

**ECO certification requirements:**

**Mandatory criteria - 100% compliance (76 out of 76)**

**Voluntary criteria - minimum 50% compliance (20 out of 41)**

**Section 1: Sustainability Management System**

Code	Criteria	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 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
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 hotel 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
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 hotel 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 hotel 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
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
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 hotel gives priority to local and fair trade suppliers whenever these are available and of sufficient quality.	Mandatory
308	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
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
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**

501	Energy consumption is measured by type, and steps are taken to minimize overall consumption. The hotel 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
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

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
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
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
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
701	Significant greenhouse gas emissions from all sources controlled by the hotel are identified, calculated where possible and procedures implemented to avoid or to minimize them.	Mandatory
701/1	Offsetting of the hotel'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 hotel 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
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 Area

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	The hotel 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
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 hotel 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
1002/3	...use locally appropriate and sustainable practices and materials.	Mandatory
1002/4	The hotel provides written information on accessibility for guests 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	The hotel 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
1005	Interactions with wildlife, including marine life, take into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild	Mandatory
1006	No species of wild animal is acquired, bred 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
1101	The hotel 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 hotel 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 hotel 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 hotel is informing and encouraging the guests, employees, business associates and suppliers to participate in its sustainability management programme.	Mandatory
1108	The hotel 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