



GST Public Audit Report

SITE:
PAARL BOUTIQUE HOTEL

KONTREI:
BOLAND

PROVINCE:
WESTERN CAPE

SOUTH AFRICA

Report number:
1

Audit date:
22 April 2026

Report date:
23 April 2026

CERTIFICATION:

**Contribution in Management
for Sustainability in Tourism**

GST SUSTAINABILITY VERIFICATION AUDIT

• INTRODUCTION

During the on-site audits of the Paarl Boutique Hotel, steps were taken to examine how the criteria reflected on the **GST** questionnaire were managed and whether the results are efficient.

This was done by means of an open discussion session between the Assessor and the General Manager.

The Hotel is situated at 469 Main Road in Paarl, the longest main road in South Africa spanning around 12 kilometres and lined with a lot of historic architecture.

The philosophy regarding the **GST** concept was discussed by the owner of the **GST** management process and some additional reading matter was handed over where the concept of *manage by measuring*, using the 4 C's, was explained:

The 4 C's represent the 4 "legs of the table" of a sustainable business, namely:

- C1. CONSERVATION
- C2. COMMUNITY
- C3. CUSTOMER
- C4. COMPANY

The audit documentation (the GST questionnaire completed by the General Manager, the confidential report, and the public report) forms the basis for the assessment of the recent audit. These will be attached as appendices to the final correspondence.

• PORTFOLIO MEMBER DATA

Portfolio Member	Scope of Organisation	No. of Employees	Standard
Paarl Boutique Hotel	Guest Accommodation in historical building with the gable dated 1852.	9 Fixed 1 Contracted	GST verification questionnaire

• MANAGEMENT REPRESENTATIVES

Aneen Saayman

GST SUSTAINABILITY VERIFICATION AUDIT

INTRODUCTION TO REPORT

The report on Paarl Boutique Hotel comprises many positive aspects that need to be highlighted and opportunities/recommendations for improvement that were noted during the audit on-site.

When auditing, a differentiation is made between the following categories:

Non-conformity (NC):	All non-conformities need to be rectified before the decision is made about the issue/maintenance of the certificate.
Findings (F):	All findings need to be rectified by the time of the next audit.
Recommendation (R):	Does not represent gaps but indicates opportunities for improvement.
OKs:	Represent general relevant requirements

Below follows a more detailed report about the status of the **4 C's** as observed by the Assessor during the on-site visit.

Paarl Boutique Hotel welcomes guests to a historical Paarl Landmark embraced by the Cape Dutch style manor house and restaurant operated by Vida e Caffé.

The date on the gable says it all. History hosting a modern contemporary interior with utterly neat and comfortable accommodation.

The Hotel is managed according to a conservation services management plan. This then forms the basis on which the premises is managed. This includes inter alia, fauna, flora, water usage, maintenance of infrastructure and tourism footprint.

The Hotel is also known for the well trained and friendly staff with attention to detail. Guests feel at home in a very relaxing atmosphere that whispers serenity when they enter their room. A very attractive and user-friendly website is available for perusal and is packed with plenty more facts and information.

C1. CONSERVATION

Conservational relevant requirements / Some documentation requirements (e.g., EAI's)
Control of documents and records, Improvements on previous audits if recommended.

Special aspects

1. The Hotel has a clear policy with relation to conservation, natural and cultural. This mindset is displayed in every item, action and person involved.
2. The conservation of historical buildings and boundary walls are notably well done. Structures are built in a similar style to blend and compliment the historical ambiance.
3. Special effort is made to not harm nature. This policy is conveyed to all staff and visitors.
4. Greywater and sewage are treated via a septic tank system for irrigation of the garden.
5. Renewable energy via a solar system is planned for the near future. The geysers function from an integrated gas system.

GST SUSTAINABILITY VERIFICATION AUDIT

6. Local suppliers are supported and promoted.
7. The Hotel constructed their own wastewater treatment plant.

C2. COMMUNITY

Community focus / Commitment to improve Community through various initiatives / Activities that contribute to sustainable involvement of local resources (both people and materials)

Special aspects

1. All permanent and temp staff are locals.
2. Remuneration is fair and above market related.
3. On-the-job training is provided in different areas as required. A training and development policy is followed to promote individual learning and uplifting.
4. All workers have personal files and work contracts. Training records can be provided on request.
5. The Managers actively support and encourage employee involvement in all aspects of the conservation and development activities of the Hotel.

C3. CUSTOMER

Customer Focus / Measuring Customer Satisfaction / Activities that contribute to customer experience of specific local environment / Customer education

Special aspects

1. An info brochure with QR code is available in the rooms.
2. Guests can enjoy the well maintained garden.
3. Community experiences and activities are promoted
4. There is a well-established target market with guests returning more than once. Exclusivity is guaranteed through the control of number of guests.
5. No incidents of theft or harm to anybody were ever reported. An indemnity form is signed by visitors.

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C4. COMPANY

Financial planning of product realization / Infrastructure / Investment / Cash reserves

Special aspects

1. Ccompetent financial planning is in place.
2. Sound management of money matters are obvious.

4. REMARKS

The work done at Paarl Boutique Hotel by the Managers and staff is a very good example of sustainable tourist staying where the cultural and natural resources are beneficially utilised for both the visitors and the environment. Furthermore, infrastructure has been developed to accommodate guests with controlled impact on the environment. Interesting projects are on the way and relevant information is available.

The cooperation between the Hotel and the tourism enterprise is sound and recommendable. Care is taken to maintain the exclusive and historical atmosphere and appearance.

5. STATEMENTS AND RECOMMENDATIONS RELATING TO THE ISSUE/MAINTENANCE OF THE CERTIFICATE

	The issuing/ maintenance of the certificate is recommended	Further evidence needs to be submitted to the auditor	A follow-up audit is necessary	Approval by GST AUDIT Certification
Criteria Questionnaire	√			√

6. AUDIT TEAM

Assessor (Trainee) Name: Annelize du Toit Signature: 

Assessor Name: Mark van Eyssen Signature: 

Hard copy signed by all.

7. APPENDICES

Appendix 1: GST Questionnaire completed by General Manager

Audit documentation: Paarl Boutique Hotel

Audit date: 22 April 2026

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Page 5 of 6

GST SUSTAINABILITY VERIFICATION AUDIT

8. DISTRIBUTION LIST (VIA EMAIL)

- GST, Paarl
- Audit Site