

ECO certification requirements:

Mandatory criteria - 100% compliance (75 out of 75)

Voluntary criteria - minimum 50% compliance (21 out of 42)

Section 1: Sustainability Management System

| Code | Criteria | Type |
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| 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 size and scope, addresses environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues and drives continuous improvement. This management system should include a policy with specific goals available to all staff and the monitoring of these goals. | Mandatory |

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| 103 | The hotel has a designated person for the sustainability management system. | Mandatory |
| 104 | Staff are engaged with development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery. | Mandatory |
| 105 | The hotel has participated in or organised an environmental initiative in the period since the last audit. Examples of initiatives include projects which address the impacts of climate change. | Mandatory |
| 106 | The organization actively supports initiatives for local infrastructure and social community development. Examples of initiatives include education, training, health and sanitation. | Mandatory |
| 107 | The hotel is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects. | Mandatory |
| 107/1 | Acquisition by the hotel of land and water rights and of property is legal, complies with local communal and indigenous rights, including their free, prior and informed consent, and does not require involuntary resettlement | Mandatory |
| 107/2 | The hotel is involved with sustainable tourism planning and management in the destination, where such opportunities exist. | Mandatory |
| 107/3 | Local residents are given equal opportunities for employment and advancement, including in management positions. | Mandatory |
| 107/4 | The hotel has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups. . | Mandatory |

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| 107/5 | The hotel offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways. | Mandatory |
| 107/6 | Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. Employees are offered regular training, experience and opportunities for advancement. | Mandatory |
| 107/7 | The activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities. | Mandatory |
| 107/8 | The activities of the organization do not adversely affect local access to livelihoods, including land and aquatic resource use, rights of-way, transport and housing. | Mandatory |
| 107/9 | Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law. | Mandatory |

Section 2: Waste management

| Code | Criteria | Type |
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| 201 | The hotel carefully manages the purchasing of consumable and disposable goods, including food, in order to minimize waste. | Mandatory |
| 202 | Waste, including food waste, is measured, mechanisms are in place to reduce waste and, where reduction is not feasible, to reuse or recycle it. Any residual waste disposal has no adverse effect on the local population or the environment and is disposed of by using licensed waste contractors. | Mandatory |

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| 202/1 | 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 | A well maintained and air-conditioned garbage room is available. | Voluntary |
| 207 | The hotel is minimising its use of paper. | Voluntary |
| 208 | A system is in place to reuse discarded bed sheets, towels and table cloths for alternate purposes. | Voluntary |
| 209 | Waste compactors for cardboard and/or waste food are installed and used | Voluntary |

Section 3: Purchasing

| Code | Criteria | Type |
|-------|--|-----------|
| 301 | Purchasing policy favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables. | Mandatory |
| 302 | The hotel is reducing as much as possible 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 | When purchasing and offering goods and services, the organization gives priority to local and fair trade suppliers whenever these are available and of sufficient quality. | Mandatory |
| 307/1 | 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 |

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| 308 | Recycled or ecological paper is used for at least of three of the following: promotional material (brochures), mailings (letterheads), office use (photocopy paper), napkins, toilet rolls and hand towels in public toilets. | Voluntary |
| 309 | Recycled or ecological paper is used for mailings (letterheads). | Voluntary |
| 310 | Recycled or ecological paper is used for other office use (e.g. photocopy paper). | Voluntary |
| 311 | Recycled or ecological paper is used for napkins. | Voluntary |
| 312 | Recycled or ecological paper is used for toilet rolls. | Voluntary |
| 313 | Recycled or ecological paper is used for hand towels in public toilets. | Voluntary |
| 314 | Recycled toners or refilled toners are used for in-house printing. | Voluntary |

Section 4: Control of chemicals

| Code | Criteria | Type |
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| 401 | The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when available by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed. | 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

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| 501 | Energy consumption is measured by type, and steps are taken to minimize overall consumption. The organization makes efforts to increase its use of renewable energy. | Mandatory |
| 502 | Staff training which provides tailor made solutions of how to reduce energy consumption during the day to day operations is carried out at least once a year | Mandatory |
| 503 | Energy efficient lighting products in public areas and guest rooms are in place (at least 50% of lights). | Mandatory |

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| 503/1 | Lobby, restaurant and other highly utilised areas are benefitting from scheduling and light intensity control via centralised system | Voluntary |
| 503/2 | Premises have an operational air to water heat pump | Voluntary |
| 503/3 | In the case where 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 |
| 504 | 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 |
| 505 | Power factor correction is installed and operational | Voluntary |
| 506 | Voltage optimisation is installed and operational | Voluntary |
| 507 | Automatic controls for external illumination are installed and operational | Voluntary |
| 508 | Centralised air conditioning system installed and working. | Voluntary |
| 509 | Independent temperature control in bedrooms are installed and working. | Voluntary |

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| 510 | Presence sensors (PIR) in corridors are installed and working. | Voluntary |
| 511 | Presence sensors (PIR) in public toilets are installed and working. | Voluntary |
| 512 | Electric hand dryers with automatic controls are installed and working. | Voluntary |
| 513 | A Building Management System (BMS) is installed and working. | Voluntary |
| 514 | The premises have been certified to ISO 50001, EMAS or other similar management systems | Voluntary |
| 515 | Thermal insulation is installed in the building such as wall and / or roof insulation, multi layer glazing for exposed apertures and cool roofs | Voluntary |
| 516 | Waste heat recovery systems are installed and working | Voluntary |
| 517 | Alternative energy is used for lighting, heating or other purposes. | Voluntary |
| 518 | A preventive maintenance programme is in place for all energy systems and equipment and adequate information is provided to all staff | Mandatory |

Section 6: Water

| Code | Criteria | Type |
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| 601 | Water risk is assessed, water consumption is measured by type, and steps are taken to minimize overall consumption. Water sourcing is sustainable and does not adversely affect environmental flows. In areas of high water risk, context-based water stewardship goals are identified and pursued. | Voluntary |
| 602 | In proximity to bathroom facilities, highly visible reminders are put in place to remind guests and staff not to leave water running | Mandatory |
| 603 | In proximity to sanitary washing machines or dishwashers, there shall be displayed explanations about local water hardness to allow better use of detergents by guests and staff | Voluntary |
| 604 | Training session/s are carried out for the staff throughout the year in order to raise and maintain awareness on water use within the premises on how to reduce water consumption during the day to day operations carried out at least once a year | Mandatory |
| 605 | A preventative maintenance programme is in place for all water systems and equipment | Mandatory |
| 606 | In accordance to the legal requirements rain water harvesting and use is practiced at the hotel site such as landscaping and secondary purposes | Mandatory |

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| 607 | Guest room showers are equipped with water saving devices. | Mandatory |
| 608 | Showers in public areas are fitted with automatic controls at 7 litres per minute. | Voluntary |
| 609 | Water taps in wash hand basins are equipped with water saving devices at 5 litres per minute. | Mandatory |
| 610 | Wash hand basins in public areas are fitted with automatic controls. | Voluntary |
| 611 | Water cisterns are equipped with water saving devices at 6 litres per flush (e.g. a dual flush system). | Mandatory |
| 611/1 | All urinals installed in the premises are either waterless or sensor operated. | Voluntary |
| 612 | Swimming pool water levels are monitored frequently (identifying leakages, etc) at least on a monthly basis | Voluntary |
| 613 | If applicable, outdoor heated swimming pools shall be covered at night. | Voluntary |

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| 614 | The swimming pool follows nationally approved standards on water quality, health and safety | Mandatory |
| 615 | Guests are encouraged to re-use their towels and bed linen. | Mandatory |
| 616 | The hotel premises provides monetary incentives (ex: Vouchers) to guests for re-using their towels and bed linen | Voluntary |
| 617 | Waste water treatment plant is installed and operational and treated grey water is re-used. | Voluntary |
| 618 | If applicable, wastewater, including grey water and RO reject are effectively treated and reused / discharged off in accordance with all relevant permits / authorisation. | Mandatory |

Section 7: Air Quality

| Code | Criterion | Type |
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| 701 | Significant greenhouse gas emissions from all sources controlled by the organization are identified, calculated where possible and procedures implemented to avoid or to minimize them. | Mandatory |

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| 701/1 | Offsetting of the organization's remaining emissions is encouraged. | Voluntary |
| 702 | A no smoking policy is in place in some or all of the guest bedrooms. A 'no smoking' sign must be visible. | Mandatory |
| 703 | Boiler emissions are monitored. | Mandatory |
| 704 | The management is informing and encouraging customers to use public transport and bicycles. | Voluntary |
| 705 | The organization seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations. | Voluntary |

Section 8: Noise

| Code | Criterion | Type |
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| 801 | Practices are in place to reduce noise pollution generated by the hotel's operations. | Mandatory |

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| 802 | Double-glazed windows or other insulating systems are used to reduce impacts of external noise. | Voluntary |
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Section 9: Buildings and Green Area

| Code | Criterion | Type |
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| 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 | The organization takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes. | Mandatory |
| 904 | The establishment uses an automatic irrigation system which optimises watering times and water consumption for outdoor and landscaped areas | Mandatory |
| 905 | Irrigation is carried out early in the morning and/or in the late evening. | Mandatory |

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| 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 and Animal Welfare

| Code | Criterion | Type |
|--------|--|-----------|
| 1001 | The organization supports and contributes to biodiversity conservation, including through appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management. | Mandatory |
| 1002 | Planning, siting, design, construction, renovation, operation and demolition of buildings and infrastructure... | |
| 1002/1 | ...comply with zoning requirements and laws related to protected and sensitive areas and to heritage considerations. | Mandatory |
| 1002/2 | ...take account of the capacity and integrity of the natural and cultural surroundings. | Mandatory |

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| 1002/3 | ...use locally appropriate and sustainable practices and materials. | Mandatory |
| 1002/4 | ...provide access where appropriate and information for persons with special needs, | Mandatory |
| 1003 | The hotel supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history and culture. | Mandatory |
| 1004 | Any disturbance of natural ecosystems is minimised and compensated for through rehabilitation / conservation management where applicable. | Mandatory |
| 1005 | The organization contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents. | Mandatory |
| 1006 | No species of wild animal is acquired, breed or held captive, except by authorised or equipped persons and for properly regulated activities in compliance with local and international laws. Housing care and handling of all wild and domestic animals meets the highest standards of animal welfare. | Mandatory |

Section11: Communication with Customers

| Code | Criterion | Type |
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| 1101 | The organization provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation of appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites. | Mandatory |
| 1102 | The organization follows international and national good practice and locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimize adverse impacts and maximize local benefits and visitor fulfilment | Mandatory |
| 1103 | The hotel is informing customers about local environmental initiatives and activities in which they can participate. | Mandatory |
| 1104 | Customer satisfaction, including on aspects related to the hotel's sustainability management systems and performance, is followed up and corrected action is taken in response to comments / feedback. | Mandatory |
| 1105 | Promotional materials and marketing communications are accurate and transparent with regard to the organization 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. | Mandatory |
| 1107 | The organization communicates its sustainability policy to staff, guests, business associates and the local community which includes the respect for the local community to avoid gentrification and show sensitivity towards the environment. | Mandatory |