



TSCA Tourism Business Standard (Module A)

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Section A. Sustainability management

Legal compliance

A1. Legal compliance

The entity operates in compliance with applicable legislation and regulatory requirements relevant to its sustainability impacts and responsibilities, as a baseline condition for certification. This includes legislation and regulatory requirements related to the following areas:

- The environment
- Labour
- Human rights
- Health and safety
- Land acquisition, use and development, including planning, building codes and water sourcing
- Licenses and permits applicable to the entity's activities

Sustainability management

A2. Sustainability Management System

The SMS addresses environmental, sociocultural, economic, and governance sustainability aspects, including human rights, biodiversity, animal welfare, occupational health and safety, and risk and crisis management.

The system is designed to support continual improvement and positive sustainability impacts over time and includes, at a minimum, a sustainability policy, action plan, monitoring procedures, and reporting mechanisms.

A3. Sustainability policy and action plan

The entity has documented sustainability policies, endorsed by top management, and a related action plan describing its sustainability commitments, objectives, and actions in line with the scope of this standard.

A4. Monitoring and evaluation

The entity has implemented documented procedures to monitor and evaluate, at least annually, the implementation, effectiveness, and conformity of its sustainability policies, objectives, and targets, and to support continual improvement.

A5. Resources

The entity allocates appropriate human, financial, and operational resources to support the effective implementation of the management system and the achievement of its sustainability objectives.

A6. Staff awareness and engagement

Management ensures that employees are informed about the entity's sustainability objectives and action plans and are encouraged to contribute to their implementation within the scope of their responsibilities.

A7. Staff training

Staff are provided with appropriate and ongoing training and awareness-raising activities to support the effective implementation of the entity's sustainability policies, in line with their roles, responsibilities, and operational impacts. Training needs are identified, training is provided for new and existing staff as relevant, and records of training are maintained.

A8. Stakeholder feedback

The entity shall identify and engage with key stakeholders who are directly affected by its operations, including internal personnel and customers, and shall consider their feedback in the implementation and continual improvement of its sustainability practices.

Procurement policy

A9. Procurement policy

The entity shall have implemented a documented sustainable procurement policy that gives preference to goods, services, and suppliers with demonstrably positive, or reduced negative, environmental, biodiversity, social, and cultural impacts, and that seeks to maximize local economic benefits wherever feasible.

Communication and marketing

A10. Public communication

The entity publicly communicates its key sustainability policies and achievements in a manner that is readily accessible to stakeholders and the public. Achieved sustainability certifications are publicly disclosed, and appropriate channels are available to allow stakeholders and the public to provide feedback or raise concerns.

A11. Accurate marketing and promotion

The entity ensures that all promotional and marketing communications are accurate, transparent, and not misleading with regard to its products, services, and sustainability-related claims, and do not create unrealistic expectations regarding sustainability impacts or outcomes.

A12. Sustainable customer choices and behavior

The entity promotes and prioritises more sustainable products, services, and visitor behaviours through clear information, customer guidance, and the active promotion of more sustainable alternatives. Customers are provided with appropriate guidance on responsible behaviour and, where relevant, applicable codes of conduct for sensitive activities and destinations.

Section B. Labour rights and working conditions

Human rights

B1. Child Labour

The entity does not employ children below the minimum age for employment as defined by national law or ILO Convention No. 138, whichever provides greater protection.

Where young workers under the age of 18 are legally employed, the entity ensures that their working hours, tasks, and working conditions comply with applicable national regulations and relevant ILO conventions and do not interfere with their health, safety, education, or overall development.

Non-hazardous participation of children in family businesses or cultural activities is permitted only where it does not constitute an employment relationship and does not interfere with compulsory education, health, safety, or wellbeing.

B2. Forced labour

The entity prohibits all forms of forced, bonded, or compulsory labour in its operations. Employment is voluntary, workers are free to leave employment subject to reasonable notice, and no worker is required to lodge deposits or identity documents. The entity takes reasonable measures to ensure that labour providers and subcontractors apply equivalent standards.

B3. Freedom of association and worker representation

The entity respects the rights of staff to freedom of association and collective representation in line with applicable laws and relevant ILO conventions. Where trade unions or worker organisations exist, staff are free to join them. Where such structures do not exist or are not legally permitted, staff may elect representatives or participate in other forms of worker consultation in accordance with local law.

B4. Equal opportunities

The entity has and implements a documented policy that prohibits discrimination and promotes equal opportunity and equitable treatment in its activities and business relationships. The policy includes procedures for preventing, reporting, handling, and responding to discrimination-related complaints or incidents.

The policy applies irrespective of race, colour, gender, religion, political opinion, nationality or national origin, sexual orientation, social origin, disability, or other comparable personal characteristics.

Labour rights

B5. Labour rights

The entity establishes and implements employment conditions and arrangements in compliance with applicable local and national labour laws.

This includes, where applicable, provisions relating to healthcare, social security or pension contributions, maternity and parental leave, childcare entitlements, and working-time arrangements such as working hours, breaks, minimum rest periods between shifts, days off, and paid leave.

Where such legal requirements do not exist or are incomplete, the entity applies relevant International Labour Organization (ILO) conventions and guidance appropriate to the local context

B6. Employment terms and remuneration

The entity provides staff with written employment agreements or equivalent documented employment terms that clearly describe job roles and conditions of employment and are explained and made accessible to workers. Staff receive regular payment statements or payslips that clearly indicate remuneration and any deductions.

B7. Legal and fair remuneration

The entity ensures that all staff working under its authority receive remuneration that meets at least the applicable legal minimum wage or legally binding wage agreements, where such requirements exist.

Where no statutory minimum wage or binding wage framework exists, the entity demonstrates that remuneration practices are fair, transparent, non-discriminatory, and based on objective criteria, and that wages are not exploitative.

Any in-kind benefits provided (e.g. meals, accommodation, or transport) shall be appropriate, voluntary, clearly documented, and shall not replace payment of any applicable legal minimum wage.

B8. Equal pay

The entity applies the principle of equal pay for work of equal value and ensures equal opportunity and non-discrimination in employment practices, including recruitment, employment conditions, access to training, access to senior positions, and career advancement.

This applies irrespective of nationality, gender, race, age, disability, ethnicity, religion or beliefs, sexual orientation, social origin, or other comparable personal characteristics.

B9. Working hours and annual leave

The entity establishes and implements working-time arrangements relating to working hours, breaks, minimum rest periods between shifts, days off, and paid leave in compliance with applicable national legal requirements.

Where such legal requirements do not exist or are incomplete, the entity applies relevant International Labour Organization (ILO) conventions and guidance to ensure reasonable working hours, adequate rest, and paid leave appropriate to the local context.

B10. Subcontractors

The entity takes reasonable measures to ensure that subcontractors comply with applicable labour laws and fundamental labour conditions, including legal wages, working hours, occupational health and safety, and non-discrimination.

These expectations are communicated through proportionate contractual arrangements or due diligence measures.

For the purpose of this criterion, subcontractors are limited to direct operational suppliers whose personnel work on-site or perform outsourced operational functions for the entity.

B11. Workplace conduct and disciplinary procedures

The entity has and implements fair and transparent disciplinary procedures applicable to all staff working under its authority, including personnel engaged through long-term or dependent self-employment arrangements. The procedures define unacceptable workplace behaviour and include appropriate measures relating to bullying, harassment, discrimination, exploitation, and other forms of abusive conduct.

B12. Grievance procedure

The entity has and implements fair and transparent grievance procedures that enable all staff working under its authority, including personnel engaged through long-term or dependent self-employment arrangements, to report concerns such as bullying, harassment, discrimination, or exploitation without fear of retaliation.

B13. Local employment and capacity development

The entity seeks to maximise employment and capacity-development opportunities for people from local and regional communities through fair access to employment, training, skills development, and career progression opportunities, including, where relevant, supervisory and management roles.

B14. Internships

The entity ensures that internships and educational work placements are fair, lawful, and genuinely educational in nature, and do not replace regular employment.

There is a written agreement between the entity, the intern, and the educational institution or training provider outlining:

- The purpose of the placement,
- tasks and responsibilities,
- supervision arrangements,

- working hours,
- and any other relevant placement conditions.

Interns work under conditions that protect their health, safety, learning objectives, and overall wellbeing.

B15. Work-related health and safety management

The entity has and implements proportionate work-related health and safety policies and procedures appropriate to its activities and risks. This includes identifying relevant health and safety risks, informing staff of applicable hazards and safe working practices, and establishing arrangements to address incidents and corrective actions, while complying at a minimum with applicable health and safety legislation.

Section C. Local community

Human rights

C1. Land acquisition

The entity's acquisition or use of land and water is legal, transparent, and respects the rights of local and Indigenous communities, including free, prior, and informed consent in situations affecting Indigenous Peoples or customary community rights, and is consistent with internationally recognised human rights standards.

C2. Community access

The entity's operations are managed to avoid, minimise, and mitigate restrictions or negative impacts on local people's access to essential services (e.g. food, water, energy, healthcare, sanitation), housing, transport, land, or natural resources vital for their livelihoods.

C3. Sexual exploitation policy

The entity has implemented a documented policy prohibiting sexual exploitation and harassment, including of children and adolescents.

Where relevant to its operations and risk context, the entity ensures that appropriate staff are informed and trained on the policy and on relevant prevention and reporting mechanisms, and takes reasonable measures to raise awareness among customers and other relevant stakeholders.

C4. Human rights training

The entity provides periodic guidance or training to staff, where relevant to their roles and local context, on upholding human rights and safeguarding vulnerable groups, including non-discrimination, respectful engagement with communities, and the identification and reporting of child safeguarding or exploitation concerns.

Local culture

C5. Historic and archaeological objects

The entity does not sell, trade, or display historical or archaeological artefacts, except as permitted by applicable local and international law. Replicas or reproductions may be used or sold if they are clearly identified as such and lawfully produced.

The entity takes reasonable measures to discourage unlawful or inappropriate trade in such artefacts within its tourism supply chain.

C6. Local cultural heritage

The entity respects, supports, and promotes local cultural heritage, including sites, traditions, and practices of historical, archaeological, cultural, or spiritual significance, and does not restrict local residents' access to them.

C7. Indigenous peoples and cultural heritage

The entity respects the rights, heritage, and cultural integrity of Indigenous Peoples and local communities. The use, presentation, or commercialisation of culturally sensitive or traditional cultural expressions, heritage, or knowledge occurs only with appropriate community engagement or consent where relevant, ensures respectful representation and appropriate attribution, and avoids misrepresentation, exploitation, or disrespect.

Destination and community engagement

C8. Destination engagement

The entity actively engages in environmental and/or social and community initiatives within the destination(s) in which it operates, including, where relevant opportunities exist, through participation in destination management organisations, local stakeholder groups, or community initiatives.

C9. Sensitive destinations

The entity follows applicable international, national, and locally agreed good practices and guidance for the management and promotion of visits to local communities, culturally or historically sensitive sites, and natural areas, in order to minimise adverse impacts and maximise local benefits, and support meaningful and respectful visitor experiences.

C10. Visiting sensitive sites

The entity ensures that customers are informed about appropriate behaviour when visiting environmentally, biodiversity-related, culturally, or historically sensitive sites and/or Indigenous communities, in order to respect local customs, beliefs, cultural heritage, and sensitive environments.

C11. Local wellbeing

The entity implements measures to support the wellbeing and resilience of local communities through appropriate monetary and/or in-kind contributions. Support addresses locally identified priorities, such as education, healthcare, housing, economic development, climate resilience, and the protection and regeneration of nature and natural resources.

C12. Local businesses and experiences

The entity actively promotes and prioritises responsibly operated community-based, local, and regional businesses and experiences in a manner that supports their integration into the tourism value chain and contributes to the local economy.

C13. Information and interpretation

The entity provides information and interpretation about natural surroundings, local culture, and cultural heritage to customers visiting natural areas, living cultures, and cultural heritage sites.

Section D. Environment and biodiversity

Energy and climate

D1. Carbon measurement

The entity identifies, measures, and documents significant greenhouse gas emissions from sources under its control, at a minimum covering direct operations (Scope 1 and Scope 2). The entity sets targets and implements actions to avoid or reduce these emissions and reports at least annually on progress made. Any offsetting or climate contribution measures shall be complementary to, and not replace, emission reduction efforts.

D2. Sources of energy

The entity periodically reviews its sources of energy and gives preference, where feasible, to options with lower environmental impacts, including purchasing or producing renewable energy on-site.

D3. Energy monitoring and reduction

The entity monitors and reviews its direct energy consumption from relevant sources and implements measures to minimise energy use.

This includes identifying significant energy uses, setting and implementing reduction objectives or targets, and applying operational procedures or technologies to improve energy efficiency.

D4. Transport

The entity promotes and facilitates the use of low-emission transport options, including public and non-motorised transport where available and safe, and encourages their use by customers, staff, suppliers, and in its own operations.

Water

D5. Water sourcing

The entity periodically reviews its sources of water and takes reasonable measures to ensure that water sourcing does not cause significant adverse environmental or community impacts, including local water availability.

Where feasible and appropriate to the local context and scale of operations, the entity gives preference to water sources and practices with lower environmental impacts and explores alternative options such as rainwater harvesting, water reuse, or recycled water.

D6. Water monitoring and reduction

The entity monitors and reviews its water consumption and water sources and implements measures to minimise water use and manage water-related risks.

This includes identifying opportunities for reduction, setting and implementing improvement objectives or targets, and applying operational procedures or technologies to improve water efficiency, appropriate to the size, nature, and context of the entity.

D7. Wastewater management

The entity ensures that wastewater is managed, treated, and disposed of in compliance with applicable local and national legislation and in a manner that avoids adverse environmental impacts.

Where relevant to the nature and scale of operations, this includes appropriate connection to municipal treatment systems or the use of approved on-site treatment or disposal solutions, and measures to prevent pollution of soil, surface water, and groundwater.

Pollution and waste

D8. Waste management policy

The entity has implemented a waste management plan that applies the waste hierarchy of prevention, reduction, reuse, and recycling, with the objective of reducing the amount of waste generated and, in particular, waste sent to landfill or incineration. Specifically, the plan includes measures to:

- prevent and minimise food waste; and
- reduce the use of single-use products, including single-use plastics, unless required for health, hygiene, or safety reasons and where no suitable or viable alternatives are available.

D9. Waste monitoring and reduction

The entity monitors and reviews the amounts and types of solid waste generated and the methods of disposal, with particular attention to waste sent to landfill or incineration, and implements measures to reduce waste generation in line with the waste hierarchy.

This includes identifying significant waste streams, opportunities for reduction, and improvement actions over time, appropriate to the size, nature, and context of the entity.

D10. Re-use and recycling

The entity makes use of reuse and recycling opportunities that are practically available within its operational and local waste-management context.

Where recycling options are limited or unavailable, the entity gives particular attention to reducing the use of materials or products with higher pollution potential and applies appropriate measures to ensure their safe use, handling, reuse, or disposal.

D11. Waste management and disposal

Where applicable to its operations, the entity manages all relevant waste streams, including solid waste, wastewater, chemicals, and hazardous waste, in a safe and controlled manner that minimises risks to human health and the environment.

This includes appropriate storage, handling, treatment, and disposal practices in compliance with applicable legal requirements and recognised good practice.

D12. Minimize chemicals and hazardous substances

The entity minimises the use of chemicals and hazardous substances and manages associated environmental and health risks through appropriate procedures, technologies, and operational practices.

Where feasible, harmful substances - including pesticides, paints, swimming pool disinfectants, and cleaning materials - are substituted with less harmful or innocuous products or processes. The storage, handling, use, and disposal of chemicals are properly managed.

D13. Reducing local pollution

The entity implements appropriate measures, proportionate to the nature, scale, and context of its operations, to prevent, minimise, and control pollution, including noise and light pollution, runoff and erosion, the use and release of ozone-depleting substances, and contamination of air, water, and soil.

Equipment

D14. Procurement of equipment and installations

When purchasing or replacing equipment and technical installations that significantly affect energy use, water use, emissions, or resource consumption, the entity applies the principle of Best Available Techniques (BAT).

This means that, within economically and technically viable conditions, the entity selects options that achieve a high level of environmental performance throughout their operational life cycle.

D15. Equipment operation

Equipment that uses energy, water, chemicals, or hazardous substances is operated and managed in a manner that minimises environmental impacts, environmental risks, and resource consumption.

In particular, such equipment:

- is operated in accordance with manufacturer specifications and recognised efficiency best practices;
- is properly maintained to ensure safe, efficient, and reliable operation, using qualified technicians where necessary; and
- is managed in a manner that identifies and addresses operational risks, including appropriate preventive measures and response actions in cases of malfunction, leakage, or failure.

Training, information and awareness raising

D16. Staff information, awareness and training

The entity ensures that staff receive appropriate information and, where relevant to their roles, training on actions and procedures to:

- minimise energy and water consumption,
- prevent and reduce waste, including prevention, reduction, reuse, and recycling practices,
- reduce greenhouse gas emissions (CO₂e) in daily operations,
- limit the use and release of hazardous substances, and
- avoid or reduce negative impacts on biodiversity.

D17. Customer and visitor information

The entity provides clear and accessible information and behavioural guidance to customers and visitors on actions they can take to minimise energy and water consumption, prevent and reduce waste, promote reuse and recycling, and support biodiversity protection.

Construction and communities

D18. New constructions

The entity minimises the environmental and landscape impacts of construction, renovation, and operation by respecting the natural, cultural, and architectural context of its surroundings.

New buildings and significant renovations comply with applicable planning and zoning requirements and take account of sensitive areas, heritage values, landscape integrity, and applicable community consultation processes.

Where feasible, locally suitable building materials, traditional design elements, and sustainable construction practices are used.

Biodiversity

D19. Endangered species

The entity does not engage in, nor offer, sell, promote, or endorse, activities involving the collection, consumption, storage, display, trade, or sale of endangered or threatened species, including species listed on the IUCN Red List and/or relevant national or regional conservation lists, or products derived from such species.

Such activities are only permitted where they are clearly regulated, fully legal, and demonstrably contribute to species or habitat conservation.

D20. Invasive species

The entity takes measures to prevent the introduction and spread of invasive alien species.

For landscaping and ecological restoration, the entity gives preference, where feasible, to native species, including endemic species where relevant, in order to support local biodiversity. Non-native species may be used where they are non-invasive, culturally appropriate, and do not pose risks to local ecosystems.

D21. Operational practices in natural areas

The entity applies and promotes appropriate codes of conduct and operational practices for activities in natural areas in order to prevent or minimise adverse impacts on biodiversity and ecosystems.

This includes ensuring that activities conducted directly by the entity or on its behalf, including through contracted guides or operators, follow recognised guidelines for responsible behaviour in natural ecosystems.

Where relevant, the entity informs customers and users of applicable codes of conduct and expected behaviour when visiting natural areas.

D22. Wildlife

The entity ensures that any interaction with free-roaming wildlife is responsibly managed, non-invasive, and designed to avoid adverse impacts on animal welfare, natural behaviour, population viability, and ecosystems.

Where wildlife interactions form part of the entity's activities or offerings, the entity applies internationally recognised principles, codes of conduct, or guidelines for responsible wildlife interaction and ensures appropriate visitor management and safety.

D23. Animal welfare

The entity ensures that animals used for tourism purposes and under its direct care or control are managed in accordance with applicable legislation and internationally recognised or reputable animal welfare principles and practices, and exercises due diligence to promote their application in animal-related activities that it offers, sells, promotes, or endorses.