

ECO certification requirements:

Mandatory criteria - 100% compliance (51 out of 51)

Voluntary criteria - minimum 50% compliance (19 out of 38)

Section 1: Sustainability Management System

Code	Criterion	Type
101	The management has received training on the environmental effects of tourism.	Mandatory
102	The hotel has implemented a long-term sustainability management system that is suitable to its reality and scope, and which addresses environmental, social, cultural, economic, quality and health & safety issues. This management system should include a policy with specific goals (available to all staff) and the monitoring of these goals.	Mandatory
103	The hotel has a designated person for the sustainability management system.	Mandatory
104	Employees received training regarding their roles and responsibilities with respect to environmental, social, cultural, economic, quality and health & safety issues.	Mandatory
105	The hotel has participated in or organised an environmental initiative in the period since the last audit	Mandatory
106	The hotel actively supports initiatives for local infrastructure and social community development including, among others, education, training, health and sanitation.	Mandatory
107	The hotel is in compliance with all applicable local and international legislation and regulations (including, among others, health, safety, labour and environmental aspects).	Mandatory

Section 2: Waste management

Code	Criterion	Type
201	Waste is measured and mechanisms are in place to reduce it; where reduction is not feasible waste disposal has to be carried out through a licensed waste contractor.	Mandatory
202	A waste separation and management scheme for recyclable wastes is in place (minimum of 3 of the following: glass, plastic, paper, metal, organic waste).	Mandatory
203	Batteries and waste oils are recycled in accordance with current environmental legislation.	Mandatory
204	The hotel is guaranteeing the final destination of goods with CFC or similar in accordance with current environmental legislation.	Mandatory
205	A licensed waste contractor is used to dispose of hazardous waste.	Mandatory
206	The hotel is minimising its use of disposed and consumable goods.	Mandatory
207	A well maintained and air-conditioned garbage room is available.	Voluntary
208	The hotel is minimising its use of paper.	Voluntary
209	A system is in place to reuse discarded bed sheets, towels and table cloths for alternate purposes.	Voluntary
210	Waste compactors for cardboard and/or waste food are installed and used	Voluntary

Section 3: Purchasing

Code	Criterion	Type
301	A purchasing policy is in place which favours locally appropriate and ecologically sustainable products for building materials, capital goods, food and consumables.	Mandatory

302	The hotel is reducing or eliminating corrosive cleaning products, phosphate and bleaching detergents.	Mandatory
303	The hotel is reducing or replacing pesticides and other harmful substances (e.g. paints).	Mandatory
304	The hotel is using biodegradable cleaning products.	Mandatory
305	The management is using white goods with clean technology.	Mandatory
306	CFC products and similar are being replaced by more ecological ones.	Mandatory
307	The hotel is buying local products. At least 10 of the following are partly sourced locally: Milk, Eggs, Fruit, Vegetables, Oil, Pork, Beef, Lamb, Chicken, Fish, Mineral Water, Wine, Beer.	Mandatory
308	Local services and goods are purchased and offered by the organization, following fair-trade principles.	Mandatory
309	Recycled or ecological paper is used for promotional material (brochures).	Voluntary
310	Recycled or ecological paper is used for mailings (letterheads).	Voluntary
311	Recycled or ecological paper is used for other office use (e.g. photocopy paper).	Voluntary
312	Recycled or ecological paper is used for napkins.	Voluntary
313	Recycled or ecological paper is used for toilet rolls.	Voluntary
314	Recycled or ecological paper is used for hand towels in public toilets.	Voluntary
315	Recycled toners are used for in-house printing.	Voluntary

Section 4: Control of chemicals

Code	Criterion	Type
401	Hazardous chemicals and cleaning products are stored correctly.	Mandatory
402	Chlorine levels in swimming pools are monitored daily.	Mandatory
403	The air-conditioning system and cold rooms are monitored regularly for effective control of leakages.	Mandatory
404	Records are kept on the chemical products used in pest controls.	Mandatory
405	A system is in place to reduce or eliminate Chlorine in swimming pools (e.g. ionizers, salt water chlorination, etc).	Voluntary

Section 5: Energy

Code	Criterion	Type
501	Energy efficient lighting products in public areas and guest rooms are in place (at least 50% of lights).	Mandatory
502	Automatic controls are used for internal illumination in at least 50% of its guest rooms. (If the lighting is not switched off automatically, guests must have highly visible information reminding them to switch off all lights before leaving the room).	Mandatory
503	Automatic controls are used for the air-conditioning system in room windows and doors. (If the A/C is not switched off automatically, guests must have highly visible information reminding them to switch off the air conditioning before opening the windows).	Mandatory
504	Power factor correction is installed and operational	Voluntary
505	Voltage optimisation is installed and operational	Voluntary
506	Automatic controls for external illumination are installed and operational	Voluntary

507	Centralised air conditioning system installed and working.	Voluntary
508	Independent temperature control in bedrooms are installed and working.	Voluntary
509	Presence sensors (PIR) in corridors are installed and working.	Voluntary
510	Presence sensors (PIR) in public toilets are installed and working.	Voluntary
511	Electric hand dryers with automatic controls are installed and working.	Voluntary
512	A Building Management System (BMS) is installed and working.	Voluntary
513	Thermal insulation is installed in the building.	Voluntary
514	Waste heat recovery systems are installed and working	Voluntary
515	Alternative energy is used for lighting, heating or other purposes.	Voluntary
516	A preventative maintenance programme is in place for all electrical equipment.	Voluntary

Section 6: Water

Code	Criterion	Type
601	A preventative maintenance programme is in place for all water systems and equipment	Mandatory
602	Rain water harvesting and use is practised at the hotel site.	Mandatory
603	Guest room showers are equipped with water saving devices.	Mandatory
604	Water taps in wash hand basins are equipped with water saving devices.	Mandatory
605	Water cisterns are equipped with water saving devices (e.g. a dual flush system).	Mandatory
606	Guests are given the option to re-use their towels and bed linen.	Mandatory
607	Waste water and RO reject are treated effectively before discharging into the environment (applicable to direct discharges only).	Mandatory
608	Swimming pool water levels are monitored frequently (identifying leakages, etc).	Voluntary
609	Wash hand basins in public areas are fitted with automatic controls	Voluntary
610	Showers in public areas are fitted with automatic controls	Voluntary
611	Waste water treatment plant is installed and operational and treated grey water is re-used.	Voluntary

Section 7: Air quality

Code	Criterion	Type
701	The hotel implements practices to reduce or offset its greenhouse gas emissions.	Mandatory
702	A no smoking policy is in place in some or all of the guest bedrooms. A 'no smoking' sign must be visible.	Voluntary
703	Boiler emissions are monitored.	Voluntary
704	The management is informing and encouraging customers to use public transport and bicycles.	Voluntary
705	The management is informing and encouraging staff to use public transport, bicycles or shared transport.	Voluntary

Section 8: Noise

Code	Criterion	Type
801	Practices are in place to reduce noise pollution generated by the hotel's operations.	Mandatory
802	Double-glazed windows or other insulating systems are used to reduce impacts of external noise.	Voluntary

Section 9: Buildings and green areas

Code	Criterion	Type
901	The management implements practices to reduce light pollution	Mandatory
902	The management implements practices to reduce pollution from water runoff and erosion.	Mandatory
903	Native plants are used in external areas wherever feasible and preventive measures are taken against the introduction of invasive alien species.	Mandatory
904	Irrigation is carried out early in the morning and/or in the late evening.	Mandatory
905	Automatic irrigation is used to save water in external gardens.	Mandatory
906	The landscaped areas are predominantly planted with low water consumption plants.	Voluntary
907	The hotel is producing its own compost.	Voluntary

Section 10: Local culture & natural surroundings

Code	Criterion	Type
1001	Initiatives are taken by the hotel, in contributing towards the protection and conservation of historical or culturally important sites.	Mandatory
1002	Elements of local art, architecture and cultural heritage (including culinary heritage) are included in the hotel's design, decoration and operations.	Mandatory
1003	The hotel offers the means for local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history and culture (including food and beverages, crafts, performance arts, agricultural products, etc.).	Mandatory
1004	Any disturbance of natural ecosystems is minimised and compensated for through rehabilitation / conservation management where applicable.	Mandatory

Section 11: Communication with Customers

Code	Criterion	Type
1101	Information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to customers, as well as explaining appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites.	Mandatory
1102	A documented code of conduct for activities in indigenous and local communities has been developed and implemented with the collaboration and consent of the affected community (where applicable).	Mandatory
1103	The hotel is informing customers about local environmental initiatives and activities in which they can participate.	Mandatory
1104	Customer satisfaction, including sustainability aspects, is measured and corrective action is taken as appropriate.	Mandatory
1105	Promotional materials are accurate and complete with regard to the organisation and its products and services, including sustainability claims. They do not promise more than is being delivered.	Mandatory
1106	The hotel is informing and encouraging the guests to participate in its environmental management programme.	Voluntary
1107	Environmental management system results are effectively communicated to customers	Voluntary