



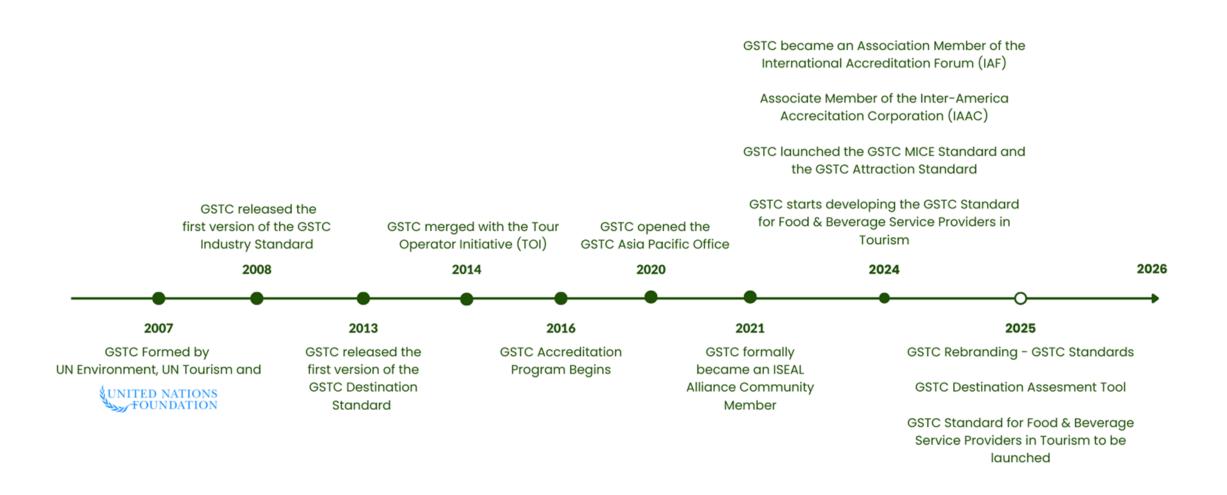
GSTC Mission, Activities, and Plans

#GSTC2025 Fiji

Randy Durband, CEO
Dr. Mihee Kang, Chief Assurance Officer



GSTC History





GSTC Standards

hotels, tour operators (2008, 2012, 2016)

GSTC Destination Standard for policy & destination mgmnt (2013, 2019)

GSTC MICE Standards venues, organizers, events (2024)

GSTC Attraction Standard (2024)

GSTC Food and Beverage Service Providers in Tourism under development



Four Pillars of GSTC Standards









A: Demonstrate sustainable destination management

B: Maximize economic benefits to the host community and minimize negative impacts

C: Maximize benefits to communities, visitors, and culture; minimize negative impacts

D. Maximize benefits to the environment and minimize negative impacts



SDGs and GSTC Standards



ABOUT STANDARDS CERTIFICATION ACCREDITATION TRAINING MEMBERSHIP EVENTS RESOURCES ENGlish Q

The GSTC Standards and the UN SDGs



What are the UN Sustainable Development Goals?

In 2015, the UN set an ambitious 15-year plan to achieve by 2030, which addresses some of the most pressing issues the world is facing.

The Sustainable Development Goals (SDGs) are a universal call to action by all countries, regardless of their economic status, to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

What is the relationship between the GSTC Standards and the Sustainable Development Goals?

There is a strong relationship between the GSTC Standards (known previously as GSTC Criteria) and the Sustainable Development Goals (SDGs). By up taking the GSTC Standards, you are helping to meet the UN SDGs. Economic, environmental, and societal dimensions are all addressed by the GSTC Standards. Destinations and organizations looking to contribute to the SDGs will find that the GSTC Standards and other GSTC-Recognized Standards provide effective

Corresponding SDG to each criterion of the GSTC Destination Standard

The GSTC Destination Standard v2.0 and the GSTC Industry Standard for Hotels and Tour Operators, include performance indicators designed to provide guidance in measuring compliance with the Standards, Application of the Standards will help destinations and organizations contribute towards the 2030 Agenda for Sustainable Development and the 17 Sustainable Development Goals. Against each of the Standards, one or more of the 17 SDGs is identified, to

Corresponding SDGs to each criterion of the GSTC Destination Standard

sustainable management

minimize negative impacts

minimize negative impacts

benefits to the host community and communities, visitors, and culture; environment and minimize negative

A1 Destination management responsibility

The destination has an effective organization, department, group, or committee responsible for a coordinated approach to sustainable tourism, with involvement by the private sector, public sector and civil society. This group has defined responsibilities, oversight, and implementation capability for the management of socio-economic, cultural and environmental issues. The group is adequately funded, works with a range of bodies in delivering destination management, has access to sufficient staffing (including personnel with experience in sustainability) and follows principles of sustainability and transparency in its operations and transactions.



A2 Destination management strategy and action plan

Corresponding SDGs to each criterion of the GSTC Destination Standard

minimize negative impacts

benefits to the host community and communities, visitors, and culture; environment and minimize negative minimize negative impacts

SECTION A: Demonstrate effective SECTION B: Maximize economic SECTION C: Maximize benefits to SECTION D: Maximize benefits to the

B1 Measuring the economic contribution of tourism

The direct and indirect economic contribution of tourism to the destination's economy is monitored and publicly reported. Appropriate measures may include levels of visitor volume, visitor expenditure, employment and investment and evidence on the distribution of economic







B2 Decent work and career opportunities

The destination encourages and supports career opportunities and training in tourism. The destination's tourism enterprises commit to providing equality of opportunity for local employment, training and advancement, a safe and secure working environment, and a living wage











B3 Supporting local entrepreneurs and fair trade

The destination encourages the retention of tourism spending in the local economy through supporting local enterprises, supply chains and sustainable investment. It promotes the development and purchase of local sustainable products based on fair trade principles and that reflect the area's nature and culture. These may include food and beverages, crafts, performance arts, agricultural products, etc.







B4 Support for community

The destination has a system to enable and encourage enterprises, visitors, and the public to contribute to community and sustainability







527 Destination & Organization Members in 91 countries



GSTC Board of Directors





GSTC Board of Directors



Luigi Cabrini
Chairman of the Board
of Directors of the GSTC



Dr. Kelly Bricker
Associate Dean and Director,
the Hainan University-Arizona
State University International
College



CB Ramkumar
Director of Green Dreams for
the Planet



Koko Tang
Co-founder and CEO
of Vinetree Tourism



Dr. Yasemin Biro Kirtman Knowledge and Learning Coordinator at the Policy, Partnerships and Operations Unit, Global Environment Facility (GEF)



Randy Durband
CEO of GSTC



Dr. Elif Balcı FisunoğluVice General Manager,
Tourism Operations
and Development TGA



Matt Callaghan
Chief Operating Officer,
easyJet Holidays



Kuniko Takasaki Managing Executive Officer, Chief DEIB Officer, JTB Group



Dr. loannis PappasCEO of Green
Evolution SA



GSTC Board of Directors



Glenn Mandziuk CEO, World Sustainable Hospitality Alliance



Inge Huijbrechts Chief Sustainability & Security Office, Radisson Hotel Group (RHG)



Edison Chen Vice President, Trip.com Group



Founder and CEO of Sustainable Riviera Maya



Kate Heiny
Vice President of
Sustainability, Booking
Holdings



Melvin Mak
Group Director
Sustainability & ESG,
TUI Group



Julián Guerrero FLS
Lawyer. Policy and
strategy expert on
sustainable and
regenerative tourism



Matthias Beyer CEO Mascontour

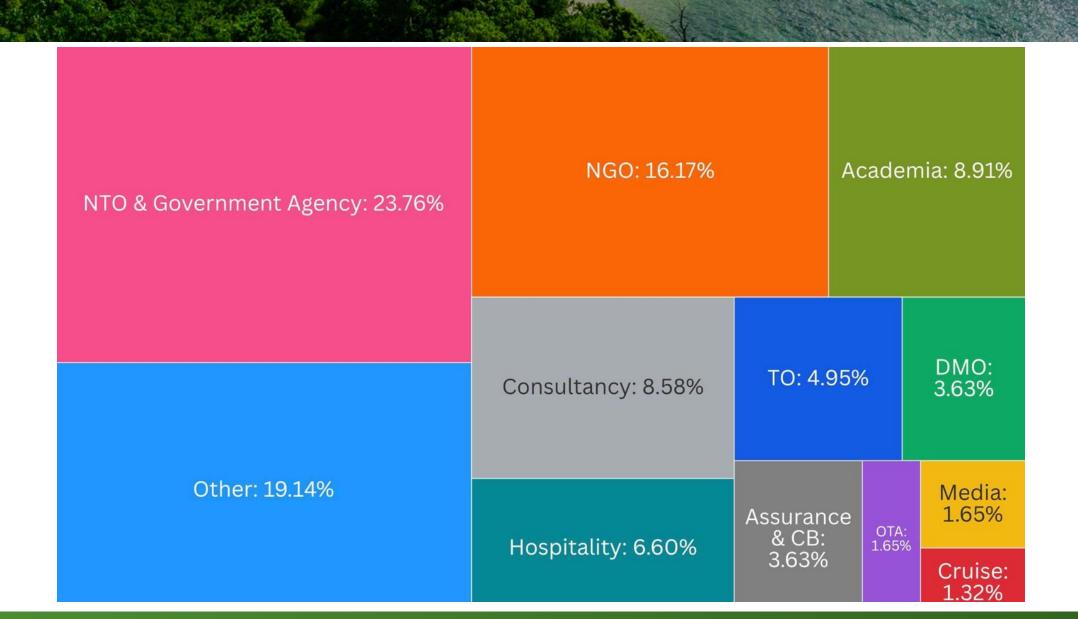


Jorge MollerDirector,
Regenera

#GSTC2025 Attendees



#GSTC2025 Attendees



Updates on branding



★ GSTC renamed our global standards from 'GSTC Criteria' to 'GSTC Standards' to enhance clarity and alignment with international terminology.

*New web domain: org



Definitions

Sustainable Tourism

Net-zero

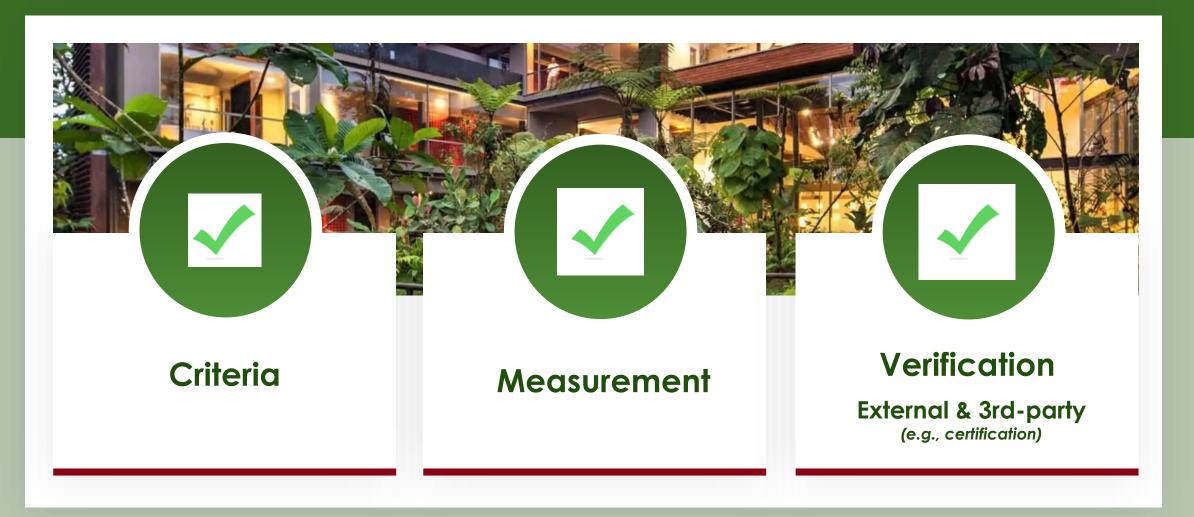
Ecotourism

Regenerative Travel / Tourism

Net-positive



Components of Systematic Approaches to Sustainable Tourism





Pathway to Sustainability

Training and improvement come first, then:

	Number of Attributes	Level of Assurance	Sample Timeline
Stage 1	30% of the GSTC Standard	desktop audit or brief on-site audit	End of next year
Stage 2	70% of the GSTC Standard	on-site audit	Two years from now
Stage 3	100% of the GSTC Standard	certification by a GSTC-Accredited Certification Body — renew on 3-year cycle for continuous improvement —	3 or 4 years from now

GSTC Sustainable Tourism Training Program



Sustainable Tourism Course



Sustainable MICE Course

All courses are availab

Available Language: English, Spanish



English Spanish German Greek Swedish Italian French Korean

Japanese

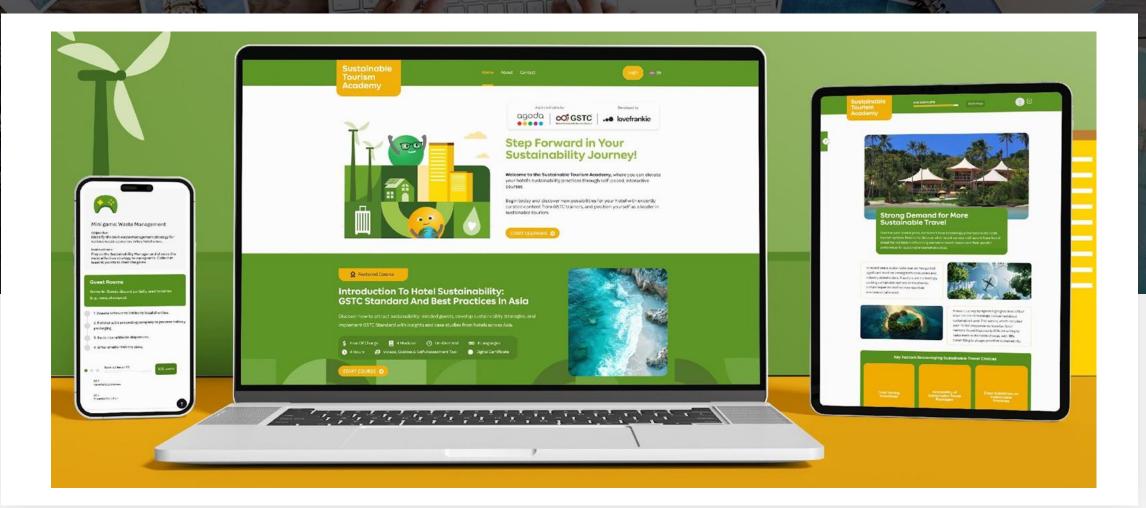
Chinese Bahasa Indonesia Bahasa Malaysia Turkish Russian

Polish

Thai Vietnamese Sinhala (Sri Lanka)

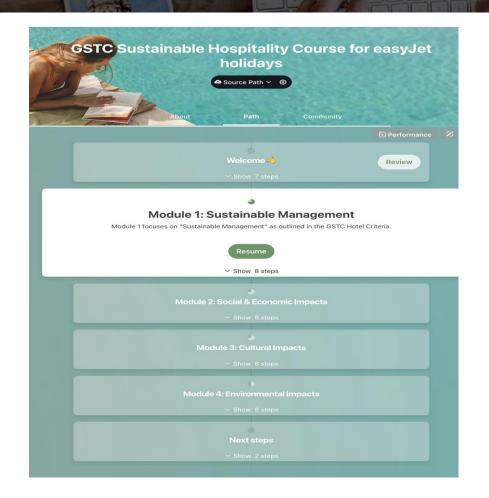
Arabic

Sustainable Hospitality Course with Agoda





Sustainable Hospitality Course with easyJet holidays





Welcome Message from Matt Callaghna Chief Operating Officer, easyJet holidays





We thank our Training Supporters!

Training Funders

Traveloka

Agoda

easyJet holidays

Virgin Voyages

Japan Tourism Agency

European Union

USAID

Training Partners

Ascott Centre for Excellence, Singapore California State Universities, USA Cappadocia University, Turkiye Colombo National University, Sri Lanka Colorful Earth, China DASTA, Thailand Green Evolution, Greece Nastadeem, Jordan NTUC LearningHub, Singapore Regenera, Chile TrainingAid, Germany

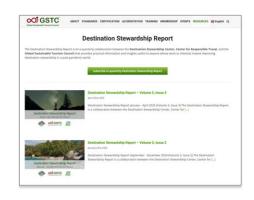
Destinations Program

Destination Stewardship Working Group





Destination Stewardship Report & Yearbook





Destination Assessment











Content With Purpose





"Travel Redefined: Tourism for People and Planet" - a film series developed by Content With Purpose (CWP) and GSTC

- filmed across **six continents**, highlights tourism supporting conservation, biodiversity, cultural preservation, accessible travel, and more.
- launches August 19th

Many **GSTC members** took part, including some of you here today from Tahiti, Bahamas, Cook Islands, Intrepid, and Peninsula Papagayo.

We invite you to join the **official trailer** view, which will be shown today **during coffee break at 10:25 AM** in the Frangipani & Gardenia room

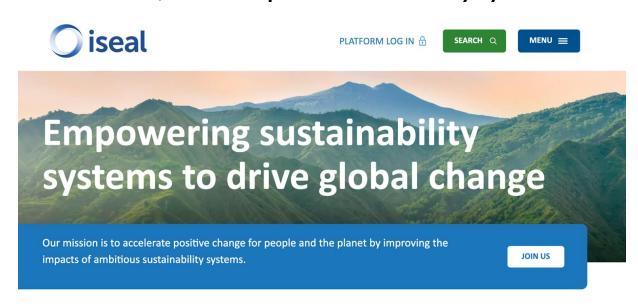
Why GSTC Accreditation?

GSTC Accreditation creates Trust & Quality

GSTC became an Association Member of The International Accreditation Forum (IAF) in November, 2024



The GSTC is an ISEAL Community Member, a global membership organization for ambitious, collaborative, and transparent sustainability systems.





GSTC ASSURANCE

For Tourism Stakeholders and Certification Bodies

O X QUIZ

- 1. GSTC is a Certification Body
- 2. GSTC is an Accreditation Body
- 3. GSTC is a Scheme Owner

GSTC ASSURANCE

Recognized-standard Program for GSTC Accreditation Service for

Standards that adhere to and are equivalent to the GSTC Standards.

Certification bodies that provide credible and impartial certification against the GSTC Standards or GSTC-Recognized standards with required competency.

DEFINITIONS

GSTC Standards: documents that provide requirements or guidelines that can be used consistently to ensure that tourism businesses or destinations meet sustainability goals.

GSTC Certification Scheme: a documented and structured system that outlines the rules, procedures, and management needed to conduct GSTC certification.

GSTC Accreditation: GSTC's attestation of a certification body's competence to carry out GSTC Certification.

GSTC Certification: GSTC-accredited certification body's attestation that a tourism business/destination meets the GSTC sustainability requirements.

GSTC ACCREDITATION

GSTC Accreditation Service

GSTC-accredited
Certification Bodies

GSTC-certified Businesses/Destinations

- Accredit
 Certification
 bodies (CBs)
- Conduct surveillance assessments

- Certify tourism businesses/ destinations
- Conduct surveillance audits

- Prove compliance with the standards
- Improve their management system and practices

DEFINITION

GSTC Standards: documents that provide requirements or guidelines that can be Certification

Accreditation

Accreditation

the rules, procedures, and management needed to conduct GSTC certification. GSTC is

GSTC Accreditation: GSTC's attestation of a certification body's competence

Scheme Owner & Accreditation Body

ASSURANCE 2025 - Standard-setting

Standards-setting

F&B Service Providers Standard Development (August 14, 2024~) Hotel and Tour Operator Standards Revision (July 1, 2024~)



FOR CREDIBILITY AND VALIDITY

ISEAL Code of Good Practice for Sustainability Systems

- Standard-setting
- Monitoring, Evaluating, and Learning
- Assurance
- Claims

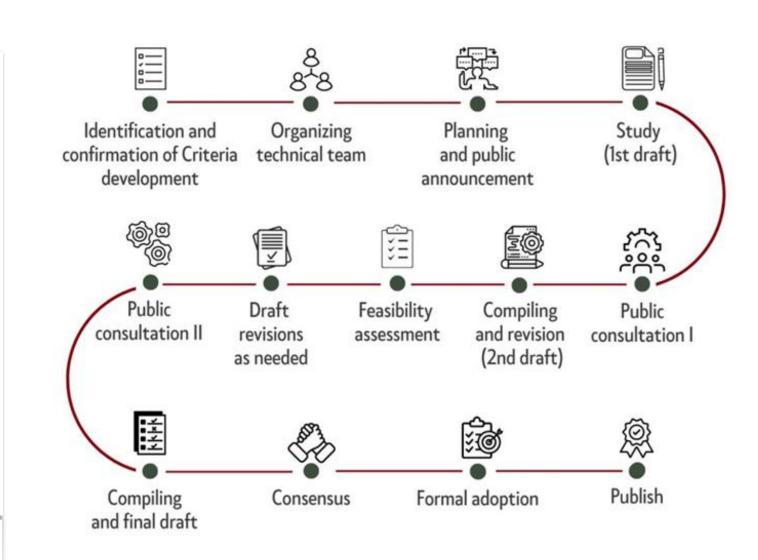
FOR CREDIBILITY AND VALIDITY



GSTC STANDARD-SETTING MANUAL

Version 3.0

April 3rd, 2023



FOR CREDIBILITY AND VALIDITY



ABOUT STANDARDS CERTIFICATION ACCREDITATION TRAINING MEM

GSTC Standards Development

GSTC Standards for Food and Beverage Service Providers in Tourism

- The first public consultation started on the 2nd of January and is open until the 3rd of March, 2025.
- · GSTC Standard for Food and Beverage Service Providers in Tourism Development has started.
- · GSTC Standard for Food and Beverage Service Providers in Tourism Terms of Reference

GSTC Standards Revisions

GSTC Industry Standard

- The second public consultation is completed (15th November 2024 15th January 2025)
- The first public consultation using the GSTC-I v. 3 is completed (1st July 31st August 2024)
- The 4th revision process of GSTC Industry Standard started (from 1st July 2024 31st August 2025)
- GSTC Industry Standard Revision Terms of Reference relating to the 2024 revision of the Industry Standard

Upcoming Standards Development & Revisions

Standards Development

Currently, there is no plan to develop new Standards.

Standards Revisions

The GSTC Destinations Standard revision will start in 2025.

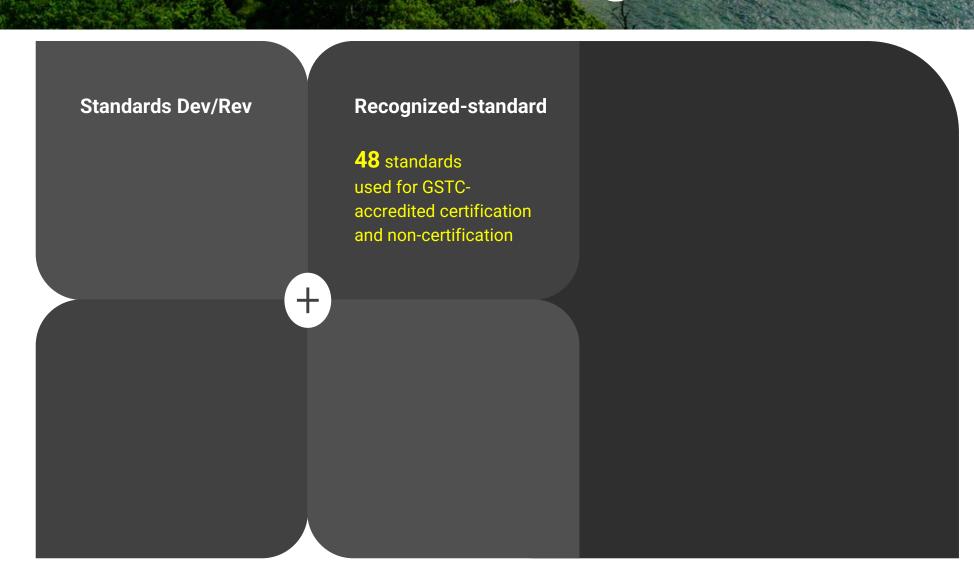


ABOUT STANDARDS CERTIFICATION ACCREDITATION TRAINING MEMBERSHIP EVENTS RESOURCES #Benglish Q

Standards Development & Revisions History

Standard Name	Sub-group Name (if any)	Related Information and Links	First Release / Latest Revision, Year
GSTC Attraction Standard	N/A	GSTC Attraction Standard was published in November 2024. Announcement – GSTC to develop new Standard. GSTC Attraction Standard Terms of Reference. The key findings of the 1st public consultation are available here. The feasibility assessment participated organizations. The Attraction Standard Development Process Summary Report.	Released on 14 November 2024
GSTC MICE Standard	Venues, Event Organizers, and Events & Exhibitions	GSTC MICE Standard was published in February 2024. Announcement – GSTC to develop new Standards. GSTC MICE Standard Terms of Reference. The key findings of the 1st public consultation are available here. The feasibility assessment participated organizations. The MICE Standard Development Process Summary Report.	Released on 28 February 2024
GSTC Destination Standard	N/A	The second version of the GSTC Destination Standard GSTC Destination Standard Revision Term of Reference	Revised on 6 December 2019
GSTC Destination Standard	N/A	The first version of GSTC Standard for Destinations (GSTC-D) GSTC-D serves as the world's baseline standards for tourism destination management and as a framework for national or regional sustainability standards.	Released on 10 December 2013 (The Standard slone vast released on 1 November 2013)
GSTC Industry Standard	Hotels, and Tour Operators	The third version of GSTC Industry Standard (former GSTC-H&TO) The Revision Report** GSTC Industry Standard Revision Terms of Reference** The main changes made from the GSTC-H&TOv2 to the Industry Standard. *** In 2021, a review of the need for revision concluded that it was not necessary.	Revised on 21 December 2016
GSTC Stanard (GSTC-H&TO)	Hotels, and Tour Operators	The second version (GSTC-H&TOv2) with indicators.	Revised on 10 December 2013 (The Standard alone was released on 23 February 2012)
GSTC Standard (GSTC-H&TO)	Hotels, and Tour Operators	The first version (GSTC+H&TOv1)	Released on October 6, 2008

ASSURANCE 2025 - Recognized-standards



ASSURANCE 2025 - Auditor Training

Standards Dev/Rev

Recognized-standard



Auditor Training

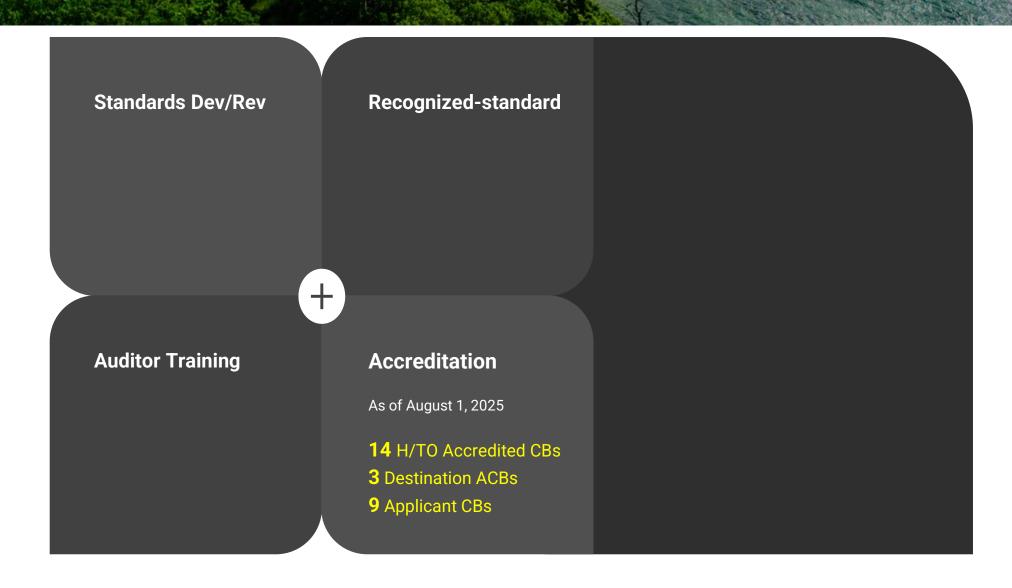
As of July 11, 2025

54 training sessions

1154 participants

611 test completed auditors

ASSURANCE 2025 - Accreditation

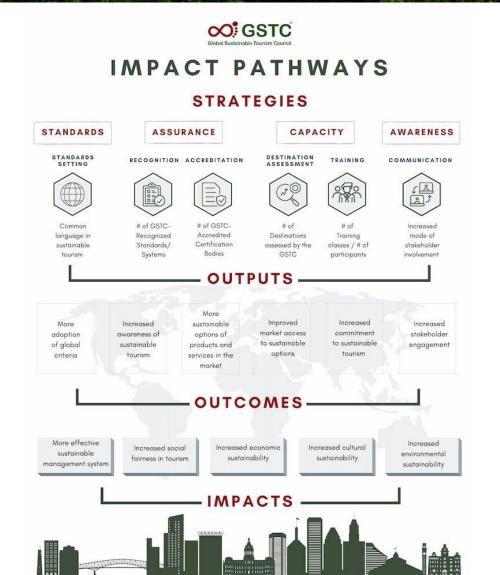


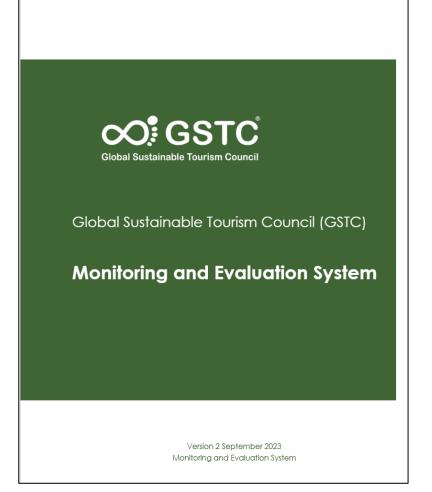
ASSURANCE 2025 - Initiatives/Research

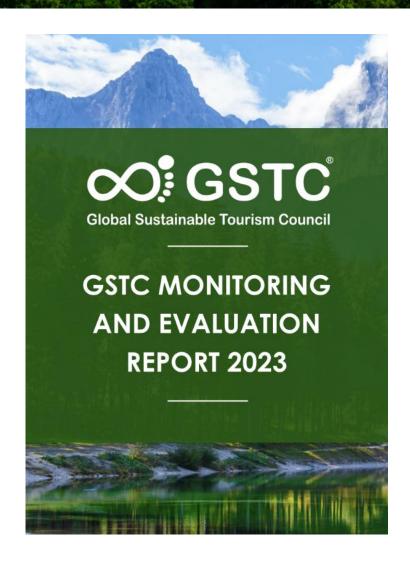
Initiatives/Research Standards Dev/Rev **Recognized-standard** 1. Roundtable for Micro-**Small Enterprises** Certification 2. Roundtable for Animal **Welfare in Tourism** 3. ISEAL Innovation Fundprojects (e.g., Remote audits) 4. Certification Impact **Auditor Training** Accreditation Research 5. ESG Reporting for **Tourism Business** 6. Sustainable procurements- connecting sustainable products/service with hospitality sector

ISEAL Code of Good Practice for Sustainability Systems

- Standard-setting
- Monitoring, Evaluating, and Learning
- Assurance
- Claims









08 Impact Report: Evaluating the Impacts of GSTC Certification: Insights from the Türkiye Sustainable Tourism Program

GSTC conducted research that aims to examine hotels' attitudes toward GSTC Certification, along with the benefits and challenges encountered throughout the certification process. The findings derived from the Türkiye sample are expected to contribute to a comprehensive evaluation of the impacts of GSTC Certification. A mixed-methods approach has been adopted, consisting of two phases: quantitative and qualitative. The results presented here are from a qualitative approach: Focus Group Interviews, which provide valuable insights into the impacts of GSTC Certification.

In 2022, the Türkiye Tourism Promotion and Development Agency (TGA), official tourism board of Türkiye operating under auspices of the Ministry of Culture and Tourism, signed a collaboration agreement with the GSTC and adopted the GSTC Industry Standard, which serves as the cornerstone of Türkiye's Sustainable Tourism Program and forms the basis for nationwide sustainable tourism certification across the industry. The same year, the Ministry of Culture and Tourism announced a national program and made sustainability certification mandatory for all hotels in the tourism sector.

According to the Türkiye program requirements, approximately 22,000 hotels operating in Türkiye shall obtain GSTC Certification by 2030. Thus, Türkiye stands out as an essential case in understanding the impacts and outcomes of GSTC certification. Therefore, in the context of this study, the sample was selected from the Türkiye case.

All the conclusions and results presented here are direct quotations in the form of a summary of the "Impact Report: Evaluating the Impacts of GSTC Certification: Insights from the Türkiye Sustainable Tourism Program". (There are slight changes in the wording for the sake of clarity and conciseness.)

SAFEGUARDING CREDIBILITY







Home About Members IAF MLA IAF MLA Signatories Publications Media Center FA



Association Member

GSTC (Global Sustainable Tourism Council)

Code of Conduct Adopted: 07 Nov 2024

https://gstcouncil.org

United States of America



Americas - Global Sustainable Tourism Council (GSTC)



Randy Durband, Chief Executive Officer

Tel: +1 415 378 3572

Email: ceo@gstc.org

Website: https://www.gstcouncil.org/

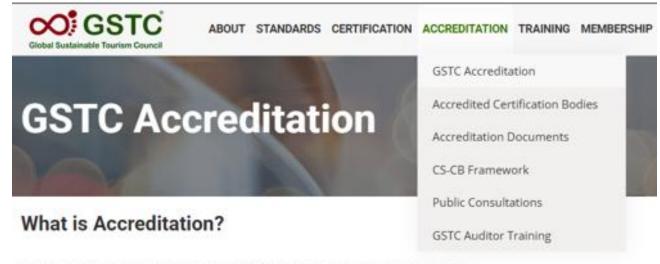
SAFEGUARDING IMPARTIALITY & TRANSPARENCY

Set the rigorous requirements for certification bodies

- ISO/IEC 17065:2012 Conformity assessment Requirements for bodies certifying products, processes and services
- GSTC Tourism-specific Requirements

Publicly available information:

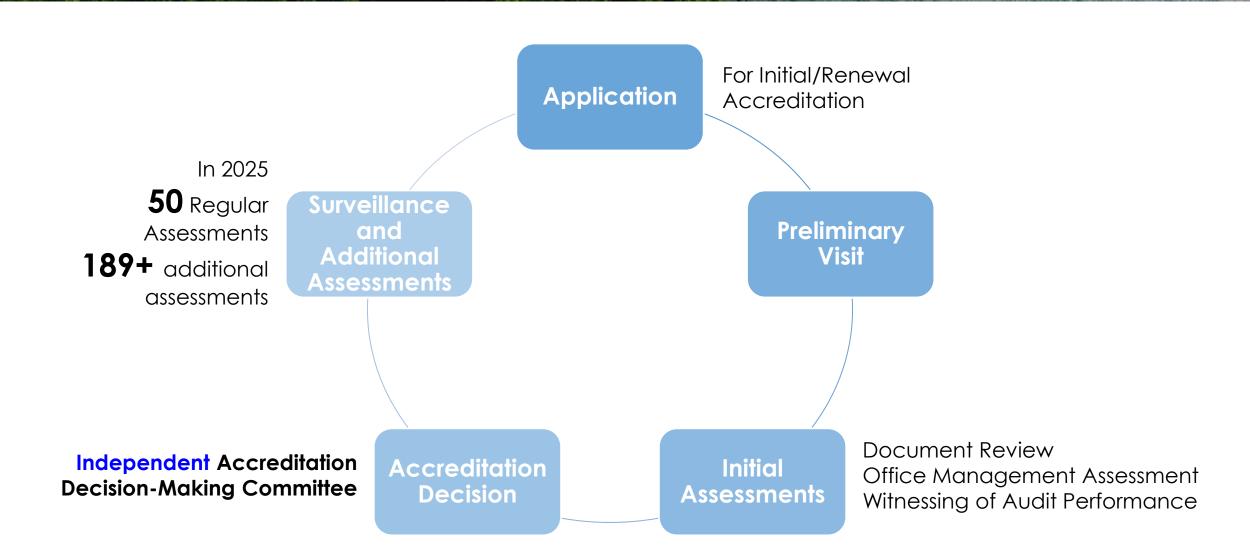
- Accreditation Requirement
 - Public consultations and reporting
- Accreditation Procedure
- Accreditation Fees
- Accredited Certification Bodies
- Auditors completed tests



The Global Sustainable Tourism Council (GSTC) provides and manages accreditation.

Accreditation is a mark of quality that GSTC places on the certification bodies (CBs) that opt for our independent and ir

GSTC ACCREDITATION - INTENSIVE ASSESSMENTS

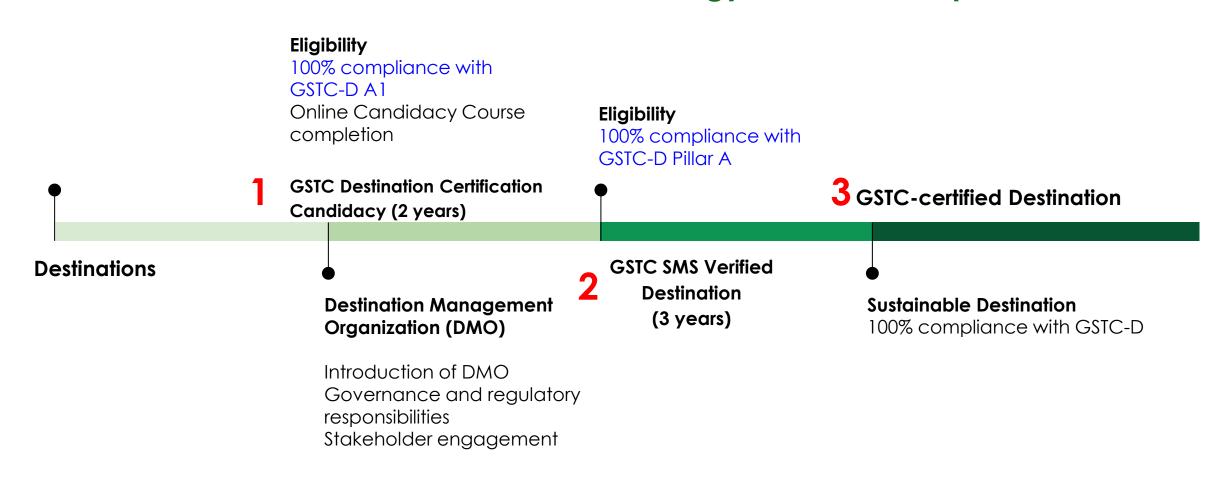


REQUIREMENTS FOR HOTEL'S PERFORMANCE

- B.3. Local Purchasing: policy, purchased amount of fresh food and beverage
- B.7. Decent work: living wage
- D.1.1. Environmentally preferable purchasing: policy, unregulated/endangered species, assessment of suppliers performance, increase in share and product category
- D.1.2. Efficient purchasing: Zero single-use plastic practices
- D.1.3. Energy conservation: LED, renewable energy use, keycard switches
- D.1.4. Water conservation: water-efficient equipment, linen reuse, water-saving practices/procedures
- D.2.1. Greenhouse gas emissions: Vegetarian/vegan menu, electric car charging stations
- D.2.4. Solid waste: policy for waste reduction to landfill

REQUIREMENTS FOR DESTINATION MANAGEMENT

Certified Tourism Businesses / Renewable Energy/ Green Transport



GSTC as Scheme Owner in the EU

Certification Bodies are required to get accredited by their national accreditation bodies by the **EU Regulation (EC) No 765/2008** Of THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing Regulation (EEC) No 339/93.

GSTC has been working with **Italian National Accreditation Body (ACCREDIA)** since October 2023 for H/TO Certification Bodies.

GSTC and Accredia has completed the review process for Accreditation of Destination Certification Bodies on January 2024

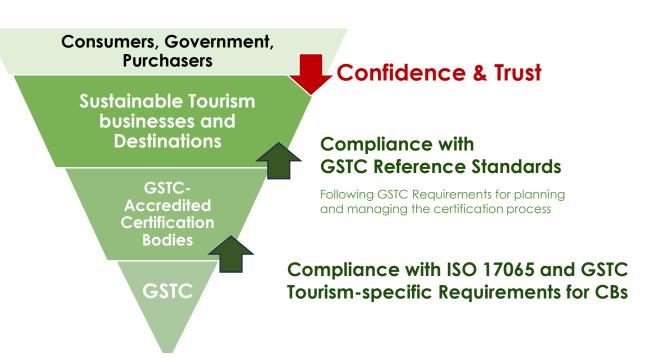
GSTC has been taking a process to work with **the European co-operation for Accreditation(EA)** for accreditation in European countries following "**EA-2/13** EA Cross Border Accreditation Policy and Procedure for Cross Border Cooperation between EA Members".

Coming soon (2026-2027)

Accreditation for the scopes of:

- MICE Certification
- Attraction Certification
- F&B Service Providers Certification

Destination Standard Revision



Back to Randy

Accreditation is the Mark of a Mature Certification Service

TABLE 8.2 Maturity levels of a country's product certification services, by characteristic

CHARACTERISTIC	RUDIMENTARY (VERY LITTLE IS IN PLACE)	BASIC (LOW- TO MIDDLE-INCOME COUNTRY APPROACH)	ADVANCED (ECONOMYWIDE APPROACH, SECTORAL APPROACH)	MATURE (TOTALLY FREE- MARKET APPROACH)
Certification body infrastructure	No national certification body established	 A national certification body to support Locally manufactured products; and Critical technical regulation implementation 	Product certification scheme services defined through economywide surveys and defined sectoral needs	Product certification schemes determined by free-market principles
Recognition	None	Through accreditation	Through accreditation	Through accreditation
Establishment	None	Public sector certification body	Mix of public and private sector certification bodies	Predominance of private sector certification bodies; public sector certification bodies mostly looking after SME sector
		Foreign certification bodies?	Public sector certification bodies looking after SME sector	

Source: the World Bank https://thedocs.worldbank.org/en/doc/449941553266027206-0090022019/original/Section8ProductCertification.pdf

GSTC's Zero Tolerance Policy

NO

- 1. child labor
- 2. human exploitation
- 3. discrimination
- 4. unnecessary single-use plastics
- 5. wildlife abuse





Conference Themes & Goals

Conference themes:



Coastal and Island
Tourism



Community, Culture, and Responsible Development



Climate Resilience, Adaption, and Sustainable Recovery

- Everyone here is an expert and could be on stage
- Designed for interactive shared learning
- Emphasis on real solutions to common challenges
- Time for Q&A



Let's give Slido a try!

Join at slido.com

#GSTC2025

Joining code: GSTC2025





Let's give Slido a try!

Create a profile on Slido





There are no questions asked yet.

Ask the first one!





Let's give Slido a try!

Can tourism be "regenerative"?



Two Slido questions for you

1 - Has "regenerative tourism" been clearly defined?

2 - Can a specific business or destination be regenerative?



Slido Giveaway



Sustainable Tourism Course



Sustainable Hospitality Course



Sustainable Tour Operator Course



Accessible & Inclusive
Travel Course



Sustainable MICE Course



Destination Stewardship Course



Sustainable Business Travel Course



Private or Custom training

Slido giveaway: The most active participant on Slido during the two-day conference will receive a prize. The winner will be contacted by our team and announced on the last day of the Conference.

Prize: A free registration to one of the GSTC Sustainable Tourism Training courses.

All courses are available for private groups and can be customized. For more information, contact us at training@gstc.org

Available Language: English, Spanish, German, French, Italian, Greek, Swedish, Korean, Turkish, Japanese, Chinese, Indonesian, Malay, Russian, Thai, Vietnamese, and Arabic (contact us for availability of classes in any of these languages).



Use the hashtag #GSTC2025

Social MediaGiveaway

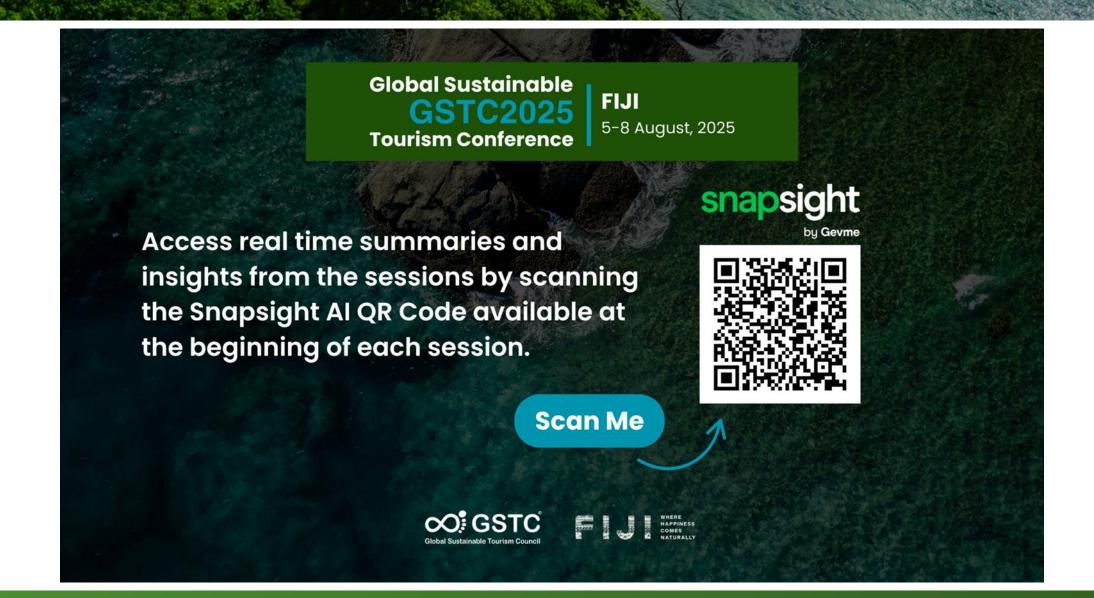


Social media giveaway: Post about the Conference on social media with the hashtag **#GSTC2025** from August 6th to August 8th. There will be a random lucky draw for social media users that post with the hashtag and the winner will be announced on our social media channels in the following weeks.

Prize: A free registration to one of the GSTC Sustainable Tourism Training courses.



Snapsight Al by Gevme



GSTC2025 Fiji

Organizers









WHERE
HAPPINESS
COMES
NATURALLY

GSTC2025 Main Conference Sponsors

Booking.com Reforest









GSTC2025 Promotional Stands

















Conference Media Partners

DestinAsian







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WHERE **HAPPINESS** COMES NATURALLY





Global Sustainable GSTC2025

Tourism Conference

FIJI

5-8 August, 2025

See you at #GSTC2026 Phuket



