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**Stakeholders Consultation Document**

*Please submit the questionnaire before* ***21st February 2014*** *to ensure that all comments can be fully considered in this process to:* [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu)

**QUESTIONNARIE TO ANALYSE THE EXISTING SCOPE, MARKET SEGMENTATION, AND ENVIRONMENTAL PERFORMANCE FOR TOURIST ACCOMMODATION AND CAMPSITE SERVICES**

**24th January 2014**

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1. INTRODUCTION

**Objective**

The EU Ecolabel is a key policy instrument in promoting environmentally friendly products and services. The main objective of this project is to revise the two existing EU Ecolabel criteria relating to tourism services: **Tourist Accommodation** and **Campsites**. Since the 2008-9 revision of the criteria (2009/5619/EC & 2009/5618/EC: Commission Decisions of 9 July 2009), a number of important changes have taken place in this area and include:

* shifts in policy e.g. the new EU Ecolabel Regulation (2010/66/EC),
* shifts in public perception of the environmental impact of Tourist Services (e.g. broader sustainability rather than just environmental concerns),
* changes in the market (e.g. market penetration of new standards and environmental labels), and
* changes in service offerings (e.g. emphasis on quality and niche marketing).

This study sets out to re-align the criteria for tourism accommodation services and campsite services with these shifts to ensure that the EU Ecolabel policy instrument is able to fulfil the role assigned to it in the European Commission’s Sustainable Consumption and Production Plan of 2008.[[1]](#footnote-1)

**The revision procedure**

This project will evaluate the proposal to mergethe separate **tourist accommodation** and **campsite criteria** into a common set of criteria. Due to the success of this current criteria (nearly 400 licensees have been awarded the EU Ecolabel), and its comprehensive coverage of environmental impacts, it is proposed that the revision process for tourist accommodation and campsites follows a shortened procedure, for a non-substantial revision.

This revision process will therefore focus primarily on: merging the two sets of criteria; clarifying existing criteria; and updating criteria with market, policy and other changes.

The objective of this questionnaire is to check the validity of product group scope and definitions, to analyse the need for modification of the stringency levels of existing set of criteria and to update market data.

In addition this questionnaire attempts to gather information on areas which may be of relevance for the Ecolabel scheme in the future, e.g. how to address social criteria in the context of Ecolabel criteria setting. This information gathering does not, however, necessarily imply that respective criteria will be developed in this revision process. The development of new and additional criteria areas in this revision process would make it necessary to enter the normal criteria development process including extended stakeholder consultation.

**Current criteria**

The framework of the Commission Decisions No 2009/564/EC and 2009/578/EC that set out the EU Ecolabel criteria for campsite services and tourist accommodation services defines the aims of the criteria as setting the limits on the main environmental impacts from these services in the three phases of their life cycle (purchasing, provision of the service and waste). More specifically the criteria aim to:

* limit energy consumption,
* limit water consumption,
* limit waste production,
* favour the use of renewable resources and of substances which are less hazardous to the environment,
* promote environmental communication and education.

The criteria documents under revision consist of a set of mandatory and optional criteria intended to meet this specific aim. These are grouped under the following themes:

* Energy
* Water
* Detergents and disinfectants
* Waste
* Other services
* General management

**Confidentiality and contact details**

All responses received through this questionnaire will be treated as confidential. Where data is published, this will be in an aggregated format only. Comments will not be attributed to an individual person or organisation unless this is specifically requested.

We rely heavily on stakeholder consultation, so your time and expertise are greatly appreciated and valued.

For further information regarding this questionnaire, please contact:

[JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu)

or visit EU Ecolabel Website for tourist accommodation and camp site services :

<http://susproc.jrc.ec.europa.eu/tourist_accommodation/index.html>

|  |
| --- |
| **Once this survey has been completed, please email to :**  [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu)  **Thank you for your participation** |

**Completing the questionnaire**

This questionnaire consists of 7 sections. The table below identifies which sections are addressed to each type of participant.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2.1 | 2.2 | 2.3 | 2.4 | 2.5 | 2.6 | 2.7 |
|  | [Contact details](#_2.1_Your_contact) | [Scope and definitions](#_2.2_Scope_and) | [Background information](#_2.3_BACKGROUND_INFORMATION) | [Type of accommodation](#_2.4_TYPE_OF) | [Use of the EU Ecolabel](#_2.5_USE_OF) | [Applications and licences for the EU Ecolabel](#_2.6_APPLICATIONS_AND) | [Criteria Revision](#_2.7_REVISION_OF) |
| Tourist accommodation and camp site service providers | **✓** | **✓** | **✓** | **✓** | **✓** |  | **✓** |
| Tour operators and agents | **✓** | **✓** |  |  | **✓** |  | **✓** |
| Competent bodies | **✓** | **✓** |  |  |  | **✓** | **✓** |
| Tourism or Travel/Trade Association | **✓** | **✓** |  |  | **✓** |  | **✓** |
| Government | **✓** | **✓** |  |  |  |  | **✓** |

At the start of each section, in green text, there is an additional reminder of who should complete each set of questions. Where questions are addressed to all respondents, this is stated.

If you have any comments on specific criteria in the current EU Ecolabel for tourist accommodation or campsite services, please use the table on page 21 to provide your feedback.

2. QUESTIONNAIRE

# 2.1 Your contact details

These questions are addressed to all respondents:

|  |  |
| --- | --- |
| First name: | Surname: |
| Email: | |
| Company/ Organisation: | |
| Organisation type:  Hotel/ Campsite/accommodation provider Government  Tour operators and agents  Tourism or Travel/Trade Association  Competent body  Other (please specify) | |
| Company/Organisation details:  Email address  Country  Telephone Number | |

# 2.2 Scope and definition

These questions are addressed to all respondents:

Commission Decisions 2009/564/EC and 2009/578/EC define tourist accommodation services and camp site services as the following:

**Tourist accommodation service:** *The product group ‘tourist accommodation service’ shall comprise the provision, for a fee, of sheltered overnight accommodation in appropriately equipped rooms, including at least a bed, offered as a main service to tourists, travellers and lodgers.*

**Campsite service:** *The product group ‘campsite service’ shall comprise, as a main service provided for a fee, the provision of pitches equipped for mobile lodging structures within a defined area. Mobile lodging structures as referred are those such as tents, caravans, mobile homes and camper vans. Accommodation facilities suitable for the provision of shelter to lodgers are facilities such as bungalows, rental mobile lodging and apartments.*

*It shall also comprise other accommodation facilities suitable for the provision of shelter to lodgers and collective areas for communal service if they are provided within the defined area. Collective areas for communal services are such as washing and cooking facilities, supermarkets and information facilities.*

|  |  |
| --- | --- |
| Do you agree with these existing definitions of scope? | Yes  No  If no, please explain why and/or propose modification. |

It is proposed that common criteria are developed for both product groups by merging criteria which apply for both service types (tourist accommodation services and campsite services), including additional criteria which only apply to one of the categories.

**This would result in common criteria for both service types; hereafter referred to as *“tourist accommodation”***

|  |  |  |
| --- | --- | --- |
| Do you agree with combining EU Ecolabel Criteria for tourist accommodation services and campsite services? | Yes  No | If no, please explain why and/or propose modification. |
| Do you think there are significant differences between the two services which prevent them from being merged? | Yes  No | If yes, please explain why and/or propose modification |
| Do you think the term “tourist accommodation” accurately represents this merged criteria? | Yes  No | If no, please explain why and/or propose modification. |

The definition for “tourist accommodation” will remain the same as in the previous EU Ecolabel criteria (see page 6) – i.e. although both tourist accommodation and camp sites will be considered as the same product group (with merged criteria for both), these are still two very distinct products and separate definitions will reflect this.

|  |  |  |
| --- | --- | --- |
| Is the proposed definition appropriate and suitable for this product category? | Yes  No | If no, please explain why and/or propose modification. |
| Are there any tourist accommodation or camp site services which are excluded by this definition which, in your opinion, should be included? | Yes  No | If yes, please indicate. |

# 2.3 Background information and use of environmental labels

Please complete this section if you are a:

* Tourist accommodation or camp site service provider

|  |
| --- |
| 1. **Do you operate:**   Tourist accommodation (e.g. hotels, hostels or guest houses) and/or  Campsites (e.g. the provision of pitches)  Other |
| 1. **Alongside accommodation, what other activities/facilities do you provide?**   Meeting rooms and/or conference centres  Entertainment or training/educational courses  Restaurants & Cafes  Attractions (e.g. theme park)  Gym or spa facilities  Swimming Pool(s)  Shop |
| 1. **Is your accommodation star rated?**   YES  NO  **If “YES” please complete the table below:**   |  |  | | --- | --- | | Tourist accommodation by star classification | Number of sites star rated | | 1\* |  | | 2\* |  | | 3\* |  | | 4\* |  | | 5\* |  | |
| 1. **Do you have the EU Ecolabel for tourism accommodation or camp sites?**   YES, I have the label for tourist accommodation *(go to question C)*  YES, I have the label for camp sites *(go to question C)*  YES, I have the label for tourist accommodation and camp sites *(go to question C)*  NO *(go to question B)* |
| 1. **If “NO” please answer the following:**   Have you ever applied or considered applying for the EU Ecolabel for tourist accommodation or camp sites?  YES  NO  What were the obstacles to applying for the EU Ecolabel?  Cost  Timing  Stringency of Criteria  The label is not recognised by customers  We were not aware of the EU Ecolabel  Others  If “Others”, please specify: |
| 1. **If “YES” please answer the following:**   Which criteria did you have the most difficulty complying with (if any) and what were the reasons for this?   |  |  | | --- | --- | |  | Please provide any details below: | | Mandatory: Energy |  | | Mandatory: Water |  | | Mandatory: Detergents and disinfectants |  | | Mandatory: Waste |  | | Mandatory: Other Services |  | | Mandatory: General management |  | | Optional: Energy |  | | Optional: Water |  | | Optional: Detergents and disinfectants |  | | Optional: Waste |  | | Optional: Other services |  | | Optional: General management |  | |
| 1. **Are any of your services or systems certified to other environmental schemes for tourism? (for example Nordic Swan, Green key, Travel Life, Green globe or Earth check)?**   YES  NO  **If “YES”, please specify which scheme(s)** |

# 2.4 Type of accommodation

Please complete this section if you are a:

* Tourist accommodation or camp site service provider

**Type of tourist accommodation**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *You may fill out the tables with absolute (number of services) or relative values (%).*   1. **Please, indicate the number and/or % of tourist accommodation services by type, for 2012 or the latest year available**  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Type of tourist accommodation in line with definition** | | **Number** | **%** | **Average length of stay** | | Bed and breakfast | |  |  |  | | Hotels | Independent |  |  |  | | Part of a chain |  |  |  | | Apartments | Independent |  |  |  | | Part of a chain |  |  |  | | Hotel club | |  |  |  | | Youth tourist accommodation | |  |  |  | | Others | |  |  |  | | **TOTAL** | |  |  |  |   **Please, indicate the number of campsite services by type, for 2012 or the latest year available**   |  |  |  |  | | --- | --- | --- | --- | | **Type of tourist campsites in line with definition** | **Number** | **%** | **Average length of stay** | | Only with pitches |  |  |  | | Bungalows/Chalets and pitches |  |  |  | | Others e.g. mobile homes? |  |  |  | | **TOTAL** |  |  |  |  1. **Please, indicate the number of tourist accommodation services by size**  |  |  |  | | --- | --- | --- | | **Tourist accommodation by size** | **Number** | **%** | | < 30 rooms |  |  | | Between 30 and 50 rooms |  |  | | Between 50 and 100 rooms |  |  | | >100 rooms |  |  | | Other |  |  |   **Please, indicate the number of camp site services by size**   |  |  |  | | --- | --- | --- | | **Campsite per size** | **Number** | **%** | | < 50 spaces |  |  | | Between 50 and 100 spaces |  |  | | Between 100 and 200 spaces |  |  | | >200 spaces |  |  | | Other |  |  | |

# 2.5 Use of the EU Ecolabel

Please complete this section if you are a:

* Tour Operators or Agent
* Tourist accommodation and camp site service provider
* Tourism or travel/trade association

|  |
| --- |
| 1. **Do you advertise or promote the EU Ecolabel to businesses or consumers?**   YES  NO |
| 1. **If “YES” please answer the following:**   Since 2009 (the introduction of the current criteria set) have you seen an increase or decrease in **industry use of the EU Ecolabel** for tourist accommodation services or camp site services? Please specify details:    Since 2009 (the introduction of the current criteria set) have you seen an increase or decrease in **customers awareness** of the EU Ecolabel for tourist accommodation services or camp site services? Please specify details:    Do you think the use of the EU Ecolabel will increase in the next 2 years? Please explain your answer:    Are there any other eco labels/green labels specific to tourism which are currently widely used by tourist accommodation providers? |
| 1. **Do you promote the use of any other ecolabels for tourism?**   YES  NO  **If “YES” please list these below:** |
| 1. **Are you currently involved in running or promoting, any eco/green initiatives for tourism (i.e. promoting eco-tourism, or setting internal targets to reduce your organisation’s environmental impact?) Please specify:**     **If you have any additional information relating to these eco/green initiatives, please provide details below or email to** [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu)    **If you have any information on market statistics for tourist accommodation and campsite services, please provide details below or email to** [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu) |

# 2.6 Applications and licences for the EU Ecolabel

Please complete this section if you are a:

* Competent body

|  |
| --- |
| 1. **How many EU Ecolabel applications for tourist accommodations have you processed, or are processing, since 2009 (i.e. based on the current criteria set)? Please provide the number.**     **How many of these are applications from outside your country? Please provide the number and the name of the country where the application is from.**       1. **How many EU Ecolabel applications for camp sites have you processed, or are processing, since 2009 (i.e. based on the current criteria set)? Please provide the number.**       **How many of these are applications from outside your country? Please provide the number and the name of the country where the application is from.** |
| 1. **When assessing tourist accommodation and camp sites for the EU Ecolabel, which criteria have been the most problematic/have most applicants failed on or struggled to achieve? Please specify:**  |  |  | | --- | --- | |  | Please provide any details below: | | Mandatory: Energy |  | | Mandatory: Water |  | | Mandatory: Detergents and disinfectants |  | | Mandatory: Waste |  | | Mandatory: Other Services |  | | Mandatory: General management |  | | Optional: Energy |  | | Optional: Water |  | | Optional: Detergents and disinfectants |  | | Optional: Waste |  | | Optional: Other services |  | | Optional: General management |  | |
| 1. **What do you think would increase the number of licenses within this product group? *Please specify any actions you would recommend:*** |
| 1. **If you manage a national environmental label scheme, specific to tourism, please complete details below:**  |  |  | | --- | --- | | Please write labels here: | Please write number awarded here: | | e.g. Nordic Swan | 2 | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  |  1. **How successful (or otherwise) have these labelling schemes been in terms of market penetration, or in comparison to the EU Ecolabel?** |
| **If you have any additional information on market statistics for tourist accommodation and campsite services, please provide details below or email to** [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu) |

# 2.7 Revision of current EU Ecolabel criteria

These questions are addressed to all respondents:

**Weighting of criteria**

Currently, each of the optional criteria set out in ‘tourist accommodation services’ and ‘camp site services’ criteria has been attributed a value expressed in points or fractions of points. In order to qualify for award of the eco-label, an applicant for tourist accommodation must score a minimum of 20 points. If a campsite does not offer other accommodations suitable for the provision of shelter to lodgers as part of its services, the minimum score required is 20; if it does, the minimum score required is 24.

The number of points for tourist accommodation services and camp site services is distributed as shown below:

|  |  |
| --- | --- |
| Energy | 36.5 |
| Water | 20 |
| Detergents and disinfectants | 13 |
| Waste | 8 |
| Other services | 29 |
| General Management | 12.5 |

|  |
| --- |
| 1. **Do you agree with the total number of points (a minimum of 20) required to meet the optional criteria?**   YES  NO  DON’T KNOW  **If “NO” please explain why:**     1. **Currently, the 20 points required can be made up from any of the criteria categories (energy, water, detergents and disinfectants, other services). Should there be a requirement for licence holders to obtain a certain number of points from each category of the criteria?**   YES  NO  DON’T KNOW  **If “YES” please explain why:** |

To achieve the EU Ecolabel for both tourist accommodation and campsite services, additional points are required from the optional criteria as follows:

*...the total score required shall be increased by 3 points for each of the following additional services which are offered that are under the management or ownership of the tourist accommodation (or Campsite):*

1. *food services (including breakfast),* 
   * 1. *leisure/fitness activities, which include saunas, swimming pools and all other such facilities which are within the grounds. If the leisure/fitness activities consist in a wellness centre, the score required shall be increased by 5 points instead of 3,*
2. *green/outside areas, including parks and gardens which are open to guests and which, are not part of any campsite structure.*

|  |
| --- |
| 1. **Do you agree with the number of points required per additional service?**   YES  NO  DON’T KNOW  **If “NO” please provide comments below:**     1. **Are there any other services which should require additional points? (for example conference rooms)**   YES  NO  DON’T KNOW  **If “YES” please indicate which other services should be included:**     1. **Please provide any further comments on the additional point requirements:** |

**Social and quality criteria**

Currently, the EU Ecolabel for both Tourist Accommodation Services and Camp Site services does not require assessment against social or quality criteria. However, general requirements to achieve the EU Ecolabel award ensure that:

*1. The physical structure is built legally and respects all relevant laws or regulations of the area on which it is built, especially any related to landscape and biodiversity conservation.*

*2. The physical structure respects Community, national and local laws and regulations regarding energy conservation, water sources, water treatment and disposal, waste collection and disposal, maintenance and servicing of equipment, safety and health dispositions.*

*3. The enterprise is operational and registered, as required by national and/or local laws and its staff are legally employed and insured.*

|  |
| --- |
| 1. **Do you think the revised criteria for the EU Ecolabel for tourist accommodation and camp site services should include additional social criteria?**   YES  NO  DON’T KNOW  If “YES” Please suggest below what social issues you think should be included.     1. **Are there any other labels or awards relevant to tourism, which you think contain best practice social criteria?** |
| 1. **Do you think the revised criteria for the EU Ecolabel for tourist accommodation and camp site services should include criteria regarding the quality aspects of the accommodation?**   YES  NO  DON’T KNOW  If “YES” please suggest below which quality criteria you think should be included.     1. **How are quality criteria currently measured in tourist accommodation? Please provide details:** |

**Existing criteria**

Listed below are current criteria for tourist accommodation and campsite services which have been the subject of feedback from users since 2009. Please provide any comments you may have on these criteria.

|  |  |
| --- | --- |
| **Criteria 9 Energy efficient light bulbs.**  *(a) At least 80 % of all light bulbs in the tourist accommodation shall have an energy efficiency of Class A as defined in Commission Directive 98/11/EC (3). This does not apply to light fittings whose physical characteristics do not allow use of energy-saving light bulbs.*  *(b) 100 % of light bulbs that are situated where they are likely to be turned on for more than five hours a day shall have an energy efficiency of Class A as defined by Directive 98/11/EC. This does not apply to light fittings whose physical characteristics do not allow use of energy-saving light bulbs.*    **Criteria 10 Outside heating appliances.**  *The tourist accommodation shall use only appliances powered with renewable energy sources to heat outside areas such as smoking corners or external dining areas.*    **Criteria 19 (*20 for campsites*) Disposable products.**  *Unless required by law, disposable toiletries (not refillable) such as shampoo and soap, and other products (not reusable), such as shower caps, brushes, nail files, etc. shall not be used. Where such disposable products are requested by law the applicant shall offer to guests both solutions and encourage them with appropriate communication to use the non- disposable products.*  *Disposable drinking systems (cups and glasses), plates and cutlery shall only be used if they are made out of renewable raw materials and are biodegradable and compostable according to EN 13432.*    **Criteria 20 *(21 for campsites)* Breakfast Packaging.**  *Except where required by law, no single dose packages shall be used for breakfast or other food service, with the exception of dairy fat spreads (such as butter, margarine and soft cheese), chocolate and peanut butter spreads, and diet or diabetic jams and preserves.*    **Criteria 28 (*(currently 30 for campsites)* Other data collection.**  *The tourist accommodation shall have procedures for collecting and monitoring data on consumption of chemicals expressed in kg and/or litres specifying if the product is concentrated or not and the quantity of waste produced (litres and/or kg of unsorted waste).*  *Data shall be collected where possible, monthly or at least yearly, and shall also be expressed as consumption or production per overnight stay and per m2 of indoor area.*  *The tourist accommodation [or camp site] shall report the results yearly to the Competent Body that assessed the application.*    **Criteria 29 *(currently 30 for campsites)* Optional information appearing on the eco-label.**  *Box 2 of the eco-label shall contain the following text:*  *— This campsite/tourist accommodation is actively taking measures to use renewable energy sources, save energy and water, to reduce waste, to improve the local environment.*   |  | | --- | | Do you think this information is sufficient?  YES NO  If “NO” what information would you like to see included? | |
| 1. **The table on page 21 lists all of the current EU Ecolabel criteria for tourist accommodation and camp site services.**   *Please use the table to make any comments on specific criteria, including:*   * *Should criteria be removed or modified?* * *Do you agree with the number of points allocated to each of the optional criteria?*  1. **From this table, are there any criteria listed as ‘OPTIONAL’ which you think should be ‘MANDATORY’?**      1. **From this table, are there any criteria listed as ‘MANDATORY’ which you think should be ‘OPTIONAL’?** |
| 1. **If you have any comments about the existing EU Ecolabel criteria which have not been covered in this questionnaire, please provide details in the comments box below.** |

**Please use the table below to indicate which of the criteria you believe should be kept, removed or modified - providing comments on each where this is the case:**

|  |  |  |  |
| --- | --- | --- | --- |
| **ENERGY - MANDATORY** | | | |
| **Criteria:** | **Please select:** | | **Comments:** |
| 1. Electricity from renewable sources | Remove | Modify |  |
| 1. Coal and heavy oils | Remove | Modify |  |
| 1. Efficiency and heat generation | Remove | Modify |  |
| 1. Air conditioning | Remove | Modify |  |
| 1. Energy efficiency of buildings | Remove | Modify |  |
| 1. Window insulation | Remove | Modify |  |
| 1. Switching off heating or air conditioning | Remove | Modify |  |
| 1. Switching off lights | Remove | Modify |  |
| 1. Energy efficient light bulbs | Remove | Modify |  |
| 1. Outside heating appliances | Remove | Modify |  |
| **WATER - MANDATORY** | | | |
| **Criteria:** | **Please select:** | | **Comments:** |
| 1. Water flow from taps and showers | Remove | Modify |  |
| 1. Waste bins in toilets | Remove | Modify |  |
| 1. Urinal flushing | Remove | Modify |  |
| 1. Changing towels and sheets | Remove | Modify |  |
| 1. Correct waste water disposal | Remove | Modify |  |
| 1. Chemical toilet disposal (CDP) – currently for campsites only | Remove | Modify |  |
| 1. Disinfectants | Remove | Modify |  |
| **WASTE - MANDATORY** | | | |
| **Criteria:** | **Please select:** | | **Comments:** |
| 1. Waste separation by guests | Remove | Modify |  |
| 1. Waste separation | Remove | Modify |  |
| 1. Disposable products | Remove | Modify |  |
| 1. Breakfast packaging | Remove | Modify |  |
| **OTHER SERVICES - MANDATORY** | | | |
| **Criteria:** | **Please select:** | | **Comments:** |
| 1. No smoking in common areas | Remove | Modify |  |
| 1. Public transportation | Remove | Modify |  |
| **GENERAL MANAGEMENT - MANDATORY** | | | |
| **Criteria:** | **Please select:** | | **Comments:** |
| 1. Maintenance and servicing of boilers and air conditioning systems | Remove | Modify |  |
| 1. Policy setting and environmental programme | Remove | Modify |  |
| 1. Staff training | Remove | Modify |  |
| 1. Information to guests | Remove | Modify |  |
| 1. Energy and water consumption data | Remove | Modify |  |
| 1. Other data collection | Remove | Modify |  |
| 1. Information appearing on the eco-label | Remove | Modify |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ENERGY – OPTIONAL** | | | | |
| **Criteria:** | **Please select:** | | **Points:** | **Comments:** |
| 1. Generation of electricity through renewable energy sources | Remove | Modify | Up to 4 |  |
| 1. Energy from renewable energy sources | Remove | Modify | Up to 2 |  |
| 1. Boiler energy efficiency | Remove | Modify | 1.5 |  |
| 1. Boiler NOx emissions | Remove | Modify | 1.5 |  |
| 1. District heating | Remove | Modify | 1.5 |  |
| 1. Combined heat and power - cogeneration | Remove | Modify | 1.5 |  |
| 1. Heat pump | Remove | Modify | Up to 2 |  |
| 1. Heat recovery | Remove | Modify | Up to 1.5 |  |
| 1. Thermoregulation | Remove | Modify | 1.5 |  |
| 1. Energy performance audits for buildings | Remove | Modify | 1.5 |  |
| 1. Air conditioning | Remove | Modify | Up to 2 |  |
| 1. Automatic switching off of air conditioning and heating systems | Remove | Modify | 1.5 |  |
| 1. Bioclimatic architecture | Remove | Modify | 3 |  |
| 1. Energy efficient refrigeration, ovens, dishwashers, washing machines, dryers/tumblers and office equipment | Remove | Modify | Up to 3 |  |
| 1. Electric hand and hair dryers with proximity sensor | Remove | Modify | Up to 2 |  |
| 1. Refrigerator positioning | Remove | Modify | 1 |  |
| 1. Automatic switching off lights in rental accommodation | Remove | Modify | 1.5 |  |
| 1. Sauna timer control | Remove | Modify | 1 |  |
| 1. Swimming pool heating with renewable energy source | Remove | Modify | Up to 1.5 |  |
| 1. Automatic switch off outdoor lights | Remove | Modify | 1.5 |  |
| **WATER – OPTIONAL** | | | | |
| **Criteria:** | **Please select:** | | **Points:** | **Comments:** |
| 1. Use of rainwater and recycled water | Remove | Modify | Up to 4 |  |
| 1. Automatic watering systems for outside areas | Remove | Modify | 1.5 |  |
| 1. Water flow from taps and shower heads | Remove | Modify | 1.5 |  |
| 1. WC flushing | Remove | Modify | 1.5 |  |
| 1. Dishwasher water consumption | Remove | Modify | 1 |  |
| 1. Washing machine water consumption | Remove | Modify | 1 |  |
| 1. Tap water temperature and flow | Remove | Modify | 1 |  |
| 1. Shower timers | Remove | Modify | 1.5 |  |
| 1. Swimming pool cover | Remove | Modify | 1 |  |
| 1. De-icing | Remove | Modify | Up to 1.5 |  |
| 1. Indications on water hardness | Remove | Modify | Up to 2 |  |
| 1. Water saving urinals | Remove | Modify | 1.5 |  |
| 1. Indigenous species used for new outdoor planting | Remove | Modify | 1 |  |
| **DETERGENTS AND DISINFECTANTS – OPTIONAL** | | | | |
| **Criteria:** | **Please select:** | | **Points:** | **Comments:** |
| 1. Detergents | Remove | Modify | Up to 3 |  |
| 1. Indoor and outdoor paints and varnishes | Remove | Modify | Up to 2 |  |
| 1. Car washing only in specially outfitted areas *(currently in campsite criteria only)* | Remove | Modify | 1 |  |
| 1. Support to alternatives to artificial barbecue lighter | Remove | Modify | 1 |  |
| 1. Swimming pools dosage of disinfectants or natural/ecological swimming pools | Remove | Modify | 1 |  |
| 1. Mechanical cleaning | Remove | Modify | 1 |  |
| 1. Organic gardening | Remove | Modify | 2 |  |
| 1. Insect and pest repellents | Remove | Modify | Up to 2 |  |
| 1. Composting | Remove | Modify | Up to 2 |  |
| 1. Disposable drink containers | Remove | Modify | 2 |  |
| 1. Fat/oil disposal | Remove | Modify | Up to 2 |  |
| 1. Run-off from car parks   *(currently in campsite criteria only)* | Remove | Modify | 1 |  |
| 1. Used textiles, furniture and other products | Remove | Modify | Up to 3 |  |
| **OTHER SERVICES – OPTIONAL** | | | | |
| **Criteria:** | **Please select:** | | **Points:** | **Comments:** |
| 1. Regulation of campsite traffic   *(currently in campsite criteria only)* | Remove | Modify | 1 |  |
| 1. Campsite generated traffic   *(currently in campsite criteria only)* | Remove | Modify | 1 |  |
| 1. Trolleys for guests on the campsite   *(currently in campsite criteria only)* | Remove | Modify | 1 |  |
| 1. Unsealed surfaces   *(currently in campsite criteria only)* | Remove | Modify | 1 |  |
| 1. Roof landscaping | Remove | Modify | 2 |  |
| 1. Environmental communication and education | Remove | Modify | Up to 3 |  |
| 1. No smoking in common areas and rental accommodation | Remove | Modify | Up to 1.5 |  |
| 1. Bicycles | Remove | Modify | 1.5 |  |
| 1. Pick up service | Remove | Modify | 1 |  |
| 1. Returnable or refillable bottles | Remove | Modify | Up to 3 |  |
| 1. Use of rechargeable products | Remove | Modify | Up to 2 |  |
| 1. Paper products | Remove | Modify | Up to 3 |  |
| 1. Durable goods | Remove | Modify | Up to 3 |  |
| 1. Local food products | Remove | Modify | Up to 3 |  |
| 1. Organic food | Remove | Modify | Up to 3 |  |
| 1. Indoor air quality | Remove | Modify | Up to 4 |  |
| 1. EMAS registration or ISO certification of the tourist accommodation or campsite | Remove | Modify | Up to 3 |  |
| 1. EMAS registration or ISO certification of suppliers | Remove | Modify | 1 |  |
| 1. Compliance by subcontractors with mandatory criteria | Remove | Modify | Up to 4 |  |
| 1. Energy and water meters | Remove | Modify | Up to 2 |  |
| 1. Additional environmental actions | Remove | Modify | Up to 3 |  |

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| For further information regarding this questionnaire, please contact:  [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu)  or visit EU Ecolabel Website for tourist accommodation and camp site services :  <http://susproc.jrc.ec.europa.eu/tourist_accommodation/index.html>  **Once this survey has been completed, please email to :**  [JRC-TOURIST-ACCOMMODATION@ec.europa.eu](mailto:JRC-TOURIST-ACCOMMODATION@ec.europa.eu)  **Thank you for your participation** |

1. European Commission (2008), Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions on the Sustainable Consumption and Production and Sustainable Industrial Policy Action Plan. [↑](#footnote-ref-1)