

ECO certification Criteria 2021

Mandatory criteria - 100% compliance

Voluntary criteria - minimum 50% compliance

Section 1: Sustainability Management System

Code	Criteria	Type
101	The hotel management team 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 and targets for the monitoring of these goals, and which is available to all staff.	Mandatory
103	The hotel has a designated person responsible for implementing the sustainability management system.	Mandatory
104	Staff is engaged with the development and implementation of the sustainability management system and receives periodic guidance and training regarding their roles and responsibilities in its implementation with respect to environmental practices.	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	<p>The hotel has adopted a policy to carefully manage the purchasing of food, consumable and disposable goods, including certain single-use plastic items including products made from oxo-degradable plastic.</p> <p>Single-use plastics, <i>specifically cotton bud sticks, cutlery (forks, knives, spoons, chopsticks), plates, straws, beverage stirrers, balloon sticks (to be attached to and to support balloons), food containers, beverage containers and cups made of expanded polystyrene ¹, and lightweight carrier bags²</i> must be, gradually eliminated by January of 2022, by finding eco-friendly goods which are non-toxic re-useables, as alternatives.</p> <p>Single-use plastic waste is reduced by minimum of 50% over the baseline of year 2019.</p> <p><i>N.B. Upon the commencement of the third quarter of year 2022, no single use plastics will be permitted for usage. Moreover due to 2020 being considered to be a below average tourism year, the initial benchmark for 2021 will be maintained at that of 2019 waste</i></p>	Mandatory

¹ Refer to **S.L.549.140**

² Refer to **S.L. 549.139**

	<p><i>generation levels for those hotels which are subject to the eco-certification renewal in order to apply a benchmark that reflects the regular trend.</i></p>	
<p>202/1</p>	<p>Mechanisms are in place to reduce the amounts of waste generated (from waste streams 1 to 3 as listed in C. 202/2). An 'X'* % of the total of waste generated in the year 'X' reduced when compared to the total waste generated in the preceding year.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><i>Bronze: not less than 3% reduction up to 4.9% reduction</i></p> <p><i>Silver: not less than 5% reduction up to 9.9% reduction</i></p> <p><i>Gold: over 10% reduction</i></p> </div> <p><i>N.B. due to 2020 being considered to be a below average tourism year, the initial benchmark for 2021 will be maintained at that of 2019 waste generation levels for those hotels which are subject to the eco-certification renewal in order to apply a benchmark that reflects the regular trend.</i></p>	<p>Mandatory</p>

202/2	<p>Waste generated is separated and measured by each of the following waste stream.</p> <ol style="list-style-type: none"> 1. Glass 2. Plastic 3. Paper (including cardboard) 4. Residual waste 5. Organic waste 6. Pharmaceutical waste 7. Metal 8. WEEE 9. Batteries 10. Waste oils 11. Hazardous waste 12. Bulky refuse 	Mandatory
203	<p>Ensure the proper disposal of the waste streams (stipulated in C. 202/2) reaches its destination in accordance with current environment legislation and shall not have any adverse effect on the local population or the environment. Proof of collection/ receipt should be obtained and kept for records purposes. It should be ensured that the waste collector of such waste streams is licensed (where applicable) by the competent authority.</p>	Mandatory
204	<p>The hotel is guaranteeing the final destination of goods with CFCs through appropriate evidence and certification from the regulating authorities, in accordance with environmental legislation.</p>	Mandatory

205	A well maintained and air-conditioned garbage room, and where this is not possible due to physical structural restrictions, a ventilated underground garbage room is made available to temporarily store the waste.	Mandatory
206	A system is in place to reuse discarded bed sheets, towels and table-cloths for alternate purposes.	Mandatory
207	Waste compactors for cardboard and/or waste food are installed and used.	Voluntary

Section 3: Purchasing

Code	Criteria	Type
301	The hotel has a purchasing policy that favours environmentally sustainable suppliers and products, including for capital goods, food, beverages, building materials and consumables.	Mandatory
302	CFC products and similar are being replaced by more ecological products.	Mandatory

303	The hotel is reducing as much as possible corrosive cleaning products, phosphate and bleaching detergents.	Mandatory
304	The hotel is reducing or replacing pesticides and other harmful substances (e.g. paints, swimming pool disinfectants, etc.)	Mandatory
305	The hotel is substituting harmful substances by innocuous products or processes and is using biodegradable cleaning products.	Mandatory
306	The hotel is using white goods with clean technology.	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, and Beer.	Mandatory
309	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.	Mandatory
310	Recycled 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 by innocuous products or processes, when available. All storage, use, handling, and disposal of chemicals are properly managed.	Mandatory
402	Chlorine levels in swimming pools are monitored daily. (If applicable)	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 control.	Mandatory
405	A system is in place to reduce or eliminate Chlorine in swimming pools (e.g. ionizers, salt water chlorination, etc). (If applicable)	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	There is control of lighting levels in the foyer / lobby, restaurant(s), corridors, and other highly utilised areas of the hotel (such as timed control and light intensity control via centralised system).	Voluntary
503/2	An operational air to water heat pump is installed and is operational.	Voluntary
503/3	In the case where the lighting in the guest rooms 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 the guest rooms (if the A/C does not switch off automatically, guests must have highly visible information reminding them to switch off the air conditioning before opening the doors and 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	A centralised air conditioning system is installed and working.	Voluntary
509	Independent temperature control in guest rooms is 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 hotel has been certified to ISO 50001, EMAS or other similar environmental management systems.	Voluntary
515	Thermal insulation is installed (such as wall and / or roof insulation, multi- layer glazing and / or solar films for exposed apertures, cool roofs, etc.).	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 electrical equipment.	Mandatory

Section 6: Water

Code	Criteria	Type
601	Water consumption is measured by type, and steps are taken to minimize overall consumption.	Mandatory

602	Water sourcing is sustainable and does not adversely affect environmental flows.	Mandatory
603	Water risk is assessed. In areas of high-water risk, context-based water stewardship goals are identified and pursued.	Mandatory
604	In proximity to bathroom facilities, highly visible reminders are put in place to remind guests and staff not to leave water running.	Mandatory
605	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
606	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
607	A preventative maintenance programme is in place for all water systems and equipment.	Mandatory
608	In accordance with the legal requirements, rain water is harvesting and is used by the hotel (such as for landscaping and secondary purposes).	Mandatory

609	Guest room showers are equipped with water saving devices at 7 litres per minute.	Mandatory
610	Showers in public areas are fitted with automatic controls.	Voluntary
611	Water taps in wash hand basins are equipped with water saving devices with a flow rate does not exceed 5 litres per minute.	Mandatory
612	Wash hand basins in public areas are fitted with automatic controls.	Voluntary
613	Water cisterns are equipped with water saving devices and the flush volume does not exceed 6 litres per flush.	Mandatory
614	All urinals are either waterless or sensor operated.	Voluntary
615	Swimming pool equipment and pipes are monitored at least on a monthly basis to identify any possible leakages or inefficiencies. (If applicable)	Voluntary
616	Outdoor heated swimming pools are covered over at night. (If applicable).	Voluntary

617	Monitoring and testing of water quality and health and safety standards is carried out regularly at least once a week. (If applicable)	Mandatory
617/1	Further sampling of water quality is carried out by externally recognised authorities at least once a month. (If applicable)	Mandatory
618	Guests are encouraged to re-use their towels and bed linen.	Mandatory
619	The hotel offers incentives to guests to encourage them to re-use their towels and bed linen (such as vouchers).	Voluntary
620	A wastewater treatment plant is installed and operational and treated grey water is reused. (If applicable)	Voluntary
621	Wastewater, including grey water and RO reject are effectively treated and reused/discharged of in accordance with all relevant permits/authorisations (if applicable), with no adverse effects to the local population and environment	Mandatory

Section 7: Air Quality

Code	Criterion	Type
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701	Significant greenhouse gas emissions from all sources controlled by the hotel are identified, calculated where possible, and procedures have been implemented to avoid or to minimize them.	Mandatory
702	Offsetting of the hotel's remaining emissions is encouraged.	Voluntary
703	A no smoking policy is in place in the guest bedrooms. A 'no smoking' sign must be visible.	Mandatory
704	Boiler emissions are monitored.	Mandatory
705	The hotel seeks to reduce transportation requirements in its operation and promotes sustainable transportation by actively encouraging guests and employees to use public transport, bicycles, walking and shared transport alternatives.	Mandatory
706	The hotel promotes sustainable transportation by actively encouraging its suppliers, waste contractors, and other business associates, etc., to use sustainable transport alternatives.	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
802	Double-glazed windows or other insulating systems are used to reduce impacts from external noise.	Voluntary

Section 9: Buildings and Green Area

Code	Criterion	Type
901	The hotel implements practices to reduce light pollution.	Mandatory
902	The hotel 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 wherever feasible, particularly in natural landscapes.	Mandatory

904	The hotels 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
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1001	The hotel supports and contributes to biodiversity conservation, including through appropriate management of its own property where applicable. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimised, 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
1003	The hotel supports local entrepreneurs by facilitating the development, exhibition 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, 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. (if applicable)	Mandatory

Section11: Communication with Customers

Code	Criterion	Type
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1101	<p>Guests are provided with information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation in writing of appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites.</p>	Mandatory
1102	<p>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.</p>	Mandatory
1103	<p>The hotel is informing guests about local environmental initiatives and activities in which they can participate.</p>	Mandatory
1104	<p>The hotel provides written information on accessibility for guests with special needs</p>	Mandatory
1105	<p>Guest satisfaction, including on aspects related to the hotel's sustainability management systems and performance, is followed up and corrective action is taken in response to comments / feedback received. Evidence is to be provided.</p>	Mandatory

1106	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
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, actions and performance 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