



Hotel ECO Certification

Requirements to Obtain Certification

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2012

New GSTC Criteria & Restructured MTA Criteria



How this session will proceed...

- Introduction of Certification - Scope & Criteria
- Walk-through through the changes between current criteria and the new requirements
- Interactive sessions
- Wrap up and closure

Criteria 101

- "The management has received training on the environmental effects of tourism."
- The fact that you share interest in this certification shows clearly that you would like to watch out for environmental aspects within your organization or hotel.
- But...do we know what constitutes environment with regards to our operations? Do we have a clear understanding of the effects our industry places on the environment?
- This calls for specific training in this field...but let's get on with our other criteria....you will be getting most of the material as we follow through...

Sustainability Management System

- First major change of today...Criteria 102
- It was and remains compulsory
- It stays as Criteria 102
- So what's the change all about?

Criteria 102

Interactive session time...

Criteria 103

- Was previously criteria 104
- "The hotel has a designated person for the sustainability management system"
- Do you?

Criteria 104

- "Employees received training regarding their roles and responsibilities with respect to environmental, SOCIAL, CULTURAL, ECONOMIC, QUALITY AND HEALTH & SAFETY ISSUES"
- What changed then? ...previously employees had to be trained in between audits...and only on Environment
- It is important that any training records are kept of any employees who have been trained in any of these areas. Training is only required once...but keeping the most exposed employees updated on their respective areas will always be of great help.

Criteria 105

- "The hotel has participated in or organized an environmental initiative in the period since last audit."
- Shall we examine anything that was done and explore a few possibilities?
- This is covered also in more detail later on in the other criteria.

Criteria 106

- "The hotel actively supports initiatives for local infrastructure and social community development including, among others, education, training, health and sanitation"
- What is this translated to?
 - Supporting local infrastructure and community ideally of same village/town and/or neighbouring ones. The GSTC requirements state a 20km limit.
 - These initiatives shall be recurring opportunities eg annual events rather than the one-off type of event
- So...what are your ideas on this? What opportunities would you create to cover this?

Previous Criteria 107 & 108 have been omitted

New Criteria 107

"The hotel is in compliance with all applicable local and international legislation and regulations (including, among others, health, safety, labour, and environmental aspects)"

Criteria 201

"Waste is measured and mechanisms are in place to reduce it; where reduction is not feasible waste disposal has to be carried by a licensed waste contractor"

Any ideas?

- Measurement of waste by weight and the setting up of goals and targets
- Programmes to reduce waste generation at source
- Handling of waste is done only by licensed waste contractors

Criteria 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)
- Which of them can our current operations feasibly meet?

Criteria 203

Was previously 202 but....

"...recycled in accordance with current environmental legislation..."

- Oil has to be collected by license contractor only and a record of collections kept
- Oils, except for kitchen oil, require a permit to carry, 48 hours prior to collection
- The receiver requires proper storage licenses
- Recycling has to be done by a licensed broker / recycler
- Records of waste oil quantities + any recycled / recovered quantities [LN 161 of 2002]
- Batteries to follow same criteria as for oils
- Any directly imported equipment which contains batteries has to be registered when imported according to what type of battery/ies it contains
- Hotel has to meet recycling targets of batteries either by registering as self-compliant or by joining a scheme....and by 2013 this has to reach 30% [LN 55 of 2010]



Criteria 204

"The hotel is guaranteeing the final destination of goods with CFC or similar in accordance with current environmental legislation"

- The major difference here is that it is no longer permitted to keep any CFC bearing equipment or storage on site.
- Attention has to be given to LN145 of 2007 and more importantly to LN292 of 2002, Section 16
- Why is all the fuss? ...bear in mind that CFCs are also ODSs



(2) Where the authorities of a territory not covered by the Protocol are in full compliance with the Protocol and have submitted data to that effect as specified in Article 7 of the Protocol, the competent authority may decide that some or all of the provisions of Regulations 10, 11 and 13 of these regulations shall not apply in respect of that territory.

Recovery of used
controlled
substances.

16. (1) Controlled substances contained in:

- refrigeration, air-conditioning and heat pump equipment, except domestic refrigerators and freezers,
- equipment containing solvents,
- fire protection systems and fire extinguishers,

shall be recovered for destruction by technologies approved by the Parties or by any other environmentally acceptable destruction technology, or for recycling or reclamation during the servicing and maintenance of equipment or before the dismantling or disposal of equipment.

(2) Controlled substances contained in domestic refrigerators and freezers shall be recovered and dealt with as provided for in sub-regulation (1) after 31 December 2001.

(3) Controlled substances contained in products, installations and equipment other than those mentioned in sub-regulations (1) and (2) shall be recovered, if practicable, and dealt with as provided in sub-regulation (1).

(4) Controlled substances shall not be placed on the market in disposable containers, except for essential uses.

(5) The competent authority shall take steps to promote the recovery, recycling, reclamation and destruction of controlled substances and shall assign to users, refrigeration technicians or other appropriate bodies responsibility for ensuring compliance with the provisions of sub-regulation (1). The competent authority shall define the minimum qualification requirements for the personnel involved.

(6) The competent authority shall make reports on the systems established to promote the recovery of used controlled substances, including the facilities available and the quantities of used controlled substances recovered, recycled, reclaimed or destroyed.

(7) This regulation shall be without prejudice to the Waste Management (Permit and Control) Regulations, 2001 or to measures adopted following regulation 3 of those regulations. L.N. 337 of 2001.

17. (1) All precautionary measures practicable shall be taken to prevent and minimize leakages of controlled substances. In particular, fixed equipment with a refrigerating fluid charge of more than 3 kilogrammes shall be checked for leakages annually. The competent authority shall define the minimum qualification requirements for the personnel involved. Leakages of controlled substances.

(2) All precautionary measures practicable shall be taken to prevent and minimize leakages of methyl bromide from fumigation installations and operations in which methyl bromide is used. Whenever methyl bromide is used in soil fumigation, the use of virtually impermeable films for a sufficient time, or other techniques ensuring at least the same level of environmental protection shall be mandatory. The competent authority shall define the minimum qualification requirements for the personnel involved.

3) All precautionary measures practicable shall be taken to prevent and minimize leakages of controlled substances used as feedstock and as processing agents.

(4) All precautionary measures practicable shall be taken to prevent and minimize any leakage of controlled substances inadvertently produced in the course of the manufacture of other chemicals.

(5) The competent authority shall develop as appropriate and ensure the dissemination of notes describing best available technologies and best environmental practices concerning the prevention and minimization of leakages and emissions of controlled substances.

18. (1) Every year before 31 March, each producer, importer and exporter of controlled substances shall communicate to the competent authority, data as specified below for each controlled substance in respect of the period 1 January to 31 December of the preceding year. Reporting.

(2) The competent authority shall establish the format of this report in such manner that -

- (a) each producer shall communicate:
- its total production of each controlled substance,

Criteria 205

- "A licensed waste contractor is used to dispose of hazardous waste."
- The same applies as for the previous criteria...this time it has to be applied across the board to any other types of haz waste involved in our operations.
- Can we identify other types of such waste?
-

Criteria 206

Added the part which expands from just paper use to "...disposed and consumable goods..."

- It's that time of the show again... What ideas do you have about disposable items which your hotel might be currently using?
- How can they be controlled?

Criteria 207

- "A well maintained and air-conditioned garbage room is available." - Voluntary
- Any plans? Is this already available?

Criteria 208

The keyword here is clearly "...minimizing...", whereas previously it was "reusing"

- Paper use is not being encouraged to be reduced, rather than merely having paper being reused
- This might mean that printing in the first place has to be replaced with other forms of technology

Previous Criteria 207, 208, 209, 210
and 211 have now been omitted.

Criteria 209

"A system is in place to reuse discarded bed sheets, towels and table cloths for alternate purposes"

- The key point here is the reuse of discarded linens
- This is a voluntary criteria

Criteria 210

"Waste compactors for cardboard and/or waste food are installed and used"

- This is a voluntary criteria
- ...which is also pretty much self explanatory

Criteria 301

"A purchasing policy is in place which favors locally appropriate and ecologically sustainable products for building materials, capital goods, food and consumables"

- This criteria is now mandatory
- A written policy backed up by purchasing records must clearly prefer local products as explained

Criteria 302

"The hotel is reducing or eliminating corrosive cleaning products, phosphates and bleaching detergents"

- This has been turned into a mandatory requirement
- Where do you think you are most likely to find such detergents?
- How can these be identified?
- Is it possible to have effective alternatives?





Criteria 303

"The hotel is reducing or replacing pesticides and other harmful substances (eg paints)"

- The added keywords here are "harmful substances"
- The noticeable changes in this criteria are that whereas before it was acceptable to have the staff informed now these products have to be reduced or replaced
- Can we identify a few potentially harmful products off-hand?



Criteria 304

- "The hotel is using biodegradable cleaning products."
- The keyword here is "using", although this is a mandatory criteria it does not imply that the hotel uses only such products

Criteria 305

- "The management is using white goods with clean technology."
- Same as the one before it this criteria aims at showing use of such products.

Criteria 306

- "CFC Products and similar are being replace by more ecological ones."
- Where do we find products which employ use of CFCs?
- Can we really replace them?
- Can't we opt for longevity rather than replacement?

Criteria 307

- Milk
- Vegetables
- Beef
- Fish
- Beer
- Eggs
- Oil
- Lamb
- Mineral water
- Fruit
- Pork
- Chicken
- Wine

What does that list has in common?

"The hotel is buying local products.
At least 10 of...are partly sourced
locally..."

Criteria 308

the New criteria

"Local services and goods are purchased and offered by the organization, following fair-trade principles"

- What would this point mean to you?
- How can you define fair-trade?

Criteria 309

- "Recycled or ecological paper is used for promotional material (brochures)" - Voluntary
- The best way to meet this criteria is to have all brochures and promotional printed material printed on such kinds of paper.

Criteria 310

- "Recycled or ecological paper is used for mailings (letterheads)". - Voluntary
- Once again, this is self-explanatory, and would best be met if all letterheads and mailings use such paper.

Criteria 311

- "Recycled or ecological paper is used for other office use (e.g. photocopy paper)." - Voluntary
- This should see a total replacement of paper to such kinds of paper for all other office related printing.

Criteria 312

- "Recycled or ecological paper is used for napkins." - Voluntary
- Once again...this calls for a total change over.

Criteria 313

- "Recycled or ecological paper is used for toilet rolls." - Voluntary
- Pretty much self-explanatory.

Criteria 314

- "Recycled or ecological paper is used for hand towels in public toilets." - Voluntary
- Once again, the same goes with this as for previous ones.

Criteria 315

- "Recycled toners are used for in-house printing." - Voluntary
- This calls for all in-house printing.

Criteria 401

- "Hazardous chemicals and cleaning products are stored correctly." - Mandatory
- Do we have hazardous chemicals and cleaning products?
- Have we ever noticed the incompatibilities that exist between certain products?
- Do we take notice and care on storage of these items?

Criteria 402

- "Chlorine levels in swimming pools are monitored daily." - Mandatory
- What monitoring system is currently being employed to meet this criteria?

Criteria 403

"The air-conditioning system and cold rooms are monitored regularly for effective control of leakages"

- This was previously Criteria 318, now with more emphases on monitoring

Criteria 404

"Records are kept on the chemical products used in pest controls"

- This was partly represented in previous Criteria 320 and current Criteria 303
- One important thing which has been added is to keep records of these chemicals
- One recommendation would be to keep MSDSs of these chemicals

Criteria 405

- "A system is in place to reduce or eliminate Chlorine in swimming pools (e.g. ionizers, salt water chlorination, etc" - Voluntary
- The only voluntary criteria for this section. Is there anything which you can show for continuous reduction levels of chlorine?

Criteria 501

"Energy efficient lighting products in public areas and guest rooms are in place (at least 50% of lights)"

- This criteria gathers the main aspects of the previous Criteria 402 & 403 and places them into one with slightly changed wording

Criteria 502

"...highly visible..."

- This is the wording that has been changed whereas before it only stated "easily accessible"

Criteria 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 air-conditioning before opening the windows"

- Although the controls are preferred, where this is not possible, signs should suffice

Criteria 504

- "Power factor correction is installed and operational." - Voluntary
- Why Power Factor Correction?
- If we have one...what are the current results?

Criteria 505

- "Voltage optimisation is installed and operational." - Voluntary
- What have we done in this field?
- Are we happy with the results of the currently installed equipment?

Criteria 506

- "Automatic controls for external illumination are installed and operational." - Voluntary
- What kind of controls do we employ for external lighting?

Criteria 507

- "Centralised air conditioning system installed and working." - Voluntary
- What kind of a/c system do we employ?
- This criteria can be met if the current system is running from one centralised location - chillers - rather than using independent units.

Criteria 508

"Independent temperature control..."

- The above is the only change, being that every bedroom requires independent controls
- This remains a voluntary criteria

Criteria 509 & 510

- These criteria are about lighting controls and the only changes are that the technology to be employed is specifically listed as PIR

Criteria 511

- "Electric hand dryers with automatic controls are installed and working." - Voluntary
- The idea behind this mainly is to see such equipment be installed gradually starting from assisting paper towels to a complete change over.

Criteria 512

- "A Building Management System (BMS) is installed and working." - Voluntary
- What is our understanding of a Building Management System?

Criteria 513

- "Thermal insulation is installed in the building."
 - Voluntary
- Are we all on the same wavelength when it comes to such insulation and what it involves?

Criteria 514

"Waste heat recovery systems are installed and working"

- Waste heat is no longer heat from a specific source, meaning that any waste heat whatsoever has a degree of significance
- Criteria remains voluntary

Criteria 515

- "Alternative energy is used for lighting, heating or other purposes." - Voluntary
- This requires systems to be already running rather than planned systems.
- But in any case...do we have any plans for such technology?

Criteria 516

- "A preventive maintenance programme is in place for all electrical equipment." - Voluntary
- Pretty much self-explanatory.

Criteria 601

"A preventive maintenance program is in place for all water systems and equipment"

- Notice the difference by now specifying "all water systems and equipment"

Criteria 602

"Rain water harvesting and use is practiced at the hotel site"

- Meaning that now there is only one option to harvest rain water
- And one option to make use of it
- That would be...on hotel grounds only

Criteria 603

- "Guest room showers are installed with water saving devices." - Mandatory
- What can we employ...or have we employed here?

Criteria 604

- "Water taps in wash hand basins are equipped with water saving devices." - Mandatory
- What do we have in place?

Criteria 605

- "Water cisterns are equipped with water saving devices (e.g. a dual flush system)". - Mandatory
- What kinds of water saving devices are being used in our cisterns?

Criteria 606

"Guests are given the option to re-use their towels and bed linen"

- This is a relatively new criteria here in this list even if it has been a custom in some countries already
- This criteria is Mandatory

Criteria 607

"Waste water and RO reject are treated effectively before discharging into the environment (applicable to direct discharges only)"

- This is similar to the previous Criteria 509
- Direct discharges to environment have to be treated even if coming from the RO
- Specifically requires effective treatment

Criteria 608

"Swimming pool water levels are monitored frequently (identifying leakages, etc)"

- This was previously Criteria 503
- The focus has now shifted from monitoring of consumption to monitoring of water levels and identification of leakages
- Criteria remains voluntary

Criteria 609

- "Wash hand basins in public areas are fitted with automatic controls." - Voluntary
- Where do we stand with this one?

Criteria 610

- "Showers in public areas are fitted with automatic controls." - Voluntary
- Once again, another voluntary criteria which might have already been invested upon. Do we have a status on it?

Criteria 611

"Waste water treatment plant is installed and operational and treated grey water is re-used"

- This criteria remains voluntary, however if a treatment plant is to be installed it has to be operational and the water produced has to be used

Criteria 701

"The hotel implements practices to reduce or offset its greenhouse gas emissions"

Let's Put about Heads Together Once Again....

- What are greenhouse gases in layman's terms?
- Who is the principal culprit or producer of such gases?
- Do we have any control on these?
- What can we do?



Criteria 702

- "A no smoking policy is in place in some or all of the guest bedrooms. A 'no smoking sign' must be visible." - Voluntary
- That shouldn't be too hard...doesn't it?

Criteria 703

- "Boiler emissions are monitored." - Voluntary
- Do we have a boiler? Are we monitoring the emissions? Can we meet this criteria?

Criteria 704

- "The management is informing and encouraging customers to use public transport and bicycles." - Voluntary

Criteria 705

"The management is informing and encouraging staff to use public transport, bicycles or shared transport"

- This Criteria is voluntary
- The text in itself is self-explanatory but one area which might be of interest for more exploitation is to utilize shared transport

Criteria Section 8 Noise

- This section has been reduced from 7 down to 2 Criteria

Criteria 801

"Practices are in place to reduce noise pollution generated by the hotel's operations"

- This criteria is mandatory
- It covers the requirements previously set out in criteria 702, 703, 705, 706, and partly 704
- Shall we identify a few areas or ideas about noise monitoring?

Criteria 802

"Double-glazed windows or other insulating systems are used to reduce impacts of external noise"

- This criteria is voluntary
- Although this is pretty much self-explanatory it might be worth noting that any improvements in this area will have benefits also on noise coming in as well as temperature losses

Criteria 901

"The management implements practices to reduce light pollution"

- A mandatory criteria which has no clear cut answer to it
- Let's explore this together...
- Which areas are most likely to be adversely hit by light pollution?
- What controls and measures can be feasibly implemented to avoid or reduce this kind of pollution?



Criteria 902

"The management implements practices to reduce pollution from water runoff and erosion"

- Time for getting our heads together again...
- What does water runoff really impact?
- How can we control this?
- This is a mandatory criteria now!

Criteria 903

"Native plants are used in external areas wherever feasible and preventive measures are taken against the introduction of invasive alien species"

- This criteria has been turned from a voluntary to a mandatory one and added clause to introduce preventive measures to stop the introduction of invasive alien species
- Let's see together what this involves and how it can be controlled...

Criteria 904

- "Irrigation is carried out early in the morning and/or in the late evening." - Mandatory
- How are we dealing with our irrigation?

Criteria 905

- "Automatic irrigation is used to save water in external gardens." - Mandatory
- This is another mandatory criteria which has to be fulfilled by having automatic irrigation systems installed rather than utilising manual irrigation.

Criteria 906

- "The landscaped areas are predominantly planted with low water consumption plants." - Voluntary
- We do have quite a number of such plants...although there might be a safety aspect to consider in them.

Criteria 907

- "The hotel is producing its own compost." - Voluntary
- Can we do this?

Criteria Section 10

Local Culture & Natural Surroundings

Previously Section 9

Criteria 1001

"Initiatives are taken by the hotel, in contributing towards the protection and conservation of historical or culturally important sites"

- What kind of initiatives can your hotel take to ensure this criteria is met?

Criteria 1002

"Elements of local art, architecture and cultural heritage (including culinary heritage) are included in the hotel's design, decoration and operations"

- Shall we try to get our heads around this and bring forth some ideas?

Criteria 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.)

- This criteria is clearly very closely related to the one prior to it
- This is also a mandatory criteria

Ideas to meet this can be varying according to hotel location and size...what would your ideas be?



Criteria 1004

"Any disturbance of natural ecosystems is minimized and compensated for through rehabilitation / conservation management where applicable"

- This criteria is mandatory
- But it offers an interesting area
- Shall we discuss the main areas?
- How can this criteria be tackled? What ideas come to mind when trying to minimize these impacts?
- A number of people directly related to the hotel or due to the nature of the hotel area will have interaction with local wildlife and by time this might have adverse effects...this might be a good departure point for ideas



Section 11

Communication with Customers

- This section was previously Section 10

Criteria 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"

- This is a mandatory criteria
- Most of the required actions have already been covered in depth in the other criteria but it is still worth re-noting the importance of guest education and awareness about expected ethics when visiting certain sensitive areas such as Churches (eg dress code, use of phones, general behaviour, etc)
- Another suitable action would be education and awareness to respect pathways in heritage sites in order to reduce unnecessary wear and structural damage
- Knowledge on village life culture will also help in many cases. This could include something about what happens during village feasts and Sundays, amongst other things



Criteria 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)"

- This mandatory criteria is more or less a continuation of Criteria 1101
- This time the focus goes on specifically creating a documented code of conduct
- And that approval for it is provided by the local and affected community



Criteria 1103

- "The hotel is informing customers about local environmental initiatives and activities in which they can participate." - Mandatory
- How are we informing our guests?
- How convinced are we about the experiences that can be obtained by these activities?

Criteria 1104

"Customer satisfaction, including sustainability aspects, is measured and corrective action is taken as appropriate"

- This is very similar to what previously was Criteria 1003 but has now become mandatory
- How can and how is the hotel currently meeting this criteria?

Criteria 1105

"Promotional materials are accurate and complete with regard to the organization and its products and services, including sustainability claims. They do not promise more than is being delivered"

- This new criteria is also mandatory
- Although it is quite self-explanatory some important points are - deliver what you advertise - provide all information related to item / product being advertised
- In short...do not promise what you can't deliver...



Criteria 1106

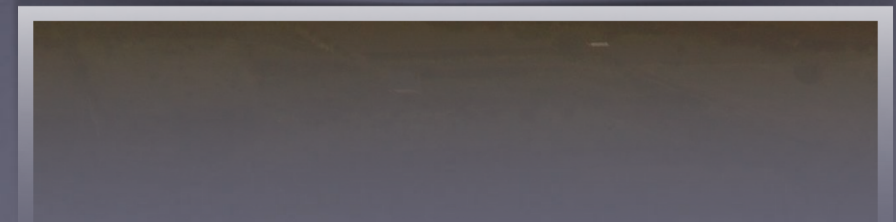
- "The hotel is informing and encouraging the guests to participate in its environmental management programme." - Voluntary
- Can we achieve this?
- Careful...measurement of the turnout might be required to prove that whatever is being done is effective.

Criteria 1107

- "Environmental management system results are effectively communicated to customers." - Voluntary
- Why not? If we ask them to participate we might as well tell them what we have achieved with their help.
- Not all topics need to be communicated...maybe a topic for every month can be chosen and relative results are communicated with guests and customers.

Question time...

- The new criteria might be vast but in actual fact it expands on what has already been asked in the previous criteria
- Most points are items which might have already been taken care of even if they were not present in the previous criteria
- Do not despair...professional help is here. There are numerous companies out there ready to assist you in getting to the desired levels in Health & Safety, Quality, and Environment
- Many heritage sites out there on our island need your assistance...that is of mutual benefit directly related to these requirements



The End

Thank you for your time and attention!

