

# **Global Sustainable Tourism Services Certification Program**

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**Contents**

<b>1</b>	<b>FOREWORD</b>	<b>3</b>
<b>2</b>	<b>GENERAL INFORMATION</b>	<b>4</b>
2.1	Purpose and Scope	4
2.2	General Legal Conditions	5
2.3	Definitions, Terms and Abbreviations	6
2.4	References	12
2.5	Certification Methods and Procedures	12
2.6	Determination of Application Classes	13
2.7	Requirements and Objectives	13
<b>3</b>	<b>DUTIES, PERSONNEL AND RESPONSIBILITIES</b>	<b>13</b>
3.1	Competence of Personnel Involved in Conformity Assessment Activities	13
3.2	Certification Activity Responsibilities of the Organization	14
3.3	Applicant or Certified Customer Responsibilities	14
3.4	Responsibilities of Sustainable Tourism Certified Businesses Towards Consumers and Third Parties	15
<b>4</b>	<b>BUSINESS INFORMATION</b>	<b>15</b>
<b>5</b>	<b>PLANNING AND PREPARATION</b>	<b>16</b>
<b>6</b>	<b>CONFORMITY ASSESSMENT PROCESS</b>	<b>16</b>
6.1	Inspection Periods	17
<b>7</b>	<b>CERTIFICATION DECISION AND ISSUANCE OF THE CERTIFICATE</b>	<b>17</b>
7.1	Approval of Certification	17
7.2	Maintenance of Certificate	18
7.3	Termination, Suspension and Withdrawal of Certification	18
7.4	Changes to Certificate Content (Scope)	19
<b>8</b>	<b>AUDITS</b>	<b>19</b>
8.1	Initial Certification Audit and Surveillance Audits	20
8.2	Follow-up Control	21
8.3	Transfer Control	21
8.4	Complaint Audits or Reviews (Special Audit)	22
8.5	Certificate Program with Multi-Level Reward System	22
8.6	Certification of Multi-Facility Organizations	22
8.7	Group Certification	23
<b>9</b>	<b>IDENTIFICATION OF NONCONFORMITIES</b>	<b>25</b>
9.1	Definition of Nonconformity	26
<b>10</b>	<b>INFORMATION ABOUT SUBCONTRACTORS</b>	<b>26</b>
<b>11</b>	<b>LOGO AND TRADEMARK USE RIGHTS</b>	<b>26</b>
11.1	Beginning and Scope of the Right to Use Logo	27
<b>12</b>	<b>ADDITIONAL INFORMATION</b>	<b>27</b>
12.1	Information on Objections and Complaints	27
12.2	Information on Confidentiality, Impartiality and Independence	27
12.3	Management of Changes to Certification Requirements	28
12.4	Communication with Third Parties	29
<b>13</b>	<b>VIOLATION AGAINST THE CERTIFICATION REGULATION</b>	<b>29</b>
<b>14</b>	<b>APPLICABLE DOCUMENTS</b>	<b>30</b>

## 1 PREFACE

### Scope

This certification program explains the application requirements within the scope of TÜV AUSTRIA TURK's conformity assessment and provides support for its valued customers regarding application and other certification processes.

### Document Owner

TÜV AUSTRIA TURK Certification Training and Inspection Services Ltd. Ltd.

### Revision History

No.	History	Information About Changes
0	03.07.2023	Global Sustainable Tourism Services Certification Program First publication
one	16.04.2024	Issues regarding Group Certification have been added.

### Publication Approval

This certification program is prepared by competent and competent persons appointed by TÜV AUSTRIA and is reviewed by the TÜV AUSTRIA Program Committee.

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## 2 General Information

### 2.1 Purpose and Scope

This certification program is developed by TÜV AUSTRIA TURK Certification Training and Surveillance Services Ltd. It aims to explain the regulations for Sustainable tourism certification activities to be carried out by (referred to as **TÜV AUSTRIA** in this certification program ) within the scope of *sustainable hygiene, health and Sustainability practices to be used in the tourism sector* within the framework of EN ISO / IEC 17065 accreditation.

In this certification program, the application requirements of businesses, audit criteria and methodology, auditor competencies, as well as the procedures and principles for the operation of the program are determined.

This certification program aims to create a healthy culture and tourism activity environment and to support the development of hygienic businesses within the framework of sustainable resources, for cultural and tourism businesses;

- ✓ It has sufficient resources and infrastructure,
- ✓ All supporting arguments are correctly positioned and accessible at all times,
- ✓ It aims to verify in a traceable way that all employees have high awareness of the relevant issue

sustainability and hygiene conditions are provided within the service conditions where an organization is accountable, aware of its social responsibilities and business ethics come to the fore, as a result of an organization's ability to define and proactively demonstrate its precautionary actions regarding measurable targets . In this regard, the certification program targets the following regarding the people they come into direct or indirect contact with, such as employees, customers, suppliers, partners, visitors and other stakeholders involved in the daily transaction stages during the provision of services,

- ✓ hygiene, health and sustainability practices with the joint participation of all stakeholders within the scope of the Culture and Tourism sector,
- ✓ Ensuring that the needs of the sector are met in sustainable tourism and complying with the country's strategic tourism plans,
- ✓ To develop a system for combating epidemic diseases and to take high-level precautions against all kinds of health risks,
- ✓ To vigorously manage potential health incidents by organizing them, based on the recommended published procedures of the relevant national or international authorities,
- ✓ Ensuring that the effects on the environment are minimized during the performance of services,
- ✓ It describes the communication channels and ethical rules with the personnel and relevant parties.

This certification program meets the requirements of clause 6.5 of the EN ISO/IEC 17067 standard.

This certification program <sup>1</sup>is part of the contracts (or commitments) made with the Businesses (referred to as customers in this certification program) and is published accessible under all terms and conditions.

Applicants and certified customers can access the certification program published by TÜV AUSTRIA without interruption via the link below.

<sup>1</sup> FRM-GST-002 Global Sustainable Tourism Services Service Agreement / FRM-GST-003 Global Sustainable Tourism Services Group Customer Agreement are drawn up mutually.

<https://www.tuv.at/tr/coezuemler/business-assurance/ueruen-belgeloji/>

## 2.2 General Legal Conditions

In order to be issued a certificate by TÜV AUSTRIA, a legally enforceable contract ( FRM-GST-002 Global Sustainable) must be signed with the tourism and cultural enterprises that fall within the scope of the circulars of the Ministry of Culture and Tourism of the Republic of Turkey and the Ministry of Internal Affairs and the relevant legal regulations. Tourism Services Service Agreement or FRM-GST-003 Global Sustainable Tourism Services Group Customer Mutual signing of the Agreement ) is a requirement for starting the process.

The entire contract consists of the following documents, which form an integral part of it:

- ✓ Globally Sustainable Tourism Services Certification Program
- ✓ Logo and Brand Usage Procedures and Guides
- ✓ Checklists
- ✓ TÜV AUSTRIA TURK General Terms and Conditions

The application made or to be made by the customer is regulated entirely and exclusively in accordance with the requirements of this product certification program.

TÜV AUSTRIA concludes contract( s ) with customers under the conditions described in the above-mentioned documents. These terms and conditions also apply to contracts between TÜV AUSTRIA and the customer regarding service certification and additional services and other additional obligations provided within the scope of service provision.

If certified businesses want to transfer their certification to another third-party organization, the possibility of transfer is checked by informing TÜV AUSTRIA before the transfer process. Transfer transactions are only permitted with the written agreement of TÜV AUSTRIA and the inclusion of contract documents from the third party. In case of transfer of certification, the customer will transfer all obligations arising from this contract to the recipient of the certification.<sup>2</sup>

The customer must pay the fee agreed in the contract prepared in accordance with the price list published by TGA (Turkish Tourism Promotion and Development Agency).

Certificates issued by TÜV AUSTRIA always remain the property of the TÜV AUSTRIA certification body and no circumstances arising from the customer's faults shall relieve him of his obligations or legal obligations regarding the contractual warranty terms.

The customer permits TÜV AUSTRIA to publish certain data on documented certification activities for the purpose of informing consumers (market-market) and other interested parties. In addition, the customer permits TÜV AUSTRIA , as certification body , to transmit to third parties or publicly access the contents of the issued certificate upon request. TÜV AUSTRIA has the possibility to withdraw (cancel) product certification at any time if the evaluation criteria and/or certification requirements change or if the customer violates the technical and administrative criteria of this certification programme. In this case, the customer will submit the product certificate to TÜV AUSTRIA without delay.

### 2.2.1 No Liability Accepted for Damage to Products

<sup>2</sup> See clause 8.3

has Professional Liability Insurance against risks that may cause or result in damage within the scope of certification activities, and the scope and limits of its liability are specified in this insurance . Please review the "TÜV AUSTRIA TURK General Terms and Conditions" text included in the contract for relevant limitations .

TÜV AUSTRIA accepts no liability for damages or losses arising from the assessment, control, visit, etc. carried out during the certification activities, whether arising due to the nature of the assessment activities or not resulting from mandatory and in any way proven intent.

## 2.3 Definitions , Terms And Abbreviations

<b>Accreditation</b>
The process of certification by the GSTC of a Certification Body's ability to certify entities against the GSTC Reference Standard.
<b>Accreditation Body</b>
operating in accordance with the ISO/IEC 17011 standard and technically competent to accredit the Certification Body to carry out conformity assessment using the GSTC Reference Standard.
<b>Accreditation Cycle</b>
It begins on or after the date of the Initial Accreditation Decision or the decision following the Reaccreditation Evaluation and cannot be longer than five years. Prior to the end of a cycle, a re-accreditation evaluation will be conducted prior to the end of the cycle.  NOTE: Generally the duration of the accreditation cycle is 5 years. [SOURCE: Adapted from ISO/IEC 17011:2017(E)]
<b>Accommodation</b>
Service facilities that regularly provide overnight accommodations to travelers in the form of a room or other type of unit and may offer limited or full services such as food and beverage, cleaning, entertainment and/or fitness activities , among others.  Accommodation categories include a wide variety of types and forms that are constantly evolving and changing according to cultural and socio -economic context.  Accommodation for certification purposes; It covers a wide range of categories, including but not limited to hotels, hostels, motels, roadside accommodations, beach hotels, apartment hotels, tourist residences, bed and breakfasts, tourist residences, farmhouses, holiday homes, glamping. Sites and similar accommodations that are suitably equipped to provide at least one night's accommodation and/or additional services.
<b>The Place a Tourist Wants to Visit and See</b>
A physical or cultural feature of a particular place that individual travelers or tourists perceive as capable of meeting one or more of their particular leisure-related needs. Such features may be ambient in nature (e.g. climate, culture, vegetation, or landscape) or they may be specific to a place, such as a theater performance, a museum, or a waterfall. (Source: Robert Harris and Joy Howard. 1996. Dictionary of Travel and Tourism Hospitality Terms. Hospitality Press, Melbourne.)

# Globally Sustainable Tourism Services Certification Program

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## Audit Result

The outcome of the audit after considering the audit objectives and all audit findings.

## Audit Criteria

A set of requirements used as a reference against which to compare objective evidence.

Note 1: If the audit criteria are legal (including statutory or regulatory) requirements, the words “compliance” or “non-conformance” are often used in an audit finding; And

Note 2: Requirements include policies, procedures, work instructions, legal requirements, contractual obligations, etc. may contain.

## Audit Evidence

Records, statements of fact or other information that are relevant to the audit criteria and verifiable.

## Audit Findings

Evaluation results of the audit collected, Evidence contrary to audit criteria.

Note 1: Audit findings indicate compliance and non-compliance;

Note 2: Audit findings may lead to the identification of risks, improvement opportunities or the recording of good practice; And

Note 3: If audit criteria are selected from legal or regulatory requirements, the audit finding is referred to as conformity or non-compliance.

## Audit Plan

Description of audit activities and arrangements.

## Audit Program

A description of a set of one or more inspections planned for a specific period of time and for a specific purpose.

## Audit Scope

Scope and limits of audit.

Note 1: The scope of the audit generally includes a description of the physical and virtual locations, functions, organizational units, activities and processes, as well as the period covered; And

Note 2: A virtual location is where an organization conducts business or provides a service using an online environment that allows individuals to conduct processes regardless of their physical location.

## Audit Team

One or more people carrying out the audit, supported where necessary by technical experts:

Note 1: One auditor from the audit team is appointed as the audit team leader; And

Note 2: The audit team may include auditors in training.

## Conformity Assessment Body (UDK)

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An organization that verifies that certain requirements regarding a product, process, system, person, or organization have been met.

## center office

The office responsible for and centrally controlling the management system.

## Certification

Voluntary, third-party evaluation, through an audit, of a tourism business for compliance with a standard.

## Certification Program

Certification system for specific products in which the same set requirements, specific rules and procedures apply.

Note 1: Rules, procedures and management for the implementation of product, process and service certification are stipulated by the certification scheme; And

NOTE 2: GSTC System is a Certification system.

## Certification System

Rules, procedures and management for achieving certification.

## Customer

A tourism business that purchases certification services from a Certification Body.

## Compliance Audit

An audit carried out on the certificate holder in order to evaluate the compliance of the Certification Body's certification processes and the certificate holder's sustainability management system with the certification requirements.

## Conflict of Interest

A situation in which a person or organization's capacity for objectivity is at risk.

## Suitability

Fulfillment of a requirement.

## Conformity Assessment

The process of checking and verifying the extent to which a tourism business or certification program meets a specific Standard and Criteria.

## consultancy

Providing expertise (directly or indirectly) to a tourism business or Certification Body on the design, management and operation of its services for a fee.

## destination

A physical space, with or without administrative and/or analytical boundaries, where a visitor can spend the night. It is the cluster (co-location) of products and services, activities and experiences along the tourism value chain and is the basic unit of analysis of tourism. A destination incorporates various stakeholders and can network to form larger destinations.

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## Equivalent Standard

A standard whose requirements directly match those of the GSTC standard. The standard may have a different presentation or even content; Provides guidance on how to meet the requirements. Equivalence in terms of GSTC Recognition includes harmonized, combined, identical, unilaterally aligned and comparable standards.

## GSTC

Global Sustainable Tourism Community

## GSTC Accreditation

Accreditation provided by GSTC.

## GSTC Assurance Panel

A technically competent and impartial independent GSTC body that will make decisions on the recognition of sustainable tourism standards and certification scheme holders and can approve the recommendations of the GSTC Accreditation Secretariat for the accreditation of Certification Bodies.

## GSTC Criteria

The GSTC Criteria are a common understanding of sustainable tourism and the minimum criteria that any tourism business should aim to achieve. These are organized around four main themes: effective sustainability planning; maximizing social and economic benefits for the local community; Developing cultural heritage and reducing negative impacts on the environment. Although the criteria were originally designed for use in the accommodation and tour operator sectors, they are applicable to the entire tourism sector.

## GSTC Requirements for Certification Bodies

The requirements that a Certification Body must meet in terms of its structure, management and operational procedures.

## GSTC Recognized Standard

A sustainable tourism standard assessed by the GSTC as equivalent to the GSTC Standard.

## GSTC Standard

The minimum requirement for a tourism business that can be considered to fully comply with the principles of sustainable tourism established by the GSTC and the GSTC Criteria.

## Hotel

Term used loosely to refer to accommodation.

## Impartiality

The ability to make judgments and decisions that are objective, based entirely on facts, and free from other influences.

## First Certification Audit

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The audit is carried out by an audit firm independent of the customer and the parties relying on the certification, in order to certify the customer's sustainability management processes and sustainability performance.

Note 1: Certification audits may include initial, surveillance and recertification audits, as well as special audits.

Note 2: Certification audits are usually carried out by audit teams of organizations that provide certification of compliance with the requirements of the Reference Standard.

## Major Nonconformity

Nonconformance that affects the ability of the management system to achieve intended results.

Nonconformities can be classified as major if:

- ✓ If there is serious doubt that effective process control has been implemented or that the products or services will meet the specified requirements;
- ✓ A series of small nonconformances related to the same requirement or problem may indicate a systemic failure and thus constitute a major nonconformance.

## Minor Nonconformity

Nonconformity that does not affect the ability of the management system to achieve intended results.

## Multi-Site Enterprise

An organization under a single management system consisting of a defined central office (not necessarily the organisation's headquarters) where specific processes/activities are planned and controlled, and a set of sites (permanent, temporary or virtual) where these processes/activities are planned and controlled.

## Unsuitability

Failure to fulfill a condition.

## Objective Evidence

Data that supports the existence or truth of something.

Note 1: Objective evidence may be obtained by observation, measurement, testing or other means; And

Note 2: Objective evidence relevant to the audit objective generally consists of records, facts, or other verifiable information that is relevant to the audit criteria.

## Performance

Measurable result.

Note 1: Performance may relate to quantitative or qualitative findings; And

Note 2: Performance may relate to the management of activities, processes, products, services, systems or organisations.

## process

A set of interrelated or interactive activities that use inputs to achieve an intended result.

## Reference Standard

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A standard used as a reference against which the audit is carried out according to the accreditation given.

NOTE: The Reference Standard can be either the GSTC Criteria or the GSTC Recognized Standard.

## Necessity

The need or expectation specified in the Reference Standards.

## Program Owner

An individual or organization responsible for developing and maintaining a specific certification program.

Note: The program owner may be the Certification Body itself, a government authority, a trade association, a group of Certification Bodies, or others.

## Sustainable Tourism Standard

A set of rules and guidelines that define the requirements of tourism businesses in ensuring sustainable tourism. For GSTC Recognition status the standard will be equivalent to the GSTC Standard.

## Surveillance Audit

The audit is performed primarily to maintain the validity of the certification. Surveillance inspections can be performed remotely, on-site, or a combination of both.

## Certificate of conformity

Written document issued if the conformity assessment process is successful.

## Agreement

It refers to the agreement signed between the Customer and TÜV AUSTRIA TURK, which regulates the conditions of the right to use documents for the organization deemed sufficient to be given a document within the scope of this procedure.

## Standard

The characteristics of the product, its processing and production methods, their relevant terminology, symbols, packaging, marking, labeling and conformity for common and repeated use, aimed at establishing an optimum level of order under existing conditions, approved by a recognized body Regulations that specify one or more of the evaluation procedures and whose compliance is optional.

## Ministry

Ministry of Culture and Tourism of the Republic of Turkey, the ministry that operates under the Presidency of the Republic of Turkey and is responsible for cultural and tourism affairs.

## Audit Criteria

All kinds of mandatory indicative references and references that regulate the characteristics of a service, its operating methods or the related terminology, symbols, marking, labeling or conformity assessment procedures, one by one or several of them.

## Auditor

Personnel who carry out the evaluation activities planned within the scope of conformity assessment activities to be carried out by the authorized organization in accordance with the relevant certification program and present the audit results to the CAB.

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## Certification Officer

Personnel who check the evaluation results before the planning and certification decision and report the decisions to be carried out within the scope of conformity assessment activities to be carried out by the authorized organization in accordance with the relevant certification program.

## Business

Within the framework of this certification program It is the general definition of businesses, organizations or legal entities that will be evaluated by CABs , will meet the technical requirements and sufficient conditions of the Sustainable Tourism Certification program, serve end users and operate in various ways in the field of tourism and culture.

## Service

the certification program in order to fulfill the program conditions

## Certification Agreement

It is defined as the service contract within the scope of Sustainable Tourism Certification activities to be signed between TÜV AUSTRIA and cultural and tourism enterprises.

## 2.4 References

The following documents are used as reference in the content of this certification program created by TÜV AUSTRIA.

- ✓ For the basic principles of Conformity Assessment, **EN ISO/IEC 17065:2012** Conformity Assessment - Requirements for Organizations Conducting Product, Process and Service Certification,
- ✓ **ISO/IEC 17067:2013** Conformity Assessment - Product Certification Fundamentals and Rules for Product Certification Programs, for the basic principles of establishing the certification program.
- ✓ **EA-1/22** for the basic principles of establishing the certification program EA Procedure oath Criteria for the Evaluation of Conformity Evaluation schemes by EA Accreditation Body Members
- ✓ Normative document based on the type of service to be used during Sustainable Tourism Certification activities;
  - GSTC Accreditation Manual For Certification of Hotel/ Accommodation & Tour Operator
  - GSTC Checklist - Certification Scheme - Certification Body Framework.
  - GSTC Accreditation Process V.2.0

## 2.5 Certification Method and Procedures

The Sustainable Tourism Certification Program has been developed in accordance with EN ISO/IEC 17067:2015 Article: 5.3.8 Program Type 6.

### Certification Program Table

#### Conformity assessment functions and activities in the Sustainable Tourism Certification Program

I	<b>selection</b> , programming and preparation activities, e.g. mandatory documentation and sampling (as applicable).
II	<b>Determination of properties</b> using the following, if applicable: d) Evaluation of services or processes

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**Conformity assessment functions and activities in the Sustainable Tourism Certification Program**

	e) Other determination activities, e.g. verification
III	<b>Review</b> is the examination of evidence of conformity obtained during the phase of determining whether specified requirements are met.
IV	<b>Certification decision</b> Issuance and maintenance of the document, expansion of its scope, suspension or withdrawal of the document.
V	<b>Declaration of conformity, Certification Decision</b> a) Issuance of a certificate of conformity or other conformity status (declaration of integrity) b) Granting the right to use eligibility or other eligibility statuses
V.I.	<b>Surveillance</b> c) Evaluation of production/service delivery or process

**2.6 APPLICATION of their classes Determination**

Application areas are associated with the Service Types defined in **Article 2.1** and are designed according to the Checklists to be used during the implementation of this certification program.

**2.7 Requirements And Goals**

In order for Culture and Tourism businesses to meet consumer expectations and achieve positive perception and competitive advantage, first of all; Appoint a Manager to manage the entire process, prepare protocols for all departments, ensure that employees are trained on these issues, carry out effective work on hygiene and disinfection and social distance, complete the processes of correct food hygiene and sustainability practices and reducing the risks of spread of epidemic diseases, and work on effective communication methods. It is aimed to use them to announce and raise awareness in Turkey and around the world.

**3 DUTIES, PERSONNEL AND RESPONSIBILITIES**

**3.1 Competence of Personnel Involved in Conformity Assessment Activities**

**3.1.1 TÜV AUSTRIA Staff**

As a Certification Body, TÜV AUSTRIA has proven and maintains the appropriate competence of all its personnel managing its activities in the field of EN ISO/IEC 17065.

TÜV AUSTRIA meets the criteria for competent and sufficient personnel for its activities in the field of Sustainable Tourism Certification. PRO -GST-002 Sustainable Tourism auditor Recruitment Assignment And Evaluation In the procedure has been explained .

**3.1.2 Business Personnel**

Sustainable Tourism Certification evaluation activities to be carried out by TÜV AUSTRIA , in order for the facilities and touristic enterprises to meet the expectations of the consumer and achieve positive perception and competitive advantage, they should appoint a manager appointed within the business to manage the entire process, prepare Protocols for all departments, and ensure that employees are provided with training on these issues, Carrying out effective work on Hygiene and Disinfection and Social Distance, ensuring correct Food

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Hygiene and Sustainability practices and epidemics It is aimed to complete the processes of reducing contamination risks and to announce and raise awareness of their work in Turkey and the world by using effective communication methods.

### **3.2 Certification Activity organization Responsibilities**

TÜV AUSTRIA is responsible for the execution and implementation of the certification program with an adequate level of communication with its customers. Certification-related obligations are limited only to the operations and their results certified by TÜV AUSTRIA.

TÜV AUSTRIA's certification activities are carried out in accordance with the legal authority rules and principles, adhering to the principles of impartiality, independence, equal treatment, honesty, transparency, confidentiality and the ethical principles shaped within the framework of the applicant/document holder who receives services within the criteria, procedures and principles determined by GSTC. It carries out professionally within the framework of

TÜV AUSTRIA has no liability if the documents issued are not recognized by third parties.

### **3.3 Applicant or Documented Customer Responsibilities**

of the Sustainable Tourism Certificate, businesses or applicant organizations are obliged to comply with all the requirements of this certification program, as well as to do the following;

The business is responsible for designing and providing services in accordance with the basic or other legal requirements stipulated by the Sustainable Tourism Certification Program and national legislation, and for performing its services in accordance with the procedures stipulated by the relevant regulations, circulars and administrative acts and decisions.

The declarations made by the applicant business during the certification application must be compatible with the scope of the Sustainable Tourism Certification to be made, and situations or changes that would conflict with this declaration must not occur during the certification.

Applicant businesses cannot use the Sustainable Tourism Certificate issued by TÜV AUSTRIA based on positive evaluation results, for any reason other than the services within the scope of the contract, without signing the contract.

Applicant or Sustainable Tourism Certified businesses must submit to auditors appointed by TÜV AUSTRIA; It is obliged to provide all kinds of convenience in visiting all units and places that have functions in design, production, quality control, quality management, service, presentation and similar issues that affect the quality of the service, especially its sustainability, to show the records, and to provide the requested documents and information accurately, completely and on time. .

Sustainable Tourism Certified businesses; cannot reproduce or copy certificates in an incomplete or misleading manner and/or falsify the document. It cannot be translated into foreign languages without the control and written permission of TÜV AUSTRIA.

Sustainable Tourism Certified businesses; It is obliged to keep a record of the measures taken and all transactions made regarding complaints and applications regarding any non-conformity reported by customers, consumers and/or third parties, and to submit it to TÜV AUSTRIA and other competent authorities for review when requested.

Applicants or Sustainable Tourism Certified businesses are obliged to carry out the corrective and preventive actions requested by TÜV AUSTRIA within the period specified in the PRO-011 Nonconformities and Development Procedure and to submit the relevant records to TÜV AUSTRIA auditors.

Businesses may affect their ability to comply with Sustainable Tourism Certification requirements; It must provide information within the scope of the certification program regarding its service locations, facilities, operations and activities. Any changes in these matters must be notified to TÜV AUSTRIA in writing without delay.

When there is a change in operating conditions, it is obliged to notify these changes (change of title, suspension of service, etc. ) within 15 days at the latest . If not notified, TÜV AUSTRIA has the right to withdraw the certificate or conduct a special audit, depending on the content of the change.

Businesses can use the Sustainable Tourism Certificate given to them for the scope and address written on it. Otherwise, he accepts the sanctions that will be applied to him in cases of misuse.

Businesses accept that TÜV AUSTRIA will not provide consultancy services to the company within the scope of conformity assessment or on matters related to this scope and do not make requests in this regard.

### **3.4 Sustainable Tourism Certified Responsibilities of Businesses Toward Consumers and Third Parties**

Sustainable Tourism Certified businesses are personally responsible for all kinds of material and moral damages and losses to their customers or third parties that may arise from the services given the right to use the certificate not complying with the legal regulations and/or the document that forms the basis of the certification (Sustainable Tourism Certification Program). is obliged to compensate.

Sustainable Tourism Certified businesses are obliged to examine, before the consumer/customer, the complaint arising from the service within the Sustainable Tourism Certification Program, upon both the complaint of the consumer/customer and the warning of TÜV AUSTRIA . If the service is examined by the Sustainable Tourism Certified business and it is determined that it complies with the relevant certification document, the situation is notified to the complainant and TÜV AUSTRIA in writing by the Sustainable Tourism Certified business. If the complainant objects to the result of the examination carried out by the Sustainable Tourism Certified business, the service in question may be re-examined by TÜV AUSTRIA according to the relevant certification document. When deemed necessary, inspections are carried out again or have them carried out by TÜV AUSTRIA, with all costs being charged to the certified business.

## **4 BUSINESS INFORMATION**

AUSTRIA before the conformity assessment activities . These documents are mandatory documents included in the relevant application forms and must be submitted before application. The basic information that must be obtained from businesses before the audit is as follows.

- ✓ Business Trade Name
- ✓ Business name
- ✓ address
- ✓ Contact Information (phone, fax, web address)
- ✓ Business official information (name, surname , contact number)
- ✓ Bed and Room number information for Accommodation Facilities
- ✓ If available, KTB - Tourism certificate/business opening and working license

Documents to be provided by businesses FRM-GST-001 Global Sustainable Tourism Services Application  
As defined in the form ;

- ✓ Sample of Trade Registry Gazette
- ✓ Facility Business Tax Certificate
- ✓ A copy of the Tourism Business Certificate (or a copy of a business opening and working license ) It must be forwarded to TÜV AUSTRIA TURK .

## **5 PLANNING AND PREPARATION**

Based on the basic business information defined in the TÜV AUSTRIA Sustainable Tourism Certification Programme ; will plan the application review activity.

Although application review is defined as a mandatory process in accordance with the EN ISO/IEC 17065 standard, TÜV AUSTRIA has the right to request additional documents from businesses if insufficient documents are found during the review to be carried out based on the FRM-GST-001 Global Sustainable Tourism Services Application Form . available.

If the documents and records submitted by the applicant business are insufficient, the application will be rejected or a renewal will be requested if the relevant deficiencies are corrected by the business representative.

In the evaluation, the applicable regulations regarding the certification program are taken into account, including but not limited to the following criteria.

- ✓ Information about the customer is sufficient to carry out the certification process,
- ✓ Any known differences in understanding between TÜV AUSTRIA TURK and the customer are resolved, including agreement on relevant standards or other normative documents,
- ✓ The scope of the required certification is defined,
- ✓ Resources are available and appropriate to carry out all conformity assessment activities,
- ✓ It is ensured that TÜV AUSTRIA TURK has the necessary competence and means to carry out the conformity assessment activity.

TÜV AUSTRIA ; The application review results must be kept as electronic or printed documented information for 10 years. All documentation created by TÜV AUSTRIA during the certification services

## **6 CONFORMITY ASSESSMENT PROCESS**

When TÜV AUSTRIA carries out evaluation activities either with its internal resources or with other resources under its direct control, it meets the applicable requirements of other documents specified in the Sustainable Tourism Certification Program.

Businesses are obliged to provide all kinds of written and verbal information needed regarding the evaluation activity of TÜV AUSTRIA personnel and accreditation body representatives.

Observers and guides may also accompany the inspections to be carried out by TÜV AUSTRIA at the operating site. Observers may be TÜV AUSTRIA personnel observing a member of the inspection team; It may also be an accreditation institution official. Guides are business employees who accompany the audit team to assist the audit team. A guide can be assigned to each member of the audit team. The guide's responsibilities may include tasks such as ensuring communication, arranging meetings, organizing site visits, ensuring implementation of site Sustainability rules, witnessing the audit on behalf of the client, or providing information requested by the auditor.



TÜV AUSTRIA plans conformity assessment activities in accordance with the dates agreed with the operating managers. TÜV AUSTRIA defines the evaluation process and has FRM-GST-005 Audit Plan for evaluation activities .

Evaluation activities; It includes an opening meeting, field activities, reporting and a closing meeting.

In the audits to be carried out on the dates agreed with the business managers, TÜV AUSTRIA auditors will hold an opening meeting. With business representatives at the opening meeting;

- ✓ The scope and features of the services are confirmed.
- ✓ The audit methodology to be performed is declared.
- ✓ Sustainability measures to be provided by the business and TÜV AUSTRIA are confirmed.
- ✓ Persons who will guide TÜV AUSTRIA personnel are determined by the business manager.
- ✓ Information is given about the Objection-Complaint processes.
- ✓ Information is provided about the principles of confidentiality and impartiality.

Nonconformities revealed during certification evaluation activities carried out by TÜV AUSTRIA are classified based on their impact on service delivery processes, and closure periods are determined according to this classification. Details regarding non-conformities are defined in Article 9 of the CP-GST-001 Global Sustainable Tourism Services Certification Programme.

- ✓ A closing meeting is held to evaluate the results of the audits performed and to confirm any nonconformities, if any. At the closing meeting with the customer;
- ✓ Processes for closing nonconformities, if any
- ✓ Objection and complaint rights to results
- ✓ General information is given about the printing of the certificate.

## 6.1 Audit Durations

Initial certification, surveillance, inspections, unannounced and complaint inspections to be carried out by TÜV AUSTRIA will be carried out taking into account the periods in the table below.

## 7 CERTIFICATION DECISION AND ISSUANCE OF THE CERTIFICATE

### 7.1 Certification Approval

TÜV AUSTRIA TURK is responsible for and retains authority for its certification decisions. The certification decision is made by the Certification Officer, who is not involved in the evaluation process and is within TÜV AUSTRIA TURK and under its operational control.

Before taking a certification decision, the Certification Officer can decide on certification, suspension, cancellation or scope reduction by checking the documents submitted to him. Before making a positive decision, the Certification Officer examines the customer's planned correction and/or corrective actions for other nonconformities regarding the following issues and makes the decision after making sure that the requirements are met.

- ✓ Failure to comply with one or more of the requirements of the Reference Standard; or
- ✓ A situation that raises serious doubt about the ability of the client's sustainability management processes to achieve the intended outcomes.

After the review made by TÜV AUSTRIA TURK's Certification Officer, when the decision not to grant certification becomes clear, this issue is notified to the customer along with the reasons.

## **7.2 certificate Sustaining**

The business is obliged to fully comply with the conditions in this certification program as well as all the conditions in the service standards throughout the validity period of the certificate.

The validity of the certificates associated with the Sustainable Tourism Certification Program is 3 years, based on the certification agreement signed between TÜV AUSTRIA and the businesses, and the validity of the certificate is one (1) year from the date of publication.

In order to ensure the sustainability of the certificate, the conditions specified in the Sustainable Tourism Certification Program, which are always fully fulfilled by the enterprise during the validity period of the certificate, are subject to inspection in accordance with the periods defined in Article 8.

## **7.3 Termination, Suspension and Withdrawal of Certification**

The certificate may be withdrawn by the Certification Officer in some cases. The withdrawal decision is notified to the customer in writing by the Certification Officer. Current information about withdrawn documents is queried on the TÜV AUSTRIA TURK website. If the withdrawn certificate period exceeds 2 years, the document is canceled and this decision is notified to the customer by the Certification Officer with FRM-GST-020 Certificate Cancellation Letter.

In the following cases, TÜV AUSTRIA TURK has the right to withdraw the certificate by informing the certificate holder in writing:

- ✓ If the results of the Surveillance Audit indicate that there is a serious non-conformity,
- ✓ If the certificate holder does not comply with the financial agreement,
- ✓ If there is any violation of the mutually signed contract,
- ✓ In case of suspension, if insufficient measures are taken by the certificate holder,
- ✓ If the certificate owner does not want to extend his certificate,
- ✓ If the standards or rules change and the certificate holder cannot or does not guarantee compliance with the new requirements,
- ✓ If the service is stopped or the certificate holder becomes bankrupt,
- ✓ On the grounds of other provisions contained in the certificate agreement,
- ✓ On the grounds that it was determined that the certified organization deliberately provided incomplete and incorrect information to TÜV AUSTRIA TURK before or after the audit,
- ✓ On the grounds that the decision to cancel the certificate is made based on the evaluation of the complaints about the certified company.

### **7.3.1 Suspension**

The certificate may be suspended for a certain period of time by the Certification Officer, detailing one of the following reasons. The suspension decision is notified to the customer by the Certification Officer via FRM-GST-019 Certificate Suspension Letter. Current information about suspended documents is queried on the TÜV AUSTRIA TURK website. As examples of these situations;

- ✓ During the surveillance audit, in cases that do not comply with the requirements specified in the relevant certification program, but do not require immediate withdrawal of the certificate,
- ✓ If withdrawal and corrective actions are not taken by the certificate owner in case of inappropriate use of the certificate or logo (for example, misleading publications or advertising),

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- ✓ If there is a violation of the process-product certification program or procedures of the Certification Body,
- ✓ Failure of the company to fulfill its contractual obligations,
- ✓ Failure to close major nonconformities during follow-up audits,
- ✓ If major nonconformities are found as a result of the audits,
- ✓ The certified organization voluntarily requests temporary suspension.

The certificate holder is prohibited from defining any process-product-service for which the certificate is suspended as certified.

The Certification Officer shall notify the certificate holder in writing as to why the certificate has been suspended by TÜV AUSTRIA TURK, and specify the conditions under which the suspension will be lifted. If the suspension period exceeds 6 months, the certificate is canceled and this decision is notified to the customer in writing by the Certification Officer.

Companies whose certificates have been suspended must notify the Certification Officer in writing that the reasons for suspension have been eliminated . notifies . An audit is carried out in the company to confirm that the reason for suspension has been resolved. When appropriate conditions are met, the suspension decision is lifted by the Certification Officer.

Certification Coordinators make the necessary arrangements in the certified company list on the TÜV AUSTRIA TURK website and inform the certificate holder in writing.

#### **7.4 Certificate Content Changes ( Scope )<sup>3</sup>**

must inform TÜV AUSTRIA within 15 days of any changes that may occur in the enterprise's system or services within the scope of certification after certification, and of changes in the organizational structure that will affect the system (such as operator change , capacity increase, type change and termination of operations) .

In order to evaluate the impact of the changes on the service, TÜV AUSTRIA may carry out an additional audit for a fee.

Business; Any significant changes that may occur in the Sustainable Tourism Certification Program or relevant regulatory administrative procedures and legislation must be made within the transition period notified to it.

The trade registry gazette of the new operator of the sustainable tourism certificate forwards the tax identification number and business basis document to TÜV AUSTRIA . In the event of a change in the title of the certificate holder , if there is no change affecting the provision of the service, it is renewed with a new certificate number and the old certificate is terminated by the decision of TÜV AUSTRIA TURK, based on the relevant information. In this case, the certificate fee specified in the service offer is requested.

## **8 Audits**

TÜV AUSTRIA conducts initial certification and surveillance audits of all facilities that will be included in the Sustainable Tourism Certification Program to ensure and maintain a consistent service quality. After the first certification audit, surveillance audits of the facilities that are entitled to receive certification are carried out in accordance with article 6.1.

In case of serious violations or clear non-compliance during audit activities, article 7.3.1 is applied to this enterprise.

<sup>3</sup> All headings in the current document that affect reprinting the document

## 8.1 Initial Certification control And Surveillance Controls

### 8.1.1 First Certification Audit

The first certification audit is the audit in which the compliance of the business that will apply for Sustainable Tourism Certification for the first time by TÜV AUSTRIA is evaluated and the first certification decision is made. The duration of the first certification audit is defined in Article 6.1. In the first certification audit, TÜV AUSTRIA obtains all the documents required for the application from the business and applies the process steps defined under Article 5 Planning and Preparation. In the application received by TÜV AUSTRIA, if the relevant documents are examined and the application is deemed appropriate, the first certification audit is carried out and reported based on the entries in the TGA portal.

The first certification audit is carried out to include the following;

- a) Checking and verifying the documents submitted during the application,
- b) On-site verification of the scope and sizes declared in the application,
- c) Examining the special conditions for the Sustainable Tourism Certification Program,
- d) Advising the decision for initial certification.

### 8.1.2 Surveillance Audits

Surveillance inspections via TÜV AUSTRIA certified businesses Sustainable Tourism Certification conditions with suitability that you continue verify for carried out are inspections .

Surveillance inspections Sustainable Tourism Certificate broadcasting date reference given in Article 6.1, taking by TÜV AUSTRIA within is carried out .

Surveillance inspections the following matters will contain way is carried out ;

- a) previous in control detection made to inconveniences aimed at carried out activities verification ,
- b) Your complaints examination or to the solution being reunited records ,
- c) Continually to improve aiming planned activities progress ,
- d) Changes ( if any ) out of sight passing ,
- e) Sign And brand use of or to certification made other references ,
- f) Service in the content change is is not ,
- g) Sustainable Tourism Certification to your program special your conditions examination ,
- h) Service of your songs continuity of that it is provided control .

revised or additional made product of documents out of sight passing And in practice suitability And effectiveness examination And above stated critical materials Search inspections in the scope of control made audit is the type .

Audit finally detection made observation And to inconveniences related audit report is prepared .

Surveillance of inspections cancel to be document validity in terms of possible is not however surveillance audit dates business and TÜV AUSTRIA confirmation eyelash before by taking document validity date 3 months before completion or 2 weeks after completion until later much realization must .

## 8.2 Follow-up control

Follow-up control; It is the audit carried out in cases where the company is not entitled to receive a certificate as a result of the audits, it is determined that the corrective actions regarding the nonconformities detected during the audits are not effectively implemented, or the certificate of the certified company is suspended.

A follow-up audit is decided only when verification that nonconformities have been eliminated can be done effectively on-site.

- ✓ Follow-up audit requirement is applied to close some of the Major Nonconformities. Such nonconformities are those that affect the process, infrastructure and business requirements.
- ✓ In some major non-conformities, a follow-up audit is not required; examples of such non-conformities include lack of document-based management reviews, lack of preparation of a training plan, etc. In such cases, nonconformities can be eliminated by reviewing the revised documents/new documents to be submitted by the company.

The customer's desire to continue the certification activity is taken as basis and a written feedback is received from the customer on this issue.

A maximum period of **3 months** is given following the date of the certification audit that requires a company follow-up audit. If the company requests additional time (maybe in writing) at the end of this 3-month period, this request will be reviewed by the Certification Officer and if deemed appropriate, an additional 3 months will be granted.

The duration of the follow-up audit cannot be longer than 6 months. If it is observed that minor - major nonconformities are not resolved during follow-up audits or if the company does not confirm the follow-up audit date in the follow-up audit notification letter sent by TÜV AUSTRIA TURK, the organization's application will be cancelled. If any non-compliance remains that cannot be closed within this period, the company's application will be cancelled.

After the nonconformities are verified and closed by the auditors, the audit file is sent to the Certification Officer for review and decision.

If the company has not applied for a follow-up audit within 3 months following the date of the Certification Officer's decision to suspend the certificate, the Certification Agreement is terminated and the certificate is withdrawn.

## 8.3 Transfer Control

is an audit carried out with the aim and request of issuing a document from TÜV AUSTRIA TURK for an existing and valid document from a different accredited institution .

If an organization that has received certification from an authorized institution other than TÜV AUSTRIA TURK applies for certification, the reasons for the transfer are first learned and after it is decided whether an on-site audit or remote audit will be carried out, it carries out an audit covering the following:

- ✓ Document review, review of audit reports prepared by the authorized institution that made the previous certification,
- ✓ Transfer audit at the organization's facilities, the scope of which depends on the suitability and validity of its previously issued certification.

informs GSTC within 5 days from the customer's transfer audit request .

Transfer inspections are valid for documents issued by Accredited Institutions. However, if the organization that issued the certificate has stopped its commercial activities or its accreditation has been cancelled, the Certification Officer makes the decision to carry out the transfer audit of the applicant organization.

In order for a transfer audit to be carried out, the document must still be active and valid. Transfer audits will not be performed if the customer has any significant material non-compliance or is suspended or is the subject of an ongoing complaint being investigated by the customer's current credentialing entity.

Before transfer audits are carried out, the non-conformities reported to the company whose certificate is still valid by the previous certification body must be closed or the issues in the certification programs of the relevant organizations must be fulfilled.

If the company is entitled to receive a certificate, the validity period of the document to be issued is limited to the current valid document period. The document states the date of first certification by the other Accredited Organization, the certification date and the validity period of the current document. The duration of surveillance audits is determined by taking into account the customer's period for certification.

#### **8.4 Complaint Controls or Reviews (Special Audit )**

Special audit , initial certification , intermediate audit , certificate renovation And follow-up control outside made audit is the type .

In place detection not requiring complaint on the subjects verb it happened proving sufficient document And information to be in case of business on site physically to the audit necessary without remaining TÜV AUSTRIA by document over made examination with business about Sustainable Tourism Certification Program rules from violation necessary transactions is being done .

#### **8.5 A lot Level Prize to your system Owner Certificate Program**

Certification programs that allow for multiple levels of compliance ensure that the minimum level meets the GSTC Criteria. The certification process at all levels is carried out in accordance with GSTC requirements.

Example: A certification scheme that awards the hotel at 3 levels: Bronze, Silver and Gold. The Bronze level of this certification program will meet all GSTC Criteria and have a valid and currently Recognized status with the GSTC.

#### **8.6 A lot with facilities organizations Certification**

Multi-facility certification is applied if tourism activities and management are carried out similarly in different locations under a single management system.

Multi-facility certification is applied if tourism activities and management are carried out similarly in different locations under a single management system.

A multi-site organization is defined as an organization that:

- ✓ Having a defined central office from which specific activities are planned, controlled or managed,
- ✓ Having local offices or branches where such activities are carried out in whole or in part,

In multiple sites, each organization need not be a unique legal entity, but all sites must have a legal or contractual connection with the organization's head office and be subject to a common quality system determined,

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established, and subject to ongoing oversight by the center. The head office should have the right to correct or implement corrective action as needed at any site, and this should be stated in the contract between the head office and the sites.

For a multiple facility to be eligible for certification;

- ✓ It must meet the requirements of Article 5 of IAF MD 1:2018.
- ✓ All relevant sites (including the head office) must be within the scope of the multi-site organization's internal audit program and must be evaluated against this program before the organization applies for certification.
- ✓ Tourism services provided by the multi-regional organization must be managed by the same organization.
- ✓ The multi-site organization must demonstrate that its head office has established a sustainability management system that complies with the Reference Standard under assessment and that the entire organization meets the requirements of the standard.

### **Special Requirements for Certification of a Multi-Facility Establishment**

In addition to the standard information received from each company during the application phase, the following requirements should also be evaluated;

- ✓ Results of internal site audits and management reviews or previous certification audits,
- ✓ Records of complaints and other relevant aspects of corrective and preventive actions,
- ✓ Significant differences in the size of sites/services,
- ✓ Differences in shift patterns and working procedures,
- ✓ The complexity of the management system and the processes carried out in the fields,
- ✓ Changes made since the last certification audit,
- ✓ Maturity of the management system and knowledge of the organization,
- ✓ Environmental and social issues related to sustainability management systems and their scope and related impacts,
- ✓ Differences in culture, language and regulatory requirements; geographical distribution, and
- ✓ Whether the sites are permanent, temporary or virtual.

### **8.7 Group Certification**

Several individual tourism businesses may form a group to implement a Reference Standard and obtain certification together. The goal is to share implementation and certification costs. Group certification is a well-established and good practice within sustainability standards and is especially implemented by small and medium-sized businesses.

Group certification is the practice of organizing individual organizations into structured groups to apply a Reference Standard jointly and under shared leadership and commitment and to achieve effective and sustainable performance against the Reference Standard. Group certification should not be confused with multi-site certification, which can be applied to a single organization.

#### **Applicable Requirements for Group Certification**

- ✓ Group members will be individual organizations offering similar tourism services;
- ✓ Group members will operate in the same country and in the same language;
- ✓ The Group shall have a mechanism to manage the implementation and maintenance of the same Reference Standard;

- ✓ The Group will establish and maintain a sustainability management system,
- ✓ The sustainability management system will have a mechanism to systematically ensure and evaluate the suitability and performance of each entity in the group, including internal audits;
- ✓ A group manager who will be responsible for the operation of the sustainability management system will be appointed. The group manager may be a cooperative of group members, an association, a consultant, or an external oversight body;
- ✓ All members of the group formally undertake to comply with the rules and management of the group, the requirements of the Reference Standard and certification obligations; And
- ✓ Group members are legally established organizations with their own names or brands.

TÜV AUSTRIA TURK will ensure that GSTC's requirements for groups are followed.

### **Communication Between TÜV AUSTRIA TURK and the Group**

TÜV AUSTRIA TURK shall clearly communicate the certification requirements for group certification to the group manager, including these requirements and any additional program-specific requirements (whether or not these are determined by TÜV AUSTRIA TURK or the standard owner).

FRM-GST-003 Global Sustainable Tourism Services Group Customer Agreement is signed between the group and TÜV AUSTRIA TURK, which includes the group manager's commitment to meet the Reference Standard and certification requirements for group certification.

The group manager will report annually to TÜV AUSTRIA TURK, including relevant changes in the group's production and management practices, and provide comments and actions regarding deficiencies in the system.

NOTE: The annual report may be a narrative or in the form of a program or a template provided by TÜV AUSTRIA TURK.

### **Sustainability Management System Evaluation for the Group**

TÜV AUSTRIA TURK will audit the group's Sustainability Management System to evaluate its operation and effectiveness and to determine whether the Sustainability Management System complies with the Reference Standard and the certification requirements for group certification.

TÜV AUSTRIA TURK will audit its Sustainability Management System against the same Reference Standard at least once a year.

The Sustainability Management System audit will include the assessment of compliance with the specified requirements and, in particular, the following:

- ✓ Existence and implementation of all internal procedures,
- ✓ Group members' knowledge of and access to the Reference Standard and certification requirements for group certification,
- ✓ A risk assessment carried out by the Group, appropriate to the nature, scale and complexity of the tourism activity,
- ✓ Each member of the group is audited internally on an annual basis,
- ✓ New group members are considered certified only after record keeping requirements have been met, the internal audit has been completed and no significant non-conformances remain.
- ✓ Cases of non-compliance are handled by the group administrator; And
- ✓ Existence of adequate records regarding internal audits.



TÜV AUSTRIA TURK will conduct a risk assessment of all aspects of the group and its members, as well as the Sustainability Management System, to identify risks to the integrity of the certification. Risk assessment will form the basis for audit and certification activities.

The auditor will assess the adequacy of the group's internal auditors in accordance with ISO 19011:2018.

TÜV AUSTRIA TURK audits a sample of group members to evaluate the effectiveness of the sustainability management system. The sample size is based on the results of the risk assessment. The minimum number of group members to be audited annually by TÜV AUSTRIA TURK will be the square root of the total number of members in the group. Members to be audited are selected to be representative of the entire group based on a combination of risk-based and random sample selection.

The result of the external audit of group members is compared with the result of the internal audit of the group.

### **Sanctions**

Non-conformances for group compliance are based solely on the Reference Standard and certification requirements for group certification.

TÜV AUSTRIA TURK has a sanctions policy for non-conformances regarding the certification of groups. Sanctions apply to the entire group.

Failure of the group manager and internal auditors to detect non-conformities will result in sanctions. Failure of group management to take action on non-conformities and to impose appropriate sanctions on group members will also lead to sanctions.

Major non-conformances where there is a direct risk that the Sustainability Management System does not work or that services do not meet standards or that uncertified services are sold as certified will lead to suspension of certification of the entire group.

TÜV AUSTRIA TURK monitors the sanctions in a timely manner to determine whether all these conditions are met and imposes additional sanctions when necessary.

### **Certificates**

TÜV AUSTRIA TURK issues a single certificate stating the name and address of all members of the group to which the certificate relates.

The list of group members is kept up to date. TÜV AUSTRIA TURK requests that the group administrator inform you of any changes in membership, including the closure of any group member.

If the group administrator or any of the group members does not meet the criteria required for the continuation of the certificate, the certificate will be completely withdrawn.

## **9 IDENTIFICATION OF NONCONFORMITIES**

After each assessment within the framework of the Sustainable Tourism Certification activity or after surveillance activities (according to section 6), when non-conformities are detected, all relevant non-conformities are presented

to the customer. TÜV AUSTRIA Based on the results of non-conformance, if any, the certification will make the certification decision.

### **9.1 of inappropriateness Definition**

First of all , a related to non-compliance service , sustainable Tourism Certification Program or relating to National or international standard from the conditions One or more more to your requirement not complied with must be understood . Sustainable Tourism Certification from your program and / or from the attachments any One deviation , nonconformity aspect is evaluated .

nonconformities for documented businesses or applicant businesses inappropriateness possible the one which... -most short in time to solve is expected .

FRM-GST-009 Nonconformity Notification Form' is used to inform TÜV AUSTRIA TURK customers about all nonconformities detected during the evaluation .

**Major (Great) Nonconformity** ; These are non-conformities that may affect the continuous implementation of the overall system and/or cause non-conforming product to reach the customer. These nonconformities reduce the ability or quality of service delivery.

**Minor Nonconformity** ; These are deviations that do not arise from the structure of the system, do not affect the system in general, and are not systematic. These nonconformities do not reduce the ability or quality of service delivery.

When major nonconformities occur, a period of 90 days is given for correction. When minor nonconformities occur, a period of 30 days is given for correction .

Stated period inside relating to record under taken improprieties business by corrective activity records To TÜV AUSTRIA by offering can't close whereas to certification suitable is not knowledge including report TGA and GSTC with Sharing , Sustainable Tourism Certified businesses from the list is dropped . In this situation the one which... businesses Sustainable Tourism Certificate TÜV AUSTRIA by back is withdrawn .

In general , nonconformities possible as much as quick And a sustainable ( permanent ) way should be eliminated . Businesses , interior controls during unsuitability detection if or third by the parties to herself unsuitability notification If done , the certificate owner businesses immediately To TÜV AUSTRIA in notification by being present is liable .

Businesses , TÜV AUSTRIA auditors by themselves presented inconveniences resolve for suitable precautions gets . APPLICATION evidence surveillance or follow-up audit times inside suitable One in the form should be presented .

## **10 INFORMATION ABOUT SUBCONTRACTORS**

TÜV AUSTRIA does not delegate any part of the evaluation process (application review, evaluation, decision making, etc.) to subcontractors (subcontractors).

The use of outsourced personnel is not used in the sense of subcontracting, and TÜV AUSTRIA may carry out audits through outsourced personnel in its audit activities.

## **11 LOGO and BRAND USE RIGHTS**

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### 11.1 Logo Usage your right beginning And Scope

TÜV AUSTRIA (or TÜV AUSTRIA TURK) logo cannot be used without permission and usage approval of TÜV AUSTRIA TURK. If used, the decision on initiating legal proceedings belongs to TÜV AUSTRIA .

TGA and by GSTC authorized the one which... TÜV AUSTRIA will carry out And positive resulting in inspections with businesses brand use rights will be born . Sustainable Tourism Certification of the brand use conditions And details It is protected by PRO-001 Logo and Brand Usage Procedure.

PRO-001 Logo and Brand Usage Procedure is published openly on the website .

## 12 ADDITIONAL INFORMATION

### 12.1 Objection And Complaints About To inform

Businesses , TÜV AUSTRIA carried out to inspections based on has taken received positive or negative with decisions relating to aspect in objection availability or relating to all process , personnel And services for complaint don't to the possibility has .

When TÜV AUSTRIA TURK receives any Objection or Complaint regarding conformity assessment, it implements this process in accordance with the 'PRO-010 Objection, Complaint and Dispute Procedure'. All our customers and interested parties can participate in the process with 'FRM-010a Suggestion, Complaint and Objection Form'. Relevant form and procedure are on our website **Contact Us** It is published in the tab.

Tourism Certification in the process culture And tourism enterprises , by TÜV AUSTRIA suitability evaluation of processes presenting during , from its auditors , processes or any One for the reason caused complaints for primarily from TÜV AUSTRIA drink in their processes applied protocols must be applied . TÜV AUSTRIA transmitted complaint own internal ( process ) independent units through with evaluates And to business to complaint related information gives .

TÜV AUSTRIA, Sustainable Tourism Certified businesses by relating to your complaints verbal conveying in case of this by converting it into written form is liable .

Businesses by TÜV AUSTRIA drink of methods using relating to your complaint and / or your objection solution acceptance if not or TÜV AUSTRIA stated objection or complaint analysis duration exceeds , relevant legal to the authorities do not apply right to has .

If a complaint or objection is rejected, TÜV AUSTRIA will inform its Customers of the decisions taken. If the reason given by TÜV AUSTRIA is not accepted by the customer and no agreement or mutual solution on the issue can be reached with TÜV AUSTRIA's management, the customer may initiate legal proceedings .

### 12.2 Confidentiality , Impartiality And Independence About To inform

TÜV AUSTRIA, its employees And service during reported all information ( direct or indirect ) about all drink welding And external welding from their staff confidentiality , impartiality And independence including their commitments is taking . These commitments are independent third parties their participation It also applies in the case of .

TÜV AUSTRIA, businesses by provided or evaluation activities during accessed all information relating , personal of data protection According to the provisions of the Law (KVKK) will fit And responsibility in the field data protection for necessary all technical And organizational precautions is taken .

TÜV AUSTRIA drink welding And external welding all employees , personal of data protection Act to the provisions to comply commitment It does .

Made by TÜV AUSTRIA certification operations with relating to as , legislation within the framework official the authorities or judicial of authorities information And document demands not including to be about third to the parties information does not give . Except that when necessary to do certification in their contracts can be shared informations clearly is specified .

TÜV AUSTRIA and all employees ; certification activities with relating to from businesses and / or relating to from the parties to herself all kinds of reaching written And verbal knowledge hidden amount Only signed by certification contracts TÜV AUSTRIA as required accredited who makes accreditation organizations and / or authorizing relating to ministries request to do in case This institutions with by law if not banned shares . Other third with the parties sharing Only court decision with makes .

TÜV AUSTRIA court decision Reason with third to the parties information to give in case When it remains , it is relevant the business definitely informed it does .

TÜV AUSTRIA, above stated conditions outside Sustainable Tourism Certification scope concerning standards , regulations And other binding to the documents to comply commitment it does .

### **12.3 Certification In your terms Your changes Management**

TÜV AUSTRIA, certification in the system ( standard procedures or occur in the rules ) may come important changes , 15 days in certificate given to businesses to be determined transition time inside necessary regulations to do for announces . To inform for web page , e- mail etc. available .

TÜV AUSTRIA, reference received in the documents changes application made all web page for businesses through with by announcing is liable . occur incoming Changes former documented businesses in favor of present a situation does whereas change former will include businesses way is implemented .

#### **12.3.1 Changes (Scope, address, personnel changes)**

TURK within 15 days that any fundamental changes have been made regarding the content of the document (expansion, narrowing, change of title, change in services and capacity, change of address, attorney with equal rights, replacement attorney). If information about the changes is not provided, a non-conformance will be opened and followed up. Change auditing should be carried out in cases where new activities are added to the scope, services and capacity, address changes. In such cases, a change in the surveillance audit date may be necessary. If changes are required, both surveillance and change audits are performed together.

If the decision made by the Certification Officer is positive, the document is renewed with the new document number and the old document is canceled. In this case, the document fee specified in the service offer is requested.

#### **12.3.2 Certificate Holder Title Change**

submits the trade registry gazette and signature circular according to the new title to TÜV AUSTRIA TURK . In the event of a change in the title of the document holder, if there is no change affecting the services, the document is renewed with the new document number and the old document is canceled by the decision of TÜV AUSTRIA TURK, based on the relevant information. In this case, the document fee specified in the service offer is requested.

### 12.3.3 Address change

In case of a change in place of service, a change audit is carried out to examine the new place of service of the certificate holder. If the adequacy of the Global Sustainable Tourism system is determined during the examination, the organization's certificate and other documents are issued according to the new service location address with the new document number, by the decision of the Certification Officer, and the old document is canceled. In such cases, a change in the surveillance audit date may be necessary. In case a change is required, both surveillance and address change auditing are carried out together.

### 12.4 Third with the parties Communication

by TÜV AUSTRIA carried out suitability evaluation activities As a result , any One into service related certification of your request rejection or into service related One your approval not given or beforehand documented given One certification back withdrawal In cases of can come out objection And complaints to examine to :

- ✓ Your approval rejection or back withdrawal your decision your reasons detailed One way to business or authorized to your representative notification ,
- ✓ Available legal rights with This your rights to use related of durations business or authorized to your representative notification ,
- ✓ Service provider of the business or authorized of the representative to the decision objection to be able to permission giving this your objection bet Subject by decision previously no relationship not found however Subject about sufficient information And to experience owner , independent movement able person or by persons examination of supply ,

to ensure about necessary to procedures owner should be .

TÜV AUSTRIA, rejected or back taken to approvals related TGA of information and to GSTC notification urgently from doing is responsible .

TGA, certified businesses knowledge to the public open aspect shares . This information is for end users of businesses . by questionable aspect [www.tga.gov.tr](http://www.tga.gov.tr) from presented . This information ;

- ✓ of the business First Name And address
- ✓ Service scope
- ✓ of the business logo

## 13 VIOLATION AGAINST THE CERTIFICATION REGULATION

TÜV AUSTRIA will immediately stop the inspection and record it in case the following and similar situations occur during the inspections it carries out.

- ✓ Revealing situations that threaten the sustainability of the audit team ,
- ✓ Acting in a way that may constitute a criminal element against the audit team of the business,
- ✓ The business does not accept the non-conformities detected in the audit and does not sign the non-conformity report,
- ✓ The business does not provide guidance to the audit team and this situation prevents the audit from being carried out,
- ✓ The business is not present on the inspection dates,

However, the business cannot claim against TÜV AUSTRIA any additional damages arising from the above situations against the certification scheme. Furthermore, if TÜV AUSTRIA detects a violation, it reserves the right to immediately withdraw the contract without prior notice and, if necessary, declare the Sustainable Tourism Certificate available for the business invalid and notify the TGA and GSTC immediately .

In case of a violation of this certification program by TÜV AUSTRIA or if this violation is committed by the business certified by TÜV AUSTRIA and it is determined that TÜV AUSTRIA is a party to this violation, in addition to the immediate withdrawal of the certificate, TÜV AUSTRIA and the business will be liable for each violation. has the right to demand criminal action.

TÜV AUSTRIA is not held responsible for any damages that may arise in connection with the termination or withdrawal of the relevant certificate of the enterprise.

TÜV AUSTRIA will ensure that new or revised requirements of the Sustainable Tourism Certification Scheme affecting the business are brought to the attention and notified of the business. TÜV AUSTRIA will take the measures required by the Sustainable Tourism Certification Scheme to review the implementation of changes made by the business.

## **14 APPLICABLE DOCUMENTS**

- ✓ TÜV AUSTRIA General Terms and Conditions
- ✓ PRO-001 Logo and Brand Usage Procedure
- ✓ PRO-010 Objection, Complaint and Dispute Procedure
- ✓ PRO-011 Nonconformities and Development Procedure
- ✓ PRO-012 Procedure for the Protection of Impartiality, Confidentiality and Independence
- ✓ Certificate Drafts

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