WORKING MATERIAL 4.13 · CHAPTER 4 — THE CERTIFIER'S LENS · SETTING: DARJEELING, INDIA

Supplier Due Diligence Through the Certifier's Eyes

Source: Francesco Dore, The Helm and the Lens, Volume 7b — GSTC Hotel Standard v4.0, subchapter 4.13 (book page 349)

GUIDING QUESTION

A hotel's sustainability is partly bought: tea, linen, chemicals, transfers and excursions arrive from businesses the hotel does not run. The Hotel Standard asks the hotel to choose and review those businesses responsibly, and the Accreditation Manual tells the certification body to check how it does so. What will an auditor ask about a hotel's suppliers, and what counts as an answer?

WHO THE RULES BIND

The GSTC Accreditation Manual (AM-I v4.1) cited on this sheet binds certification bodies, not hotels. Where a row refers to it, it describes what the certifier must do and what the hotel can check; it is not a requirement of the GSTC Hotel Standard.

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 supplier on the approved list is an evaluated supplier	No	Annex C1.3 requires a recorded evaluation with a defined tool, not a list	
Due diligence means auditing every supplier on site	No	Guidelines to A13 allow basic screening or sampled evaluations; C1.2 asks for prioritisation	
Tea bought from a merchant in town is local procurement	Only partially true	The guidelines exclude traders who primarily provide goods from outside the destination	
A product certified to a recognised standard needs no evaluation	Only partially true	Certified products meet A13 and A14 preferences, but the hotel still records its evaluation of the supplier	
Supplier due diligence concerns only the environment	No	Requirements cover environmental, social and ethical aspects; clause 12.3 covers forced labour	
A long and trusted relationship is evidence enough	No	The standard asks for review at selection and at each renewal, recorded	

2 · Common mistakes — a self-check

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

☐ Treating a supplier list or an invoice file as evidence of supplier evaluation.

☐ Evaluating no one because every supplier seems equally important.

☐ Sending a questionnaire to every supplier and drawing no conclusions from the answers.

☐ Counting goods from a town trader as local when they are produced elsewhere.

☐ Making claims about products whose suppliers have never been evaluated.

☐ Limiting due diligence to environmental questions and ignoring labour and ethical aspects.
☐ Forgetting contractors such as laundries, transport companies and tour providers.
☐ Evaluating a supplier once and never again at contract renewal.

3 · A Checklist for Supplier Due Diligence

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

Question	Why it matters	Our answer
Have we ranked our suppliers by spend and by social and environmental impact?	Annex C1.2: the body evaluates how the hotel selects and prioritises	
Do we use one defined evaluation tool, and is each result recorded?	Annex C1.3 requires a recorded evaluation with a tool based on the Hotel Criteria	
Have priority suppliers been told in writing what we require?	Communication of requirements is part of C1.3 and A13.12	
Which of our claims depend on a supplier, and is that supplier evaluated?	A5.2 and A14 require claims to be supported by evidence	
Have our contractors declared any prosecutions for forced labour or environmental violations?	Clauses 12.2 and 12.3 reach entities contracted by the hotel	
Do we review suppliers at selection and at every renewal?	Indicator A13.13 sets those moments as the minimum	

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 there a written procurement policy preferring fair, local and environmentally friendly products (A13.1)?	Procurement policy	☐
Are suppliers ranked by spend and impact, with priorities evaluated with a dated, signed tool?	Supplier matrix; evaluation forms	☐
Have requirements been communicated in writing and included in key contracts (A13.12)?	Requirement letters; amended contracts	☐
Is supplier compliance reviewed at selection and at each renewal (A13.13), with due diligence on wild-sourced products (A13.14)?	Screening column in the supplier list	☐
Is every product claim supported by verifiable documentation (A5.2)?	Room cards and menus against supplier records	☐

> *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.*