

## EcoStar Tourism Accreditation Standards

When completing your assessment within the Quality Tourism Framework:

- **Only make claims you can verify** with real actions, data, or examples.
- **Avoid broad or vague statements** such as “eco-friendly”, “green”, “sustainable”, or “environmentally responsible” unless you can clearly explain what you mean.
- **Use measurable commitments** (e.g., percentages, timelines, specific actions) rather than general aspirations.
- **Do not claim impacts or outcomes** (e.g., “we reduce emissions”, “we protect wildlife”) unless you can show how you do this.
- **Describe what you actually do**, not what you hope to do in the future.
- **Be honest about limitations**, transparency builds trust and avoids greenwashing.

Section	Section Subheading	Quality Tourism Framework Standard Requirement
<p><b>Governance &amp; Business Management</b></p>		<p>A sustainability policy is a core requirement for EcoStar Accreditation. It demonstrates how sustainability is embedded into business decision-making and day-to-day operations.</p> <p>Businesses are expected to have a documented sustainability policy that reflects their operations and outlines a clear commitment to:</p> <ul style="list-style-type: none"> <li>• Environmental protection</li> <li>• Social responsibility</li> <li>• Economic sustainability</li> </ul> <p>The policy should also address:</p> <ul style="list-style-type: none"> <li>• Human rights and health and safety considerations</li> <li>• Key sustainability focus areas relevant to the business (such as resource efficiency, waste reduction, community engagement, and cultural respect)</li> <li>• Specific, measurable objectives, including defined targets or timeframes</li> <li>• Content that reflects the nature and scale of the business, rather than generic statements</li> </ul> <p>In addition to having a policy, businesses must demonstrate how it is actively implemented and informs operations.</p> <p>Where a business does not have an existing sustainability policy, one must be developed using the approved template.</p> <p><i>GSTC Alignment - A.1.1</i> The organisation has a long-term sustainability management system (SMS) that is suitable to its size and scope.</p>

	<p><i>GSTC Alignment - A.1.3</i> The SMS considers environmental issues</p> <p><i>GSTC Alignment - A.1.4</i> The SMS considers social and cultural issues</p> <p><i>GSTC Alignment - A.1.5</i> The SMS considers economic and quality issues</p> <p><i>GSTC Alignment - A.1.6</i> The SMS considers human rights issues</p> <p><i>GSTC Alignment - A.1.7</i> The SMS considers health and safety issues</p>
	<p>Sustainability should be embedded into business strategy, planning, and day-to-day operations, rather than treated as a standalone initiative.</p> <p>Businesses are expected to demonstrate how sustainability considerations inform business decision-making and operational practices.</p> <p>This includes providing examples of how sustainability has influenced business decisions, such as:</p> <ul style="list-style-type: none"> <li>• Incorporating sustainability objectives into business planning documents</li> <li>• Investing in sustainability initiatives or operational improvements</li> <li>• Allocating budget toward sustainability actions</li> <li>• Monitoring and reviewing sustainability performance alongside overall business performance</li> </ul> <p>At least two examples should be provided to demonstrate how sustainability is actively integrated into the business.</p> <p>Supporting documentation may be included to evidence these decisions and practices.</p> <p><i>GSTC Alignment - A.1.2</i> The SMS is being implemented.</p>
	<p>Engaging both staff and customers is an important part of delivering and strengthening a business’s sustainability approach.</p>

	<p>Businesses are expected to demonstrate how staff and customers contribute to the development and implementation of the sustainability policy and related initiatives.</p> <p>This includes providing examples of engagement activities, such as:</p> <ul style="list-style-type: none"> <li>• Staff involvement in developing or implementing sustainability practices or policies</li> <li>• Staff contributing ideas or feedback that influence sustainability decisions</li> <li>• Customer feedback being used to inform sustainability initiatives or improvements</li> <li>• Communication of sustainability practices to customers as part of service delivery</li> </ul> <p>At least two examples should be provided to demonstrate how staff and customers are actively engaged.</p> <p>Supporting documentation may be included to evidence these activities.</p> <p><i>GSTC Alignment - A.3.2</i> The organisations seeks to engage the support of stakeholders, including customers, in delivering its sustainability policy.</p> <p><i>GSTC Alignment - A.4.1</i> Staff are engaged with development of the sustainability management system.</p>
	<p>Ongoing monitoring and review are essential to ensure sustainability efforts remain effective and continue to improve over time.</p> <p>Businesses must demonstrate how they track the effectiveness of their sustainability initiatives and identify opportunities for improvement.</p> <p>This may include practices such as:</p> <ul style="list-style-type: none"> <li>• Conducting internal sustainability audits</li> <li>• Tracking key performance indicators (e.g. energy, water, waste, emissions)</li> <li>• Reviewing utility bills and resource usage data</li> </ul>

		<ul style="list-style-type: none"> <li>• Gathering staff feedback</li> <li>• Using customer surveys to inform improvements</li> <li>• Undertaking external audits or assessments</li> <li>• Conducting compliance checks with relevant local, state, or federal regulations</li> <li>• Reviewing sustainability plans or policies on a regular basis</li> <li>• Participating in council or government sustainability programs</li> <li>• Other relevant monitoring or review practices</li> </ul> <p>Businesses should provide evidence to support the monitoring and improvement processes in place.</p> <p><i>GSTC Alignment - A.1.9</i> The SMS drives continuous improvement.</p> <hr/> <p>Businesses must demonstrate how sustainability is incorporated into customer service procedures and how staff are supported through training and internal guidance.</p> <p>This requirement focuses on whether customer-facing staff are trained and equipped to handle sustainability-related questions, requests, or complaints. It ensures that sustainability is embedded in the customer experience and that front-line staff can confidently communicate sustainability practices, support customer participation, and respond to issues in a professional and informed manner.</p> <p>Where a business does not incorporate sustainability into customer service procedures, a justification should be provided.</p> <p>Supporting documentation, such as customer service procedures or staff training materials, may be included to demonstrate how these practices are implemented.</p> <p><i>GSTC Alignment - A.5.1</i> Customer satisfaction, including with aspects of sustainability, is monitored.</p>
--	--	---

		<p>Active participation in destination-level tourism planning and management supports sustainable tourism outcomes and strengthens collaboration across the industry.</p> <p>Businesses are expected to demonstrate how they engage with destination-level initiatives, where such opportunities exist.</p> <p>This may include activities such as:</p> <ul style="list-style-type: none"> <li>• Membership or involvement in local tourism organisations, boards, or committees</li> <li>• Participation in destination planning meetings, workshops, or consultations</li> <li>• Involvement in collaborative tourism initiatives or working groups</li> <li>• Providing input on local tourism planning or management issues</li> <li>• Collaboration with other businesses or organisations on destination initiatives</li> <li>• Regular attendance or participation in destination-level activities</li> <li>• Supporting or contributing to broader tourism management goals</li> <li>• Staying informed about local tourism planning developments</li> <li>• Other relevant activities</li> </ul> <p>At least one example of participation should be provided.</p> <p><i>GSTC Alignment - A.10.1</i> The organisation is involved with sustainable tourism planning and management in the destination, where such opportunities exist.</p>
<p><b>Sustainable Resources, Building &amp; Procurement Procedures</b></p>	<p><b>Resources</b></p>	<p>Businesses are to demonstrate how they minimise resource use and reduce waste across their operations.</p> <p>This includes outlining practical measures implemented in the following areas:</p> <ul style="list-style-type: none"> <li>• <b>Electricity conservation:</b> at least two examples of actions taken to reduce electricity use</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Fuel efficiency:</b> at least one example of a measure to minimise fuel consumption in vehicles or equipment</li> <li>• <b>Water conservation:</b> at least two examples of actions taken to reduce water use</li> <li>• <b>Material use and waste reduction:</b> at least two examples of actions to reduce material consumption and/or minimise waste</li> </ul> <p>Businesses should provide clear examples that reflect their day-to-day operations and sustainability practices.</p> <p>Supporting documentation may be included to demonstrate the measures implemented.</p> <p><i>GSTC Alignment - D.1.4.2</i> Water consumption is measured by type.</p> <p><i>GSTC Alignment - D.1.4.3</i> Steps are taken to minimise overall consumption of water.</p> <p><i>GSTC Alignment - D.2.4.2</i> Mechanisms are in place to reduce waste.</p> <p><i>GSTC Alignment - D.1.3.1</i> Energy consumption is measured by type.</p> <p><i>GSTC Alignment - D.1.2.1</i> The organisation carefully manages the purchasing of consumable and disposable goods, in order to minimise waste</p> <hr/> <p>The businesses must demonstrate how cleaner and more resource-efficient transportation options are actively encouraged across customers, employees, and suppliers, and must provide at least one example for each group.</p> <p>This may include practices such as:</p> <p><b>1. Customer transportation encouragement:</b></p> <ul style="list-style-type: none"> <li>• Providing customers with information on public transport, cycling, or walking options to access the business</li> </ul> <p><b>2. Employee transportation support:</b></p> <ul style="list-style-type: none"> <li>• Supporting staff to use more sustainable transport options (e.g. bike storage, public transport incentives, carpooling initiatives)</li> </ul>
--	--	--

		<p><b>3. Supplier engagement:</b></p> <ul style="list-style-type: none"> <li>• Prioritising local suppliers to reduce transport distances and associated emissions</li> </ul> <p><i>GSTC Alignment - D.2.2.2</i> The organisation actively encourages the use of cleaner and more resource efficient alternatives by customers.</p> <p><i>GSTC Alignment - D.2.2.3</i> The organisation actively encourages the use of cleaner and more resource efficient alternatives by employees.</p> <p><i>GSTC Alignment - D.2.2.4</i> The organisation actively encourages the use of cleaner and more resource efficient alternatives by suppliers.</p>
	<p><b>Procurement Procedures</b></p>	<p>Sustainable procurement ensures that purchasing decisions support environmentally and socially responsible practices across the supply chain.</p> <p>Businesses are expected to demonstrate how environmental and social responsibility is considered when procuring goods and services, including capital items, food and beverage, building materials, and consumables.</p> <p>This includes providing examples of how suppliers demonstrating responsible practices are prioritised.</p> <p>At least two examples should be provided, which may include:</p> <ul style="list-style-type: none"> <li>• <b>Supplier selection criteria:</b> how environmental and social responsibility factors into purchasing decisions</li> <li>• <b>Active sourcing practices:</b> prioritising local or regional suppliers to reduce transport impacts</li> <li>• <b>Supplier engagement:</b> communicating sustainability expectations to suppliers</li> </ul> <p>Supporting documentation may be included to demonstrate procurement practices and supplier selection processes.</p> <p><i>GSTC Alignment - D.1.1.1</i> The organisation has a purchasing policy that favours environmentally sustainable suppliers and products.</p> <p><i>GSTC Alignment - D.1.1.2</i> The policy covers capital goods, food, beverages, building materials and consumables.</p>

		<p>The business must demonstrate that Fair Trade or ethical suppliers are prioritised when available and of sufficient quality. The business must demonstrate that Fair Trade or ethical considerations are incorporated into purchasing decisions by providing an example or evidence showing Fair Trade or ethical purchasing in practice.</p> <p>Evidence may include invoices or receipts, product photos, screenshots of supplier certifications, procurement policies, supplier statements.</p> <p>If Fair Trade or ethical suppliers are not applicable to the business, the business must provide a valid explanation.</p> <p><i>GSTC Alignment - B.3.2</i> When purchasing and offering goods and services, the organisation gives priority to fair trade suppliers whenever these are available and of sufficient quality.</p> <hr/> <p>Businesses that purchase or provide food for guests must demonstrate how food purchasing practices reduce waste. Businesses may implement one or more of the following practices and must provide evidence for at least one of the implemented practices:</p> <ul style="list-style-type: none"> <li>• Planning menus and ordering only what is required</li> <li>• Purchasing from suppliers that support reduced spoilage (e.g. flexible ordering or local supply)</li> <li>• Storing food appropriately to extend shelf life</li> <li>• Using leftovers safely and effectively</li> <li>• Tracking food waste to inform purchasing decisions</li> <li>• Purchasing seasonal or locally produced food to reduce spoilage</li> <li>• Donating safe surplus food where possible</li> <li>• Composting unavoidable food waste</li> <li>• Other relevant practices</li> </ul> <p>If the business <b>does not</b> purchase or provide food for guests, this requirement is <b>not</b> applicable.</p>
--	--	--

		<p><i>GSTC Alignment - D.1.2.2</i> The organisation carefully manages the purchasing of food, in order to minimise waste.</p>
	<p><b>Building</b></p>	<p>Businesses must demonstrate that site and buildings are designed, managed, and operated in a manner that is environmentally responsible and appropriate to the natural surroundings.</p> <p>The business must have implemented at least two practices from the following:</p> <p><b>1. Building Design &amp; Integration With Natural Environment</b></p> <ul style="list-style-type: none"> <li>• Buildings use natural or neutral colours that blend with surroundings</li> <li>• Building height/shape minimises visual impact</li> <li>• Sustainable or recycled materials used where possible</li> <li>• Outdoor lighting is low-impact / downward facing</li> <li>• Noise levels are managed to protect the environment</li> <li>• Pathways and structures avoid sensitive natural areas</li> </ul> <p><b>2. Water Management</b></p> <ul style="list-style-type: none"> <li>• Low-flow taps, toilets, or showers installed</li> <li>• Rainwater collection used</li> <li>• Water-efficient irrigation or drip systems</li> <li>• Native plants used to reduce water needs</li> <li>• Water use monitored or minimised</li> </ul> <p><b>3. Landscaping &amp; Natural Environment Protection</b></p> <ul style="list-style-type: none"> <li>• Native plants used in landscaping</li> </ul>

	<ul style="list-style-type: none"> <li>• Invasive species avoided or removed</li> <li>• Natural habitat areas protected</li> <li>• Erosion control measures in place</li> <li>• Wildlife-friendly fencing or pathways</li> </ul> <p><b>4. Other relevant practices that the business takes to ensure their building site/s and buildings perform in an environmentally sound manner.</b></p> <p>The business may provide supporting evidence that reflects implemented practices.</p> <p>If the business operates as a <b>marine-only operator</b>, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - A.7.2.1</i> Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure take account of the capacity of the natural and cultural surroundings.</p> <p><i>GSTC Alignment - A.7.2.2</i> Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure take account of the integrity of the natural and cultural surroundings.</p> <hr/> <p>Businesses must demonstrate that construction or renovation of the built environment minimises environmental impacts and incorporates environmentally sound materials and methods.</p> <p>The business must have implemented at least two practices from the following:</p> <p><b>1. Construction and renovation practices</b></p> <ul style="list-style-type: none"> <li>• Reuse of existing structures instead of building new ones</li> <li>• Construction that avoids removal of trees or disturbance to natural features</li> <li>• Construction methods that minimise waste</li> <li>• Use of local contractors or materials to reduce transport emissions</li> </ul> <p><b>2. Sustainable and environmentally sound materials</b></p>
--	---

	<ul style="list-style-type: none"> <li>• Use of recycled or reclaimed materials</li> <li>• Use of sustainably sourced timber</li> <li>• Use of low-impact paints, sealants, or finishes</li> <li>• Use of environmentally certified materials</li> </ul> <p><b>3. Renewable and energy-efficient features</b></p> <ul style="list-style-type: none"> <li>• Installation of solar panels or renewable energy systems</li> <li>• Installation of insulation to reduce energy use</li> <li>• Incorporation of natural lighting or ventilation into design</li> <li>• Use of energy-efficient windows, doors, or roofing</li> </ul> <p><b>4. Other relevant practices that the business takes to ensure construction or renovations of the built environment minimises environmental impacts and incorporates environmentally sound materials and methods.</b></p> <p>The business may provide supporting evidence that reflects implemented practices.</p> <p>If the business is a <b>marine operator</b>, the business must consider how vessels have been designed or manufactured in an environmentally responsible manner.</p> <p><i>GSTC Alignment - A.7.3.1</i> Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure are based on locally appropriate practices and materials.</p> <p><i>GSTC Alignment - A.7.3.2</i> Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure are based on sustainable practices and materials.</p> <p><i>GSTC Alignment - D.1.3.3</i> The organisation makes efforts to increase its use of renewable energy.</p> <p><i>GSTC Alignment - A.7.2.1</i> Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure take account of the capacity of the natural and cultural surroundings.</p>
--	--

		<p><i>GSTC Alignment - A.7.2.2</i> Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure take account of the integrity of the natural and cultural surroundings</p>
	<p><b>Workforce and Human Rights</b></p>	<p>Businesses must to demonstrate how their activities are managed to avoid placing pressure on local resources and, where possible, support community access to these services.</p> <p>At least two examples should be provided to show how the business considers and manages its impact on local communities.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• <b>Resource impact assessment:</b> how the business considers whether its operations may affect local access to essential services</li> <li>• <b>Community consideration practices:</b> actions taken to ensure fair and equitable access to services (e.g. not monopolising local suppliers during periods of high demand or shortage)</li> <li>• <b>Positive community support:</b> partnerships or initiatives that contribute to improved access to services for the local community</li> <li>• <b>Impact mitigation:</b> steps taken to address or reduce any identified negative impacts on community services</li> </ul> <p>Supporting documentation may be included to demonstrate how these practices are implemented.</p> <p><i>GSTC Alignment - B.8.1</i> The activities of the organisation do not jeopardize the provision of basic food and water services to neighbouring communities.</p> <p><i>GSTC Alignment - B.8.2</i> The activities of the organisation do not jeopardize the provision of basic energy services to neighbouring communities.</p> <p><i>GSTC Alignment - B.8.3</i> The activities of the organisation do not jeopardize the provision of basic health and sanitation services to neighbouring communities</p>

	<p>Tourism businesses have a responsibility to provide a safe and respectful environment for all individuals, including children, young people, women, minorities, people with disabilities, LGBTQ+ individuals, and others who may be at higher risk of harm.</p> <p>Businesses are expected to demonstrate how they protect vulnerable groups from exploitation, harassment, abuse, and discrimination. This may be supported through a formal policy or clearly documented practices.</p> <p>Where a formal policy is in place, it should outline how the business prevents harm and responds to incidents. Where a policy is not yet in place, businesses should demonstrate the practices and procedures used to manage these risks.</p> <p>To meet this requirement, businesses should demonstrate that their approach includes:</p> <ul style="list-style-type: none"> <li>• <b>Child protection measures</b>, where relevant (e.g. Working with Children Checks or equivalent requirements)</li> <li>• <b>Anti-harassment and anti-discrimination practices</b></li> <li>• <b>Consideration for vulnerable groups</b>, such as people with disabilities, elderly individuals, LGBTQ+ individuals, or others at risk</li> <li>• <b>Clear staff conduct guidelines and boundaries</b></li> </ul> <p>Businesses may provide a formal policy or describe existing practices and procedures. Where a policy is not yet in place, businesses are encouraged to develop one using the approved template.</p> <p>Supporting documentation may be included to demonstrate how these measures are implemented.</p> <p><i>GSTC Alignment - B.5.2</i> The policy covers children, adolescents, women, minorities and other vulnerable groups.</p>
--	---

<p><b>Community and Culture</b></p>	<p><b>Local Community</b></p>	<p>Tourism businesses play an important role in respecting and protecting access to cultural sites, traditions, and places of significance for local communities.</p> <p>Businesses are to demonstrate how their operations are managed to ensure they do not block, limit, or interfere with local residents' access to cultural properties, sites, and practices of historical, archaeological, cultural, or spiritual significance.</p> <p>This includes showing how activities are planned and delivered to support continued access to cultural sites, participation in traditional practices, and the preservation of cultural heritage.</p> <p>This may include approaches such as:</p> <ul style="list-style-type: none"> <li>• Identifying cultural sites and areas of significance relevant to operations</li> <li>• Consulting with local communities or cultural groups regarding access and use</li> <li>• Modifying operations to respect cultural sites, practices, or events</li> <li>• Providing staff training on cultural awareness and respectful behaviour</li> <li>• Implementing signage or information to support respectful access</li> <li>• Establishing agreements or partnerships to maintain community access</li> </ul> <p>If the business <b>does not</b> operate in a culturally sensitive area, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - C.2.2</i> The organisation does not impede access by local residents to local properties, sites and traditions of historical, archaeological, cultural and spiritual significance.</p>
		<p>Businesses are to demonstrate that appropriate measures are in place to prevent the illegal sale, trade, or display of artefacts. This applies even where artefacts are not a primary part of the business, such as when sourcing cultural items, antiques, or locally produced goods.</p>

		<p>The business may implement one or more of the following practices and has the option to provide evidence to support this:</p> <ul style="list-style-type: none"> <li>• Not selling, displaying, or trading historical or archaeological artefacts</li> <li>• Complying with relevant laws and heritage regulations</li> <li>• Sourcing items from verified legal suppliers</li> <li>• Requiring documentation or provenance for cultural or historical items</li> <li>• Training staff on prohibited items</li> <li>• Consulting with Traditional Owners or relevant organisations where appropriate</li> <li>• Avoiding items of unknown origin</li> <li>• Maintaining internal policies prohibiting illegal trade</li> <li>• Conducting checks of displayed items</li> <li>• Other relevant practices</li> </ul> <p>If the business <b>does not</b> sell, display, or trade artefacts, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - C.4.1</i> Historical and archaeological artefacts are not sold or traded, except as permitted by local and international law.</p> <p><i>GSTC Alignment - C.4.2</i> Historical and archaeological artefacts are not displayed, except as permitted by local and international law</p> <hr/> <p>Tourism businesses have a responsibility to ensure their activities do not limit local communities' access to land, water, housing, transport, or other resources essential for daily life and livelihoods.</p> <p>Businesses are expected to demonstrate how their activities are managed to respect and preserve community access to these resources and avoid competing with or restricting local needs.</p>
--	--	---

		<p>This may include approaches such as:</p> <ul style="list-style-type: none"> <li>• <b>Livelihood and resource access protection:</b> assessing whether business activities may limit access to land or water used for local livelihoods</li> <li>• <b>Transport and access considerations:</b> ensuring operations do not create barriers to community movement or access</li> <li>• <b>Local housing considerations:</b> avoiding practices that contribute to displacement or reduced housing availability for local residents</li> <li>• <b>Water and aquatic resource protection:</b> preventing pollution or degradation of water sources relied upon by communities</li> <li>• <b>Land use and access:</b> maintaining access to traditional gathering areas, fishing locations, or other important sites</li> <li>• <b>Community monitoring and engagement:</b> identifying and reviewing potential impacts on local resource access over time</li> </ul> <p><i>GSTC Alignment - B.9.1</i> The activities of the organisation do not adversely affect local access to livelihoods, including land and aquatic resource use.</p> <p><i>GSTC Alignment - B.9.2</i> The activities of the organisation do not adversely affect access to rights-of-way and transport.</p> <p><i>GSTC Alignment - B.9.3</i> The activities of the organisation do not adversely affect access to local housing.</p> <hr/> <p>Tourism businesses have a responsibility to ensure that the acquisition or use of land and water does not result in the displacement or involuntary relocation of local people or communities.</p> <p>Businesses are expected to demonstrate how land and water use is managed in a way that respects community rights, maintains fair access, and avoids negative social impacts.</p> <p>This may include practices such as:</p> <ul style="list-style-type: none"> <li>• Compliance with relevant land-use and water-use laws</li> </ul>
--	--	--

		<ul style="list-style-type: none"> <li>• Adherence to state or territory planning and environmental approval processes</li> <li>• Consultation with local communities prior to acquisition</li> <li>• Consultation with Traditional Owners or Indigenous organisations</li> <li>• Ensuring no compulsory or pressured relocation occurs</li> <li>• Conducting due diligence on land tenure and community rights</li> <li>• Avoiding acquisition in areas with contested ownership</li> <li>• Seeking independent legal advice to confirm no displacement risk</li> <li>• Following ethical land-use guidelines or internal policies</li> <li>• Other relevant practices</li> </ul> <p>If the business <b>does not</b> acquire land or water rights, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - A.8.3</i> Acquisition of land and water rights and property does not require involuntary resettlement of inhabitants.</p>
	<b>Culture</b>	<p>Businesses are expected to demonstrate how they actively involve local Indigenous communities in planning and decision-making processes, and how their operations support Indigenous wellbeing and cultural heritage.</p> <p>This includes showing that engagement goes beyond one-off consultation and reflects genuine partnership, where Indigenous voices have influence in how the business operates on Country.</p> <p>In responding, businesses should outline how they:</p> <ul style="list-style-type: none"> <li>• Involve Indigenous communities in planning processes before decisions are finalised</li> <li>• Maintain ongoing relationships or partnerships, rather than one-off engagement</li> </ul>

		<ul style="list-style-type: none"> <li>• Incorporate Indigenous cultural knowledge or practices into operations, where appropriate and with permission</li> <li>• Support outcomes that benefit Indigenous communities beyond employment opportunities</li> </ul> <p>Businesses are to provide a written response describing their approach and may include supporting documentation where relevant.</p> <p>There is no single approach to meeting this requirement. Businesses are encouraged to demonstrate genuine, respectful engagement appropriate to their location and operations.</p> <p>The Quality Tourism Framework also provides resources, including the <i>Connecting to Culture Toolkit</i>, to support businesses in this area.</p> <p><i>GSTC Alignment - C.3.2</i> The organisation respects the intellectual property rights of local communities.</p> <p><i>GSTC Alignment - A.8.2</i> Where applicable, land and water rights and property have been acquired in compliance with local, communal and indigenous rights, including their free, prior and informed consent.</p> <p><i>GSTC Alignment - C.1.2</i> The organisation follows locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfillment.</p> <hr/> <p>Tourism businesses play an important role in recognising, respecting, and celebrating the cultural heritage of the places in which they operate.</p> <p>Businesses are expected to demonstrate how they acknowledge and incorporate local cultural values, traditions, and practices into their operations in a respectful and appropriate way.</p> <p>This includes showing an understanding of the cultural significance of the surrounding area and actively embedding this awareness into the customer experience and business practices.</p> <p>In responding, businesses should outline how they:</p> <ul style="list-style-type: none"> <li>• Learn about and acknowledge the cultural heritage of their location</li> <li>• Provide staff training on cultural awareness and respectful behaviour</li> </ul>
--	--	---

		<ul style="list-style-type: none"> <li>• Celebrate or showcase local culture through their operations, with appropriate permissions</li> <li>• Collaborate with local cultural experts, organisations, or community members</li> <li>• Follow appropriate protocols when sharing cultural stories or information with visitors</li> <li>• Support local artists, craftspeople, or cultural practitioners</li> </ul> <p>Businesses should provide a written response describing their approach and may include supporting documentation where relevant.</p> <p>Resources are available to support businesses in this area, including guidance on engaging with Indigenous communities and incorporating cultural elements respectfully into tourism experiences.</p> <p><i>GSTC Alignment - C.2.1</i> The organisation contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance.</p> <p><i>GSTC Alignment - C.3.1</i> The organisation values and incorporates authentic elements of traditional and contemporary local culture in its operations, design, decoration, cuisine, or shops.</p>
		<p>Tourism businesses play an important role in supporting local economies by collaborating with local entrepreneurs to develop sustainable and authentic products and services.</p> <p>Businesses are expected to demonstrate how they contribute to or collaborate with local entrepreneurs to develop offerings that reflect the area’s nature, history, or culture.</p> <p>This includes providing a written response outlining how these collaborations support the development of locally relevant and sustainable products or services.</p> <p>This may include approaches such as:</p> <ul style="list-style-type: none"> <li>• Working directly with local entrepreneurs or small businesses</li> <li>• Supporting the development of new sustainable products or services</li> <li>• Undertaking collaborative projects that combine local knowledge and expertise</li> </ul>

		<ul style="list-style-type: none"> <li>• Maintaining ongoing partnerships, rather than one-off transactions</li> <li>• Developing products or services that reflect local nature, history, or culture</li> <li>• Supporting local entrepreneurs through training, mentoring, or shared opportunities</li> <li>• Contributing to positive outcomes for local communities and businesses</li> </ul> <p>Businesses should provide clear examples to demonstrate how these collaborations are implemented in practice.</p> <p>Supporting documentation may be included to evidence these activities.</p> <p><i>GSTC Alignment - B.4.1</i> The organisation supports local entrepreneurs in the development of sustainable products and services that are based on the area’s nature, history and culture.</p>
<p><b>Environmental Management</b></p>		<p>Tourism businesses play an important role in protecting natural environments by preventing the introduction and spread of invasive species.</p> <p>Businesses are expected to demonstrate how appropriate measures are implemented within their operations to minimise biosecurity risks and avoid introducing or spreading invasive species.</p> <p>This may include practices such as:</p> <ul style="list-style-type: none"> <li>• Cleaning and disinfecting equipment before and after use</li> <li>• Inspecting equipment for soil, seeds, or biological material</li> <li>• Using approved or trusted suppliers that follow biosecurity standards</li> <li>• Training staff on invasive species risks</li> <li>• Providing visitor education (e.g. briefings, signage, or instructions)</li> <li>• Installing biosecurity signage on site</li> <li>• Restricting access to sensitive or high-risk areas</li> <li>• Disposing of organic waste appropriately</li> </ul>

		<ul style="list-style-type: none"> <li>• Participating in local or state biosecurity programs</li> <li>• Other relevant practices</li> </ul> <p>Businesses should provide examples to demonstrate how these measures are applied in practice.</p> <p>Supporting documentation may be included, such as:</p> <ul style="list-style-type: none"> <li>• Photos of cleaning or inspection processes</li> <li>• Staff training records</li> <li>• Signage or communication materials</li> <li>• Waste management procedures</li> <li>• Supplier documentation</li> <li>• Participation certificates or program records</li> </ul> <p>If the business’s activities <b>do not</b> pose a risk of introducing invasive species, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.3.2.1</i> The organisation takes measures to avoid the introduction of invasive species.</p>
	<p><b>Environment protection</b></p>	<p>Businesses are expected to demonstrate how they implement measures to protect the natural environment and minimise disturbance to surrounding ecosystems.</p> <p>This includes outlining how operations support the protection of native vegetation, manage weeds and non-endemic species, and maintain the natural appearance and ecological integrity of the area.</p> <p>This may include approaches such as:</p> <ul style="list-style-type: none"> <li>• Protecting existing vegetation, natural features, and wildlife habitats</li> <li>• Maintaining natural water features, wetlands, or waterways</li> <li>• Implementing measures to protect soil integrity and prevent erosion</li> </ul>

	<ul style="list-style-type: none"> <li>• Using native plants in landscaping or restoration activities</li> <li>• Providing habitat features for local wildlife</li> <li>• Minimising the use of harmful chemicals that may impact ecosystems</li> <li>• Managing access to sensitive areas to reduce disturbance</li> <li>• Undertaking restoration or rehabilitation activities</li> <li>• Controlling invasive or non-endemic species</li> <li>• Monitoring habitat condition and biodiversity outcomes</li> </ul> <p>Businesses should provide examples to demonstrate how these practices are implemented in their operations.</p> <p>Supporting documentation may be included, such as:</p> <ul style="list-style-type: none"> <li>• Photos of habitat protection or restoration activities</li> <li>• Environmental management plans or procedures</li> <li>• Monitoring records or reports</li> <li>• Records of vegetation management or restoration work</li> <li>• Evidence of partnerships with conservation organisations</li> </ul> <p><i>GSTC Alignment - D.3.1.2</i> The organisation manages its own property appropriately in order to support and contribute to biodiversity conservation.</p> <p><i>GSTC Alignment - D.3.1.4</i> Any disturbance of natural ecosystems is minimised.</p>
	<p>The business must demonstrate how pollution is reduced and the natural environment is protected across relevant areas of operation.</p>

	<p>The business must identify which pollution types are relevant to its operations and provide a written response describing the practices implemented, or planned, to reduce pollution in each selected area.</p> <p>The business may implement one or more of the following practices:</p> <ul style="list-style-type: none"> <li>• Noise reduction measures (e.g. managing equipment use or operating hours)</li> <li>• Light management (e.g. directional lighting, timers, or reduced intensity)</li> <li>• Runoff control (e.g. drainage systems, waste containment)</li> <li>• Erosion prevention (e.g. vegetation cover, stabilisation measures)</li> <li>• Air quality management (e.g. low-emission equipment, reduced burning or dust)</li> <li>• Water protection (e.g. preventing contamination, water-saving practices)</li> <li>• Soil protection (e.g. safe chemical handling, composting, waste management)</li> </ul> <p>For each of the selected practices, supporting documentation can be uploaded. This may include:</p> <ul style="list-style-type: none"> <li>• Photos of equipment, infrastructure, or implemented practices</li> <li>• Environmental or operational procedures</li> <li>• Maintenance or monitoring records</li> <li>• Staff training materials</li> <li>• Waste or pollution management documentation</li> </ul> <p>If measures are not yet in place, the business may outline planned actions and timeframes for implementation.</p> <p><i>GSTC Alignment - D.2.6.2</i> The organisation implements practices to minimise light pollution.</p> <p><i>GSTC Alignment - D.2.6.3</i> The organisation implements practices to minimise pollution from runoff.</p>
--	--

	<p><i>GSTC Alignment - D.2.6.4</i> The organisation implements practices to minimise pollution from erosion.</p> <p><i>GSTC Alignment - D.2.6.6</i> The organisation implements practices to minimise air pollution.</p> <p><i>GSTC Alignment - D.2.6.7</i> The organisation implements practices to minimise water pollution.</p> <p><i>GSTC Alignment - D.2.6.1</i> The organisation implements practices to minimise noise pollution.</p> <p><i>GSTC Alignment - D.2.6.8</i> The organisation implements practices to minimise soil pollution.</p>
	<p>Where a business uses substances in its operations that are ozone-depleting, such as certain refrigerants, aerosols, solvents, or cleaning chemicals, the business must demonstrate that practices are in place to minimise pollution from these substances.</p> <p>The business must demonstrate how the use and management of these substances is controlled to reduce environmental impact.</p> <p><i>GSTC Alignment - D.2.6.5</i> The organisation implements practices to minimise pollution by ozone-depleting substances.</p>
	<p>The business may demonstrate how native species are used for landscaping and restoration, where feasible.</p> <p>If the business undertakes landscaping or restoration and does not prioritise native species, the business must provide an explanation.</p> <p><i>GSTC Alignment - D.3.2.2</i> Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.</p>
	<p>The business must demonstrate how disturbance to natural ecosystems caused by operations is rehabilitated.</p> <p>If the business undertakes activities that disturb natural ecosystems, the business must provide a written response explaining how damage resulting from operations, construction, or activities is restored or repaired.</p>

		<p>If the business does not undertake rehabilitation, the business must provide a written explanation outlining why rehabilitation is not required.</p> <p><i>GSTC Alignment - D.3.1.5</i> Any disturbance of natural ecosystems is rehabilitated.</p>
	<p><b>Wildlife</b></p>	<p>Businesses are expected to demonstrate what measures are in place to protect local wildlife and their habitats, and how disturbance to wildlife is minimised.</p> <p>This includes outlining how operations support the ability for wildlife to live, feed, breed, and move naturally within their environment, while maintaining the biodiversity and ecological integrity of the area.</p> <p>At least two examples should be provided to demonstrate how wildlife protection measures are implemented.</p> <p><i>GSTC Alignment - D.3.4.1</i> Interactions with free roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild.</p> <p>Tourism businesses offering specialist or nature-based activities have a responsibility to minimise environmental impacts and avoid disturbance to wildlife.</p> <p>Businesses are to identify which of the following activities are relevant to their operations and demonstrate the measures in place to protect the environment and wildlife for each activity undertaken.</p> <p>Relevant activities may include:</p> <ul style="list-style-type: none"> <li>• Bushwalking and hiking</li> <li>• Camping</li> <li>• Vehicle tours</li> <li>• Boating</li> <li>• Aircraft experiences</li> </ul>

	<ul style="list-style-type: none"> <li>• Abseiling and rock climbing</li> <li>• Trail riding and other animal-based experiences</li> <li>• Fishing</li> <li>• Caving</li> <li>• Nocturnal wildlife viewing</li> <li>• Turtle interaction</li> <li>• Marine mammal and megafauna viewing</li> <li>• Swimming with marine wildlife</li> <li>• Snorkelling and scuba diving</li> </ul> <p>For each applicable activity, businesses should outline how environmental impacts and wildlife disturbance are minimised while delivering the experience.</p> <p><i>GSTC Alignment - D.3.3.1</i> The organisation follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimise adverse impacts and maximise visitor fulfillment.</p> <p><i>GSTC Alignment - D.3.4.1</i> Interactions with free roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild.</p>
	<p>The business must identify whether it acquires, breeds, or keeps wild animals in captivity as part of its operations.</p> <p>Where the business undertakes these activities, the business must demonstrate that they are conducted by authorised persons and in accordance with relevant local and international laws.</p> <p>If the business <b>does not</b> undertake these activities, the business <b>must confirm</b> that wild animals are not acquired, bred, or kept in captivity as part of its operations.</p>

		<p>If the business operates in a context where wild animals <b>are not</b> part of its activities, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.3.5.1</i> No species of wild animal is acquired, bred or held captive, except by authorized and suitably equipped persons in compliance with local and international law.</p> <p><i>GSTC Alignment - D.3.5.2</i> No species of wild animal is acquired, bred or held captive, except for properly regulated activities in compliance with local and international law</p> <hr/> <p>Businesses are expected to demonstrate how animal welfare and conservation are prioritised within their operations, particularly where activities involve wildlife viewing, encounters, or the use of animals.</p> <p>This includes outlining how practices ensure animals are not harmed, stressed, or exploited, and that all activities comply with relevant laws, regulations, and industry standards.</p> <p>At least two examples should be provided to demonstrate how animal welfare and conservation are prioritised over commercial interests.</p> <p>This may include practices such as:</p> <ul style="list-style-type: none"> <li>• Ensuring all wildlife interactions are non-invasive and responsibly managed</li> <li>• Complying with relevant legislation and permits for animal use or wildlife encounters</li> <li>• Avoiding activities that involve captive wildlife unless appropriately authorised and regulated</li> <li>• Training staff on responsible animal interaction and welfare standards</li> <li>• Following recognised guidelines or codes of practice for animal welfare</li> <li>• Monitoring activities to ensure animals are not negatively impacted</li> </ul> <p>If the business <b>does not</b> have any animal interaction, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.3.5.3</i> No species of wild animal is acquired, bred or held captive, except by authorized and suitably equipped persons in compliance with local and international law.</p>
--	--	---

		<p><i>GSTC Alignment - D.3.6.1</i> No species of wild animal is acquired, bred or held captive, except for properly regulated activities in compliance with local and international law.</p>
	<p><b>Waste</b></p>	<p>Effective waste management is essential to reducing environmental impacts and ensuring that business operations do not negatively affect local communities or ecosystems.</p> <p>Businesses are expected to demonstrate how solid waste, including food waste is managed, measured, and reduced across their operations, and how residual waste is disposed of responsibly.</p> <p>This includes outlining how waste is managed across the full lifecycle, from reduction and diversion through to final disposal.</p> <p>At least two examples should be provided to demonstrate how waste generation is measured, reduction strategies are implemented, and disposal practices avoid adverse impacts on the environment and local communities.</p> <p>This may include practices such as:</p> <ul style="list-style-type: none"> <li>• Policies or procedures for managing solid waste</li> <li>• Systems for measuring or tracking waste generation</li> <li>• Waste reduction strategies, including reuse and recycling practices</li> <li>• Separation and management of different waste streams, including food waste</li> <li>• Use of licensed waste disposal contractors or facilities</li> <li>• Practices to ensure disposal does not harm the environment or local communities</li> </ul> <p><i>GSTC Alignment - D.2.4.1</i> Solid waste. Waste, including food waste, is measured, mechanisms are in place to reduce waste and, when reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment.</p> <p><i>GSTC Alignment - D.2.4.4</i> Solid waste. Waste, including food waste, is measured, mechanisms are in place to reduce waste and, when reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment.</p>

	<b>Harmful Substances</b>	<p>Minimising the use of harmful substances is important to protect human health, wildlife, and the natural environment.</p> <p>Businesses are expected to demonstrate how they reduce or avoid the use of potentially harmful substances, such as pesticides, paints, pool chemicals, and cleaning products, within their operations.</p> <p>This includes outlining how safer alternatives are selected and how the use of these substances is managed responsibly.</p> <p>This may include practices such as:</p> <ul style="list-style-type: none"> <li>• Using environmentally friendly or low-toxicity products where available</li> <li>• Reducing reliance on chemical treatments through alternative methods</li> <li>• Ensuring appropriate storage, handling, and disposal of substances</li> <li>• Training staff in the safe and responsible use of chemicals</li> <li>• Selecting suppliers that provide environmentally responsible products</li> </ul> <p>Businesses should provide a written response outlining their approach and may include supporting documentation where relevant.</p> <p>If the business <b>does not</b> use harmful substances, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.2.5.1</i> The use of harmful substances, including pesticides, paints, swimming pool disinfectants and cleaning materials, is minimised.</p>
		<p>Businesses are expected to demonstrate their procedures for the safe handling, storage, and use of chemicals, including how they substitute harmful substances with less harmful alternatives where available.</p> <p>This includes outlining formal procedures that ensure chemicals are managed responsibly and that safer options are considered and implemented where possible.</p>

	<p>Businesses are to provide a written response demonstrating both responsible chemical management practices and a commitment to continuous improvement through the replacement of harmful chemicals with safer alternatives.</p> <p><i>GSTC Alignment - D.2.5.2</i> The use of harmful substances is substituted, when available, by innocuous products or processes.</p>
	<p>Businesses are expected to demonstrate their procedures for responding to hazardous material spills, including chemicals, fuels, oils, and cleaning products.</p> <p>This includes outlining clear, step-by-step processes for containing spills, protecting people and the environment, safely managing clean-up, and preventing future incidents.</p> <p>Businesses should provide a written response demonstrating that appropriate procedures are in place. Supporting documentation may also be provided where available.</p> <p>If the business <b>does not</b> deal with hazardous materials, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.2.5.3</i> The storage, use, handling and disposal of chemicals are properly managed.</p>
<b>Water Usage</b>	<p>Businesses are expected to demonstrate whether they assess water-related risks that could impact their operations, such as shortages, flooding, poor water quality, or infrastructure issues, and outline the steps taken to manage these risks.</p> <p>This includes considering potential impacts on business continuity and implementing practical measures to prepare for and respond to water-related challenges.</p> <p>Businesses should provide a written response outlining how water risks are identified and managed.</p> <p>Where a business does not assess water-related risks, a justification should be provided outlining why this is not undertaken or not applicable.</p> <p><i>GSTC Alignment - D.1.4.1</i> Water risk is assessed.</p>

	<p>The business must demonstrate how water is sourced responsibly and managed to avoid negative impacts on local water supplies and ecosystems.</p> <p>The business must demonstrate that measures are in place to ensure water use is sustainable and does not adversely affect the surrounding environment.</p> <p>The business may implement one or more of the following practices and must provide evidence to support this:</p> <ul style="list-style-type: none"> <li>• Compliance with local and state water use regulations</li> <li>• Use of licensed or approved water suppliers</li> <li>• Monitoring water use to avoid over-extraction</li> <li>• Use of water-efficient fixtures or systems</li> <li>• Collection and use of rainwater where appropriate</li> <li>• Avoidance of sourcing water from sensitive or protected areas</li> <li>• Adherence to drought or water restriction guidelines</li> <li>• Maintenance of plumbing and equipment to prevent leaks or contamination</li> <li>• Treatment or filtration of water where required</li> <li>• Consultation with relevant authorities or Traditional Owners where appropriate</li> <li>• Other relevant practices</li> </ul> <p>If the business <b>does not</b> use water in a way that affects local supplies, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.1.4.4</i> Water sourcing is sustainable and does not adversely affect environmental flows.</p>
--	---

		<p>In areas experiencing water shortages, flooding, or other water-related challenges, businesses are expected to demonstrate how they set and work towards goals that support responsible water use and local water needs.</p> <p>This includes identifying relevant water challenges and outlining specific, measurable goals that contribute to improved water management and support the surrounding community.</p> <p>Businesses should provide a written response outlining at least two goals that address local water challenges and demonstrate a commitment to being part of the solution.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Water conservation or efficiency targets</li> <li>• Goals aligned to local water challenges such as drought, flooding, or water quality</li> <li>• Targets that reduce pressure on local water systems</li> <li>• Goals that support community water needs or resilience</li> <li>• Objectives developed in collaboration with local authorities or community groups</li> </ul> <p>If the business <b>does not</b> operate in an area affected by water challenges, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.1.4.5</i> In areas of high water risk, context-based water stewardship goals are identified and pursued.</p>
		<p>Businesses are expected to demonstrate how wastewater, including grey water, is managed to ensure it does not negatively impact human health or the environment.</p> <p>This includes outlining how wastewater from operations (e.g. sinks, kitchens, showers, and toilets) is treated, reused, or released safely, in accordance with relevant environmental standards.</p>

		<p>Businesses should indicate whether wastewater is managed safely and provide a brief explanation of the practices in place.</p> <p>Where wastewater is not currently managed in a safe manner, a justification should be provided.</p> <p>If wastewater <b>is not</b> generated through business activities, this requirement is <b>not</b> applicable.</p> <p><i>GSTC Alignment - D.2.3.1</i> Wastewater, including grey water, is effectively treated, with no adverse effects to the local population and the environment.</p> <p><i>GSTC Alignment - D.2.3.2</i> Wastewater, including grey water, is only reused or released safely, with no adverse effects to the local population and the environment.</p>
<p><b>Promotion of Environmental and Social Understanding</b></p>		<p>Businesses are expected to demonstrate what training, education, or learning opportunities are provided to staff to support the business’s sustainability commitments.</p> <p>This includes ensuring that staff understand sustainability principles, their role in delivering sustainable practices, and how their actions contribute to overall environmental and social outcomes.</p> <p>Businesses should provide a written response outlining the training available to staff and how it supports the implementation of sustainability practices.</p> <p>Supporting documentation may be included, such as training materials, records, or examples of staff participation.</p> <p><i>GSTC Alignment - A.4.2</i> Staff are engaged with implementation of the sustainability management system.</p> <p><i>GSTC Alignment - A.4.3</i> All personnel receive periodic guidance and training regarding their roles and responsibilities in its delivery.</p> <p><i>GSTC Alignment - B.7.4</i> Employees are offered regular training, experience and opportunities for advancement</p>

		<p>Businesses are expected to demonstrate how they educate and engage customers on sustainability, including providing information about the local environment, cultural heritage, and appropriate behaviour when visiting natural or cultural sites.</p> <p>This includes outlining how customers are informed about sustainability practices and encouraged to participate in environmental and social responsibility efforts during their visit.</p> <p>Businesses should provide a written response describing how sustainability information is communicated and how customer engagement is supported.</p> <p>Supporting documentation may be included, such as communication materials, examples of customer initiatives, or digital content.</p> <p><i>GSTC Alignment - A.3.1</i> The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers.</p> <p><i>GSTC Alignment - A.9.1</i> - Information is provided to customers about the natural surroundings, local culture, and cultural heritage.</p>
		<p>Businesses are expected to demonstrate how they actively contribute to the protection and restoration of natural environments and wildlife, beyond minimising their own operational impacts.</p> <p>This includes outlining how the business supports conservation efforts and contributes to positive environmental outcomes through partnerships, initiatives, or restoration activities.</p> <p>Businesses should provide a written response describing how they contribute to protecting and restoring nature and wildlife.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Contributing to conservation through partnerships with environmental organisations or community groups</li> <li>• Supporting or participating in habitat restoration or wildlife protection initiatives</li> </ul>

		<ul style="list-style-type: none"> <li>• Providing financial or in-kind support to conservation projects</li> <li>• Undertaking or supporting environmental restoration activities</li> <li>• Participating in offset programs or initiatives that contribute to environmental outcomes</li> <li>• Collaborating with local communities or Indigenous groups on conservation efforts</li> </ul> <p><i>GSTC Alignment - D.3.1.1</i> The organisation supports and contributes to biodiversity conservation.</p> <p><i>GSTC Alignment - D.3.1.3</i> The organisation supports natural protected areas and areas of high biodiversity value.</p> <p><i>GSTC Alignment - D.3.1.6</i> A compensatory contribution is made to conservation management where disturbance of natural ecosystems has taken place.</p>
<b>Terms and Conditions</b>		<p>The business must formally agree to comply with the Quality Tourism Framework (QTF) Licence Agreement and Declaration and the QTF Code of Practice as a mandatory condition of accreditation.</p> <p>By agreeing to these terms, the business confirms that it understands and accepts its responsibilities under the Quality Tourism Framework, including operating in accordance with the framework’s standards, ethical requirements, and ongoing compliance obligations.</p> <p>Agreement to both the Licence Agreement and Declaration and the Code of Practice is compulsory. Accreditation cannot be granted or maintained unless the business confirms its acceptance of, and commitment to, these requirements.</p>