking is provided (where applicable) | Car park; agreements | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D4.4** Bicycle storage or facilities for guests and staff, where feasible | Site | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D4.5** Guest information on alternative transport options (where applicable) | Guest information | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D5 Wastewater

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D5.1** Compliance with applicable wastewater laws | Register; connection approvals; test results | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D5.2** Documented evidence of safe discharge per legal and environmental requirements | Drawings; walk of every outlet; results | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D5.3** Water reuse, such as greywater recycling, where feasible | Systems; feasibility notes | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D5.4** Technical staff trained on wastewater management and operational guidelines | Training records; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D6 Solid Waste

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D6.1** Written waste management policy committing to reduce waste | Policy | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.2** Waste management plan following the Waste Hierarchy | Plan | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.3** Total solid waste by type, per guest night or occupied room | Weight tickets; data sheet | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D6.4** Annual targets to reduce solid waste, tracked against the plan | Targets; tracking | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.5** Basic waste-segregation infrastructure as a minimum | Site walk | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.6** Single-use items monitored and reduced, prioritising high-impact items | Records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.7** All waste not recovered on site handled through legally authorised or recognised pathways | Contracts; receipts per stream | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.8** Regular training for waste-handling staff, with records | Training records; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D6.9** Guest guidance on waste minimisation and sorting through signage, in-room or digital materials | Rooms; public areas | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D7 Harmful Substances

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D7.1** Updated inventory and Safety Data Sheets for all harmful substances | Inventory; points of use | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D7.2** Overall chemical use monitored for patterns and substitution opportunities | Usage records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D7.3** Targets to replace harmful substances with certified alternatives, including landscaping; progress reviewed | Targets; review records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D7.4** Chemicals stored, handled and disposed of per safety standards and environmental regulations | Stores; disposal records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D7.5** Staff trained on safe handling, storage and disposal of chemicals | Training records; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D7.6** Guests informed about less harmful personal care products, such as reef-safe sunscreen | Guest information | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D8 Minimize Pollution

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D8.1** Potential pollution sources identified by location and operational context | Source list; feedback | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D8.2** Measures to prevent and reduce pollution from sources under direct control | Measures; site observation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D8.3** Pollution levels regularly monitored and reviewed for effectiveness | Monitoring records; complaints | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D8.4** Noise from own operations managed when noise sources are identified (where applicable) | Event records; neighbour feedback | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D8.5** Light pollution minimised, especially in or near protected, sensitive or coastal areas | Night-time observation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D8.6** Smoking only in designated outdoor areas or legal, separated, ventilated rooms | Site walk | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D9 Biodiversity Conservation

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D9.1** Legally and/or internationally protected areas and species in the destination identified and documented | Documented list | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D9.2** Impact management strategy where near protected, sensitive or high-biodiversity areas (where applicable) | Strategy | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D9.3** Monetary or in-kind contributions to biodiversity conservation provided and recorded | Contribution records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D9.4** Property managed to support biodiversity conservation | Grounds walk | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D9.5** Conservation support prioritised where the hotel operates, unless urgent needs exist elsewhere | Contribution records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D10 Invasive Species

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D10.1** Documented list of invasive plant and animal species relevant to location and facilities | List and its sources | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D10.2** Detected invasive species reported and removed promptly with authorities or conservation groups | Contacts; reports | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D10.3** Landscaping and procurement practices preventing invasive plants (where applicable) | Purchase records for plants | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D10.4** Plant inventory identifying native or endemic species, prioritised where feasible | Plant inventory | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D11 Interactions with Animals

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D11.1** Wildlife tour providers comply with regulations and responsible welfare practices (where applicable) | Provider files; one activity observed | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D11.2** Safety protocols protecting animals and people during interactions in the directly managed environment | Protocols | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D11.3** No close contact between visitors and wild animals in the directly managed environment | Grounds; terraces; interviews | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D11.4** Guest information on wildlife conservation and responsible behaviour where animal activities dominate (where applicable) | Guest information; briefings | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D12 Animal Welfare

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D12.1** Licences or approvals obtained and maintained for animals owned or managed (where applicable) | Licences | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D12.2** Housing, care and handling of animals present comply with regulations (where applicable) | Housing and care, observed | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D12.3** Qualified personnel employed or contracted for animals kept (where applicable) | Personnel files | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D12.4** Welfare and well-being of animals monitored and recorded (where applicable) | Welfare records | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D12.5** No animal-based practices compromising welfare or coercing unnatural or stressful behaviour | Activity programme; observation | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## D13 Wildlife Harvesting and Trade

| Indicator | What to look at | Evidence examined | Form | Result | Reason if not applicable |
|---|---|---|---|---|---|
| **D13.1** List of nationally protected species, including threatened, endangered and rare | The list and its sources | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D13.2** Guests and staff advised not to buy, sell, accept or use wildlife or derivatives | Guest information; staff briefing | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |
| **D13.3** No harvesting, display, sale or trade of wildlife, unless strictly regulated, sustainable and approved | Shop, menu, décor | | ☐ D ☐ R ☐ O ☐ I | ☐ C ☐ G ☐ N/A | |

## Count of results

*Count the results by section before writing anything else. The number of gaps is the honest size of the work ahead. The Excel version counts them automatically.*

| Section | Indicators | Conforming | Gap | Not applicable (reason written) | Not yet assessed |
|---|---|---|---|---|---|
| **Section A — Sustainable management** | 74 | | | | |
| **Section B — Social and economic benefits** | 44 | | | | |
| **Section C — Cultural heritage** | 12 | | | | |
| **Section D — Environmental benefits** | 75 | | | | |
| **Total — forty criteria** | 205 | | | | |

| Audit | Entry |
|---|---|
| **Property** | |
| **Auditor(s), by role** | |
| **Dates of the audit** | |
| **Areas and shifts covered** | |
| **Signature and date** | |

> *Keep each completed checklist, dated and signed, as the record of coverage for the internal audit programme. Gaps go to the finding and corrective-action log. Independent material; not affiliated with or endorsed by the GSTC. The standard's own text at www.gstc.org prevails.*