ANNEX II

EU Ecolabel criteria for awarding the EU Ecolabel to tourist accommodation in small or medium hotels, holiday and other short-term rentals

The EU Ecolabel criteria target the best tourist accommodation establishments on the market, in terms of environmental and social performance. The criteria predominantly focus on the main environmental impacts associated with the life cycle of tourist accommodation and promote circular economy aspects.

Assessment and verification requirements

For the EU Ecolabel to be awarded to a specific tourist accommodation establishment, the establishment shall comply with each mandatory requirement and obtain at least 30% of the total points available from applicable optional criteria.

For microenterprises, the total points obtained from applicable optional criteria shall be increased by 25% of the original value to recognise the additional effort required for these types of enterprises.

The applicant shall provide a written confirmation stating that all the criteria are fulfilled. One license shall be awarded per establishment ([1]).

Specific assessment and verification requirements are indicated within each criterion.

Where the applicant is required to provide declarations, documentation, analyses, test reports, or other evidence to show compliance with the criteria, these may originate from the applicant and/or their supplier(s) as appropriate.

Competent bodies shall preferentially recognise attestations that are issued by bodies accredited in accordance with the relevant harmonised standard for testing and calibration laboratories, and verifications by bodies that are accredited in accordance with the relevant harmonised standard for bodies certifying products, processes, and services.

Information extracted from environmental statements submitted under the eco-management and audit scheme ([2]) (EMAS) of the Union are considered equivalent means of proof as the attestations mentioned in the previous paragraph.

Where appropriate, test methods other than those indicated for each criterion may be used if the competent body assessing the application accepts their equivalence.

Where appropriate, competent bodies may require supporting documentation and may carry out independent verifications.

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[1] In complex configurations, for example, where two different establishments (e.g. a hotel and a campsite) share the same financial accounting system, or hotels located within larger mixed-used buildings (e.g. in office towers, shopping malls, building shared with other hotel brands), the Competent Body, after assessing each case, shall decide to grant one license per establishment or different ones.

[2] Regulation (EC) No 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS), repealing Regulation (EC) No 761/2001 and Commission Decisions 2001/681/EC and 2006/193/EC (OJ L 342, 22.12.2009, p. 1).

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Competent bodies shall carry out an initial on-site visit before awarding the EU Ecolabel licence and may perform follow up on-site visits periodically during the award period.

Changes in suppliers that would affect the number of points awarded under the licence shall be notified to competent bodies, together with supporting information to enable continued compliance with the criteria.

As a pre-requisite, the services shall meet all respective legal requirements of the country in which the tourist accommodation establishment is located. In particular, the following shall be guaranteed:

1. The physical structure respects Union, national and local laws and regulations regarding energy efficiency and thermal insulation, water sources, water treatment and wastewater disposal (including chemical toilets), waste collection and disposal, maintenance and servicing of equipment, social, occupational safety and health and any relevant laws or regulations of the area related to landscape and biodiversity conservation.
2. The enterprise is operational and registered, as required by national or local laws and its staff are legally employed and insured. For this purpose, staff shall have a national legal written contract, shall be paid at least the national or regional minimum wage set by collective agreements (in the absence of collective agreements, the staff shall be paid at least the legal national or regional minimum wage), and shall have working hours complying with the national law.

   The applicant shall declare and demonstrate the service's compliance with those requirements, using independent verification or documentary evidence without prejudice of data protection national law (e.g. construction license/authorisation, declarations of professional technicians explaining how national legislation and local regulations related to the above mentioned aspects of the building are met, copy of a written social policy, copies of contracts, statements of employee's registration in the national insurance system, official documentation/register recording the names and number of employees by the local Government's Employment Inspectorate or Agent) and moreover direct random staff interview could be done during on-site visit.

   Natural persons that rent privately owned accommodation for tourist accommodation purposed are exempted of requirements included under point 2.

The applicant shall describe the tourist accommodation establishment in terms of the following aspects:

- Relevant **NACE code**.
- **Size of the company** which the tourist accommodation establishment belongs to (i.e. micro, small, medium or large).
- The **star rating.**
- Number of **guest rooms** and **bedspaces** provided.
- The **location**.

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- **Parking facilities** (e.g. number of spaces for (electric) cars, electric scooters and bicycles and whether they are owned or otherwise controlled by the tourist accommodation enterprise).
- **Size of the plot area** belonging to the tourist accommodation establishment (in m^2).
- **Breakdown of the plot area** (in both m^2 and % of total plot area) into:
    - Area occupied by buildings.
    - Area occupied by access roads and parking.
    - Area occupied by impermeable paving (excluding roads and parking).
    - Area occupied by green space.
- **Total conditioned (i.e. temperature regulated) internal floor area** (in m^2).
- Total **guest room floor area** (in m^2).
- The energy carriers and systems used for **space heating** and for **water heating**.
- Extent of in-house and offsite **laundry** (e.g. all bed linen is washed externally).
- Extent of **food and beverage services** to guests and general public. And, if applicable, whether these services are owned or otherwise controlled by the tourist accommodation enterprise.
- Extent of **event or MICE facilities** (MICE: Meetings, Incentives, Conferences and Exhibitions) (e.g. floor area or broader qualitative description of facilities). And, if applicable, whether these services are owned or otherwise controlled by the tourist accommodation enterprise.
- Extent of **leisure facilities** (e.g. swimming pool, gymnasium, tennis court(s), golf course, etc.). And, if applicable, whether these services are owned or otherwise controlled by the tourist accommodation enterprise.
- Extent of **health/wellness facilities or services** (e.g. spa, sauna, jacuzzis, massage service, steam baths, beauty centre, etc.). And, if applicable, whether these services are owned or otherwise controlled by the tourist accommodation enterprise.

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Criteria

Mandatory criteria

General management

Criterion 1. In-house environmental management system (EMS)

Criterion 2. Staff engagement and training

Criterion 3. Guest information and feedback

Criterion 4. Information appearing on the EU Ecolabel

Energy and climate performance

Criterion 5. Energy consumption reporting

Criterion 6. Fuel combustion restrictions

Criterion 7. Maintenance of energy using equipment/installations

Criterion 8. Building Automated Control System (BACS)*/Lighting controls and thermoregulation

Criterion 9. Outdoor space heating /cooling and outdoor water heating

Criterion 10. Procurement policy for energy efficient equipment

Criterion 11. Purchase of electricity from renewable sources

Water and wastewater

Criterion 12. Water consumption monitoring

Criterion 13. Water efficient fittings and devices

Criterion 14. Measures to reduce laundry demand

Criterion 15. Covering of heated pools

Criterion 16. Wastewater treatment

Solid waste

Criterion 17. Food and food packaging waste prevention

Criterion 18. Disposable item restrictions in guest rooms

Criterion 19. Waste sorting

Social

Criterion 20. No smoking in common areas and rooms

Criterion 21. Accessibility of infrastructure and services I

Biodiversity

Criterion 22. Preventative measures for non-use of biocidal or plant protection products

Criterion 23. Invasive alien plant species

Criterion 24. Ecological management

Criterion 25. Protection of the surrounding natural area

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Criterion 26. Reduction in light pollution

Mobility

Criterion 27. Promotion and provision of environmentally preferable means of transport

Optional criteria

General management

Criterion 28. EMAS registration or registration or equivalent environmental or energy management certification schemes for the tourist accommodation (up to 3.5 points)

Criterion 29. Consumption monitoring: energy and water sub-metering (up to 3.5 points)

Energy and climate performance

Criterion 30. Carbon footprint of energy consumption (up to 4 points)

Criterion 31. Thermal performance of external windows (up to 5 points)

Criterion 32. Heat recovery (up to 5 points)

Criterion 33. Very low GWP refrigerants (up to 4.5 points)

Criterion 34 Onsite PV installation for renewable electricity generation (up to 6 points)

Criterion 35. Onsite renewable heat production (up to 5 points)

Criterion 36. Mini-bar, coffee machine and kettle restrictions (up to 3 points)

Criterion 37. Anti-scaling measures for hot water systems (up to 2.5 points)

Water and wastewater

Criterion 38. Greywater reuse (up to 5 points)

Criterion 39. Rainwater harvesting (up to 3.5 points)

Criterion 40. Water saving measures with irrigation (up to 3.5 points)

Solid waste

Criterion 41. Material-efficient provision of beverages and food (up to 2 points)

Criterion 42. Material-efficient and chemical-efficient cleaning practices (up to 2 points)

Criterion 43. End-of-life of textiles, furniture and other durable goods (up to 2 points)

Criterion 44. Solid waste generation monitoring (up to 3 points)

Procurement and consumables

Criterion 45. Procurement of paper products (up to 2.5 points)

Criterion 46. Procurement of certain durable goods (up to 2.5 points)

Criterion 47. Procurement of detergents and toiletries (up to 3.5 points)

Criterion 48. De-icing (up to 3.5 points)

Criterion 49. Local and organic food and beverage products (up to 3.5 points)

Criterion 50. Procurement of environmentally friendly laundry services (up to 4 points)

DRAFT

Criterion 51. Procurement of ecolabelled indoor cleaning services (up to 3.5 points)

Social

Criterion 52. Provision of social benefits for staff (up to 1.5 points)

Criterion 53. Diversity, equity, and inclusion for staff (up to 1.5 points)

Criterion 54. Local community engagement (up to 1 point)

Criterion 55. Accessibility of infrastructure and services II (up to 1 point)

Biodiversity

Criterion 56. Ecological management II (up to 3.5 points)

Mobility

Criterion 57. Low environmental impact vehicle fleet (up to 4 points)

Criterion 58. Sustainable drainage of the plot area (up to 3.5 points)

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Mandatory criteria

General management

Criterion 1. In-house environmental management system (EMS)

The tourist accommodation establishment shall have implemented and maintain an in-house Environmental Management System (EMS), and have an appointed person to be responsible for all operational aspects of the EMS.

As a minimum, The EMS shall include the following elements:

(a) An environmental policy that presents the organization´s top management´s declaration of its commitments to environmental protection.

(b) A detailed action programme establishing measurable targets on performance for the identified environmental aspects. Targets shall be reviewed and updated at least every two years, taking into consideration the requirements of this EU Ecolabel Decision. Where relevant environmental aspects are not covered by the EU Ecolabel, targets shall preferably be based on environmental performance indicators and benchmarks of excellence defined in the EMAS Sectoral Reference Document (15) for the tourism sector. The action programme shall cover at least the following environmental aspects and indicators:

Table 1. Environmental aspects and indicators

Environmental Aspect	**Indicator (Unit of reference)**
Energy use (Criterion 5)	kWh/guest-night
Water use (Criterion 12)	litres/guest-night

Other concrete actions to achieve environmental objectives shall include:

— Maintenance of energy using equipment programme (Criterion 7)
— Action programme to reduce food waste and food packaging waste (Criterion 17)
— Preventive programme for non-use of biocidal or plant protection products (Criterion 22)

(c) An internal evaluation process allowing verifying at least yearly organisation performances with regard to the targets defined in the action program and setting correction actions, if needed. The internal evaluation process shall include:

i. Verification of compliance with targets defined in the action programme.
ii. Assessment of corrective actions where targets are not met.
iii. Consideration of feedback collected from guests (linked to Criterion 3).

Assessment and verification:

The applicant shall provide a declaration of compliance, together with:

— a copy of the environmental policy,

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— a copy of the action programme including measurable targets and data from the most recent internal evaluation.

Criterion 2. Staff engagement and training

The tourist accommodation shall provide information and training to all staff (including subcontracted external staff), including written procedures or manuals, to ensure the application of environmental measures and to raise awareness of environmentally responsible behaviour in accordance with the mandatory and applicable optional criteria in this EU Ecolabel.

As a minimum, management staff shall ensure that staff receive training and have access to guidance material and instructions, including in accessible formats for staff with disabilities where necessary, covering the environmental aspects relevant to their respective staff profiles, as listed in the table below, where applicable. Seasonal or temporary staff shall receive, at minimum, targeted guidance on the key environmental practices relevant to their duties, proportionate to the length and nature of their engagement.

Table 2. Information and training to be provided to staff

Relevant staff profiles	**Specific aspects**	**Themes**
All staff	General awareness of and access to details of the in-house environmental management system	Cross-cutting
Room-keeping staff	Energy-related aspects of room cleaning protocol, including appropriate use of window opening for ventilation, room thermostat setting, switching off of lights, use of cold water for cleaning and minimisation of vacuum cleaner idling during room servicing activities.	Energy
	Water-related aspects of room cleaning protocol, including how to check for and report leaks from taps, showerheads and toilet cisterns. Understanding of the correct number of towels based on number of guests in a room and how the opt-in towel replacement policy works.	Water
	Familiarity with reusable room service and reception items for their collection and return. Familiarity with different waste types and relevant bins at the establishment - if waste sorting is part of the room cleaning protocol.	Material efficiency and waste
	Awareness of refill levels for dispensable hand-soap, shower gel, shampoo or hair conditioner in guest rooms.	Material / chemical efficiency
Room-keeping staff and general cleaning staff	Optimum use of reusable microfibre cloths, microfibre mopheads and disposable cloths for surface cleaning. Correct dosing of cleaning chemicals and correct dilution of any concentrated cleaning chemicals.	
Cleaning staff	Waste sorting policy as defined in criterion SW3 and where to correctly transfer the contents of bins for different waste types prior to collection.	Waste

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Building manager, maintenance manager and/or reception staff	Understanding thermostat settings and other controls for HVAC systems in communal areas.	Energy
	Familiarity with complaints system for malfunctioning equipment or leaks and the protocol for dealing with them and recording the status of responsive actions.	Energy and water
Kitchen staff (not applicable if no food services provided at the establishment)	Optimum use of ovens, hobs during cooking, optimum set points for refrigeration equipment, correct loading, detergent dosing and cycle choices for dishwashers and washing machines, and how to check for damage or incorrect functioning of energy using equipment in the kitchen (e.g. broken door seals etc.).	Energy, water and chemical efficiency
	Optimum use, handling and disposal of cooking oil. Awareness of food waste streams that are suitable or unsuitable for separate collection for composting.	Waste
	Awareness and familiarity with the action programme to minimise food waste as defined in criterion SW1.	Waste
Laundry staff	Correct loading, detergent dosing and cycle choices for washing machines, and how to check for damage or incorrect functioning (e.g. leaks, strange noise, high vibration levels).	Energy, water and chemical efficiency
	Awareness of any donation or textile waste collection programme in place at the establishment.	Waste

Environmentally relevant training may be provided via in-house training modules and materials, external courses, or a combination of both. Untrained staff, or staff that are only partially trained for the tasks that they need to carry out, can only work under the supervision of a suitably trained supervisor.

All staff shall receive refresher training at least biannually.

Assessment and verification:

The applicant shall provide a declaration of compliance with this criterion, supported by a copy of training material content and records of training completion for all staff. Updated staff training records shall be provided upon request by the competent body in order to demonstrate ongoing compliance during the award period.

In cases where training courses are provided as part of an external training scheme, documentation showing participation (e.g. training certificate) and an extract of the course content from the provider shall be provided as proof of compliance and of relevance to selected training topics listed in this criterion.

Criterion 3. Guest information and feedback

The tourist accommodation shall provide information to guests, including in accessible formats, to raise awareness of its sustainability concept and to encourage environmentally responsible

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guest behaviour. As a minimum, guest information shall cover the aspects listed in the table below.

Table 3. Information to be provided to guests

General topic	**Specific aspects to address**	**Where at least information should be provided**
Hotel sustainability concept	High level overview of measures to reduce energy consumption, CO_2 emissions, water consumption and waste generation.	On company website or social media, at reception and/or in guest rooms.
Cultural	Local touristic points of interest, local guides, local restaurants, markets, craft centres	
Responsible Tourism	Importance of protecting natural heritage and biodiversity, and, where appropriate, guidance towards alternative, less-visited sites.	
Mobility	Environmentally preferable means of transport available to guests	
Feedback	Provide means for guests to submit their views on any particular aspect of the establishment and associated services, and to record their overall level of satisfaction.	
Energy saving behaviours	Switching off of room lights, setting of room temperature thermostats, window opening, use of solar shading devices. If relevant, removal of key cards when not in the room.	In each guest room, in a prominent position.
Water saving behaviours	How to identify and use water efficient settings on toilet flush, taps and showerheads, where relevant. Policy for requesting replacement towels and/or bed linen. Non-flushing of wet wipes and other sanitary products.	In each guest room, in a prominent position. The non-flushing of wet wipes and other sanitary products shall be indicated via signage in the toilet area.
Material efficiency	Use of refillable dispensers for hand soap, shower gel, shampoos or hair conditioners and the restrictions on disposable items. Where reusable versions of such items can be obtained (e.g. at reception, vending machines or nearby stores).	In each guest room, in a prominent position.
Waste disposal	The different types of waste that are separately collected at the establishment and where bins for each waste type can be found.	In each guest room, in a prominent position. Also at each bin or group of bins in communal areas.
Food waste and food packaging waste reduction	Details of a public version of the action programme to reduce food waste and food packaging waste referred to in criterion SW1.	Breakfast buffet area (if offered)

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Information provided at physical points in the tourist accommodation establishment may be via physically printed materials or via QR codes or other links to information in a digital format, accessible for persons with disabilities.

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion, together with copies of the information provided for the guests, and a brief description of the format in which it is provided and where it can be accessed from.

The applicant shall also provide a copy of the procedures in place for recording customer comments, dealing with complaints and tracking of associated replies and corrective actions.

Criterion 4. Information appearing on the EU Ecolabel

The label with text box may contain the following text:

'This tourist accommodation is actively taking measures to reduce its environmental impact

— promoting energy efficiency and renewable energy sources use,

— saving energy and water,

— and reducing wastewater and waste,

— protecting biodiversity.

The guidelines for the use of the optional label with text box can be found in the 'Guidelines for the use of the EU Ecolabel logo' on the website:

http://ec.europa.eu/environment/ecolabel/documents/logo_guidelines.pdf

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion explaining on which support they intend to display the logo.

Energy and climate performance

Criterion 5. Energy consumption reporting

The applicant shall report on metered energy consumption with an annual frequency according to the table below. Reported data shall cover all parts of the establishment that are under the management of the tourist accommodation establishment.

Optionally, to focus on metrics associated with the core service of tourist accommodation provision, the applicant may subtract energy consumed by additional services such as restaurants, in-house laundry, leisure facilities, and MICE, if such data can be disaggregated.

Table 4. Energy consumption reporting template for one year

Parameter	**Year**	**Conversion factor**	**kWh**
A: Total metered electricity (kWh)		1.00	

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Optional sub-metered electricity that can be subtracted from total (all in kWh)			
A1: Sub-metered supply to kitchen/restaurant			
A2: Sub-metered supply to in-house laundry			
A3: Sub-metered supply to leisure facilities			
A4: Sub-metered supply to MICE			
A5: Sub-metered supply to electric vehicle charging			
A*: Net metered electricity = A - (A1+A2+A3+A4+A5)			
B: Total metered natural gas (m^3)		10.8	
Optional sub-metered natural gas that can be subtracted from total (all in m^3)			
B1: Sub-metered supply to kitchen/restaurant		10.8	
B2: Sub-metered supply to in-house laundry		10.8	
B3: Sub-metered supply to leisure facilities		10.8	
B4: Sub-metered supply to MICE		10.8	
B*: Net metered natural gas = B - (B1+B2+B3+B4)		10.8	
C: Total guest-nights			
D: Total room-nights			
Specific metered electricity consumption: **A*/C = kWh/guest-night** **A*/D = kWh/room-night**			
Specific metered fuel consumption: **B*/C = kWh/guest-night** **B*/D = kWh/room-night**			
Specific metered energy consumption: **(A*+B*)/C = kWh/guest-night** **(A*+B*)/D = kWh/room-night**			

Assessment and verification

The applicant shall provide a declaration of compliance, supported by a monitoring report that clearly describes the scope of the energy consumption being counted (for example, in terms of additional services that are included/excluded).

Reporting shall be based on records of meter readings taken as part of an in-house energy monitoring system. These records shall be supported by utility invoices, as appropriate, and provided upon request by the competent body.

Self-consumed electricity from onsite renewables or combined heat and power (CHP) units shall be counted as well as part of electricity consumption if meter readings are available. Exported electricity from onsite renewables shall be neither added nor subtracted from the total electricity consumption.

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Criterion 6. Fuel combustion restrictions

The applicant shall provide a declaration of compliance, supported by a list and brief description of the boilers, CHP units and local space heaters used in the tourist accommodation establishment. Descriptions shall include, as a minimum, the rated capacity (in kW), the manufacturer name, model name/number, and the type or types of fuel that can be used in the equipment.

In cases~~,~~ where non-permitted fossil fuels can technically be used by the installed boilers, CHP units or heaters, the applicant shall further declare on the explicit non-use of such fuels.

In cases where solid biomass fuels are used, the description shall also include details of the exhaust gas abatement system.

The applicant shall provide a document that indicates the completion date of the building. For existing tourist accommodation establishments using natural gas instead of bio- or waste-based fuels, the applicant shall provide a document including a justification.

Criterion 7. Maintenance of energy using equipment/installations

The applicant shall have a maintenance program for energy-using equipment and hot-water systems that consists of (a) routine in-house measures and (b) maintenance contracts conducted by qualified professionals, including (c) specific measures on refrigerants.

(a) The routine in-house measures shall include, as a minimum:

- Inspection and removal, as necessary, of grease build-up on kitchen extraction hood filters.
- Checking of door seal integrity on fridges and ovens.
- Inspection and removal of ice build-up in freezer units.
- Checking of the correct functioning of any motion sensors for lighting.
- Inspection of the condition of insulation for hot water tanks and hot water piping.
- Checking for any leaks in hot water systems.
- Checking of guest room-mounted HVAC equipment (for example, inspection and cleaning of in-room filters, fans, condensate drains, coils etc.).

(b) All HVAC and hot water systems shall be covered by maintenance contracts with qualified professionals.

(c) Specifically, regarding refrigerants:

- The applicant shall have a commitment to phasing out the existing use of any PFAS (Per- and Polyfluoroalkyl Substances) refrigerants and any refrigerants with a GWP of >750 in air conditioning equipment and heat pumps whenever it is time to recharge refrigerants during maintenance activities and whenever it is technically feasible.

Any repair, replacement or maintenance interventions flagged by the checks and inspections must be acted upon by the management at the earliest practical opportunity. All maintenance activities must be registered in a specific maintenance register.

Assessment and verification

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For part (a), the applicant shall provide: a copy of the regular in-house inspection and maintenance program, which should identify each of the relevant inspection points in the establishment and maintain a record of any interventions made.

For part (b), the applicant shall provide copies of maintenance contracts with qualified service providers for each of their centralised HVAC systems.

For part (c), the applicant shall provide a copy of their relevant establishment policy, highlighting the part which refers to the phasing out of PFAS and refrigerants with a GWP >750.

Criterion 8. Lighting controls and thermoregulation

Note: Those establishments with historical merit are exempted in the case the required measures affect the building characteristics.

The following setpoints and logic shall be used for controls in thermostatic systems:

- The temperature in communal areas shall be regulated to no lower than 23 ±3°C when outdoor temperatures exceed 26°C and to no higher than 21 ±3°C when outdoor temperatures are lower than 18°C.
- Within guest rooms, temperature controls should enable a room air temperature to be maintained within the range of 18 to 26°C when windows are closed and guest controls are activated in the room.

Energy consumption in lighting systems shall be reduced via the practices below:

- Interior lighting in low-traffic communal areas shall be programmed to switch off when no signal is received from motion sensors.
- Exterior lighting not needed for security reasons shall be programmed to switch-off during off-peak hours (for example 0000 to 0600). Such lighting may also be linked to motion sensors for switching on again.

Assessment and verification

The applicant shall provide a declaration of compliance, together with a brief description of the temperature setpoint logic used in thermostatic systems for communal areas and guest rooms. A copy of technical documentation for the thermostatic system shall be provided to the competent body on request.

A separate declaration about interior and exterior lighting controls and off-peak switch-off programming shall be provided. The declaration shall include the identification of the areas and number of approximate number of interior and exterior light points covered by the lighting switch-off system or dimming system.

Exemption of any of these measures for tourist accommodation establishments with historical merit shall be duly justified.

Criterion 9. Outdoor space heating /cooling and outdoor water heating

The following restrictions and conditions on outdoor space heating/cooling and outdoor water heating shall apply:

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(a) Outdoor air conditioning appliances shall not be used in the premises of the tourist accommodation establishment.

(b) Outdoor space heating appliances shall not be used unless all these conditions are met:

- The heaters use infra-red radiant heating technology.
- The heaters are situated in fully enclosable or partially enclosable ([3]) terraces or areas.
- The heaters are only operated when the terraces are fully or partially enclosed, when occupied, and when requested by occupants.
- When the area is unoccupied, the heaters are either switched off or put into a reduced heat output mode.

(c) The heating of water in outdoor swimming pools or hot tubs shall not be permitted unless it uses renewable energy, as defined in Directive (EU) 2018/2001, or waste heat recovery as the heat sources. The use of efficient heat pumps by using ambient energy are also included.

Assessment and verification

Regarding part (a), the applicant shall provide a declaration of the non-use of air conditioning appliances to cool outdoor spaces.

Regarding part (b), the applicant shall provide a declaration of compliance, which shall entail either a simple declaration of non-use, or details of the outdoor space heating set-up. In the latter case, a description of the outdoor heated area shall be provided, together with images of the area, the enclosure features, heater locations and product manuals for the heater units.

Regarding part (c), the applicant shall provide a declaration of compliance, which shall entail either a simple declaration of non-use, or a brief description of the applicable water heating system(s) used. In the latter case, technical documentation demonstrating that the outdoor pool/hot tub water is heated by renewable energy or waste heat recovery shall be provided to the competent body upon request.

Criterion 10. Procurement policy for energy efficient equipment

Note: this requirement only applies to the purchase within the duration of the EU Ecolabel of new energy-related products that are within the scope of the energy labelling Regulation (EU) 2017/1369.

The applicant shall whenever applicable and technically feasible (e.g. considering the country market availability, professional equipment availability, etc.), purchase energy efficient equipment listed below that is rated with EU energy classes (i.e. classes A, B, C, etc.) that reflect the top 20% of relevant available products, as indicated in the European Product Registry for Energy Labelling (EPREL) database ([4]), at the time of purchase.

- Light sources
- Professional refrigerated storage cabinets

[3] Partially enclosable/enclosed refers to an overhead roof enclosure plus at least 80% of the total floor to roof perimeter area.

[4] The public version of the EPREL database is available here: https://eprel.ec.europa.eu/

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— Commercial refrigerators
— Household, hotel and wine refrigerators
— Electronic displays
— Range hoods
— Residential ventilation units
— Air conditioners
— Space heaters/Combination heaters.
— Solid fuel boilers
— Water heaters
— Dishwashers
— Washing machines
— Washer-dryers
— Household tumble dryers
— Domestic ovens

Energy classes for the top 20% shall be considered by applying the following logic:

— Step 1: Select the energy classes that cover the top 20% of products.
— Step 2: If the energy classes do not match up well, the energy classes permitted should be reduced so long as the top 10-15% of products are covered.
— Step 3: If this is not possible, the next energy class that potentially permits more than 25% of products shall be permitted.

Assessment and verification

The applicant shall provide a declaration of compliance, together with a copy of the relevant clause(s) in their procurement strategy. Examples of technical specifications and potential award criteria relating to energy performance shall be provided upon request by the competent body.

Records of actual purchases during the EU Ecolabel licence period of relevant energy-related equipment from the list above shall be kept, noting the energy classes of each relevant product purchased and the EPREL energy class distribution around the date of purchase. These records shall be shared with the competent body upon request.

Criterion 11. Purchase of electricity from renewable sources

Note: This requirement only applies for tourist accommodation establishments where there are at least two suppliers of individual electricity tariffs offering 100% of the electricity from renewable energy sources.

All electricity purchased for use at the tourist accommodation establishment shall be from renewable energy sources.

Assessment and verification

The applicant shall provide a declaration of compliance, supported by:

(i) (a) a copy of the renewables Power Purchase Agreement (PPA), (b) the electricity supply contract or (c) equivalent supplier documentation showing that 100% of the electricity purchased is supplied from renewable energy sources, and

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(ii) evidence that the renewable electricity claim is supported by Guarantees of Origin cancelled for an amount corresponding to the applicant's annual purchased electricity consumption shall also be provided. Such evidence may take the form of a supplier attestation, registry cancellation statement, annual disclosure statement, or equivalent third-party documentation accepted by the competent body.

The applicant shall also provide electricity purchase records for the previous 12 months for all relevant meters serving the tourist accommodation establishment.

Water and wastewater

Criterion 12. Water consumption monitoring

Note: water consumed by tourist accommodation establishments will normally be supplied by a utility via mains. In some cases, water may be supplied by abstraction from private water supplies (e.g. boreholes). In both cases, supplied water must be metered at the point of entry into the establishment's plumbing system.

The applicant shall report on metered water consumption with at least an overall annual value according to the table below. Reported data shall cover all parts of the hotel that are under management of the tourist accommodation establishment.

Table 5. Water consumption reporting template for one year

Parameter	**Year**
A: Total metered mains water (m^3)	
B: Total metered abstracted water (m^3)*	
D: Total guest-nights	
E: Total room-nights	
Specific total water consumption (L/guest-night) (A+B)/ D	
Specific total water consumption (L/room-night) (A+B)/ E	

*"abstracted water" refers to the private and legal supply of water from local groundwater tables or surface water bodies supplied directly to the tourist accommodation establishment.

Monitoring shall not extend to flows in greywater circuits, rainwater harvesting systems or recirculation loops in HVAC, hot water or heat recovery systems.

Assessment and verification

The applicant shall provide a declaration of compliance, supported by a monitoring report that is based on records of meter readings taken as part of an in-house water monitoring system. These records shall be supported by utility invoices, as appropriate, and provided upon request by the competent body.

DRAFT

Criterion 13. Water efficient fittings and devices

The applicant shall comply with the following requirements for the water efficiency of the fittings and devices defined below: at least 15% of the relevant taps, showers, WCs and urinals shall comply with the specified requirements at the date of award of the EU Ecolabel, and at least 40% shall comply within a period of no longer than 3 years from the date of award.

In cases where the tourist accommodation establishment is located in a river basin subjected to severe seasonal water stress ([5]), this requirement shall already comply with the 40% requirement at the date of award of the EU Ecolabel and further commit to improving this figure to 80% within the next 3 years.

Without prejudice to local or national regulations, the applicant shall have in place a procurement strategy that requires, whenever applicable and technically feasible, the purchase of water efficient equipment in line with the requirements below:

(a) Wash hand basin taps in guest rooms, staff facilities, leisure facilities and public toilets shall have a maximum water flow of 6 litres/min;
(b) Kitchen taps in exclusive guest areas shall have a maximum water flow of 6 litres/min;
(c) Showerheads in guest rooms, staff facilities and leisure facilities shall have a maximum water flow of 8 litres/min;
(d) WCs, including suites, bowls and flushing cisterns, have a full flush volume of a maximum of 6 litres and a maximum average flush volume ([6]) of 3,5 litres;
(e) Urinals use a maximum of 2 litres/bowl/hour. Flushing urinals shall have a maximum full flush volume of 1 litre.

All plumbing systems and related sanitary fittings shall be regularly, at least every twelve months, inspected by in-house staff for leaks, and repair measures taken as needed.

Assessment and verification

The applicant shall provide a declaration of compliance indicating the current percentage of water fittings and devices that comply with the specified water-efficiency requirements, together with an inventory of all of the relevant water efficient fittings and, devices already installed.

The approximate performance of already installed taps or showerheads may be tested in-situ under actual conditions by fully opening the water outlet and measuring the collected water volume during a defined period of time. Flush volumes of already installed cisterns may be estimated in-situ if the inlet to the cistern is closed, the height change of water in the cistern after flushing is noted, and the volume of water required to return the cistern water height to its original level is measured by the manual addition of water to the cistern. In the case of flushing urinals with no cistern, the flush volume may be estimated by diversion of the flush water to a volumetric container. The retrofitting of parts to improve water efficiency (e.g. diffusers for taps

[5] "river basins under severe seasonal water stress" shall be considered as river basins with a multi-annual average autumn Water Exploitation Index (WEI+) of 40% or higher.
[6] the average flush volume shall be considered as the average of one full flush and three partial flushes when a dual flush function is available

DRAFT

and showerheads, cistern mechanisms for WCs) may also be recognised if it leads to clear compliance with the relevant limits defined above.

For newly procured equipment, including installed taps, showers, WCs and urinals, compliance with the water flow requirements shall be attested by product datasheets or an existing product label in the Union, in accordance with the following technical specifications:

1. The flow rate is recorded at the standard reference pressure 3 – 0/+ 0,2 bar or 0,1 – 0/+ 0,02 for products limited to low pressure.
2. The flow rate at the lower pressure 1,5 – 0/+ 0,2 bar is ≥ 60 % of the maximum available flow rate.
3. For mixer showers, the reference temperature is 38 ± 1 °C.
4. Where the flow has to be lower than 6 L/min, it complies with the rule set out in point 2.
5. For taps the water flow shall be measured using the procedure indicated in Appendix E of Annex I to Commission Delegated Regulation (EU) 2021/2139, with the following exceptions:

(a) for taps that are not limited to low pressure applications only: apply a 3 – 0/+ 0,2 bar pressure to both the hot and the cold inlets, alternatively;

(b) for taps that are limited to low pressure applications only: apply a 0,4 – 0/+ 0,02 bar pressure to both the hot and the cold inlets and fully open the flow control.

In cases where the establishment is located in a river basin subjected to seasonal water stress, the performance of a representative selection of already-installed fittings and appliances shall be assessed onsite using portable flowmeters or volumetric receptors and a timer.

Finally, the applicant shall provide records of the inspections carried out on plumbing systems and sanitary fittings.

Criterion 14. Measures to reduce laundry demand

Without precedent to national law, the applicant shall comply with the following policy for changes of bed linen, towels and any bathrobes during their stay:

The policy for towels and bathrobes shall be opt-in and require the specific placement of such used items in a basket or other specific location (e.g. bathtub) prior to room cleaning. The number of towels placed in the room shall be proportional to the number of guests staying.

Change of bed linen shall be adapted to the duration of the stay, shall not be longer than one week and shall also be opt-in and require its communication.

Assessment and verification

The applicant shall provide a description of the policy on the collection of used guest towels, bathrobes and bed linen for laundry, supported by an image of the information presented to guests on this matter.

DRAFT

Criterion 15. Covering of heated pools

All heated swimming pools and hot tubs (indoor or outdoor) shall be covered during periods of non-use and when still with standing water in order to reduce evaporation and heat loss, and, in the case of indoor heated pools, to reduce the humidity loads on dehumidification equipment. Examples of such non-use periods include night-time closures, shock chlorine dosing or the need for maintenance of key equipment.

Assessment and verification

The applicant shall provide a declaration of compliance, supported by a description of all heated swimming pools and hot tubs in the establishment, photographic evidence of the installed cover(s), and a copy of the operating procedures for pool closure and covering.

Criterion 16. Wastewater treatment

Note: This requirement only applies to tourist accommodation establishments that are not connected to a collecting system operated by or controlled by authorities that are liable for compliance with the Directive (EU) 2024/3019 concerning urban wastewater treatment.

Without prejudice to local or national regulations applicable to the collection, treatment, discharge or disposal of wastewater and sewage sludge from individual systems, where it is not possible to send wastewater for centralised treatment, onsite wastewater treatment shall include primary treatment (for solids removal) and secondary biological treatment systems with an expected removal of organic pollutants of > 70 %, (expressed as BOD, biochemical oxygen demand), and >75%, (expressed as COD, Chemical Oxygen Demand).

The fate of sewage sludge and other residues removed from the onsite wastewater treatment system shall be known and documented, covering the means of removal, any further treatment applied, and the final use or disposal route.

Where sludge thickening, dewatering or drying is carried out onsite, the resulting return liquor (supernatant, filtrate, centrate or bed leachate) shall be returned to the inlet of the onsite wastewater treatment plant at a controlled rate, and the treatment plant shall have sufficient hydraulic and biological capacity to treat the additional load without compromising the removal efficiencies required above. Return liquor shall not be discharged directly to receiving waters, to a soil infiltration or subsurface discharge system, or to a surface water or stormwater drainage system.

Assessment and verification

The applicant shall provide a declaration of compliance, which shall entail either a simple declaration of non-applicability, or a copy of the permit issued by local or regional authorities for treated wastewater effluent discharge and any specific limits for pollutant concentrations in the treated effluent.

In the latter case, the applicant shall also provide evidence that the applicable removal efficiencies set out above are achieved, through one of the following:

DRAFT

(a) where the onsite wastewater treatment system serves up to 50 population equivalent (PE) and bears CE marking under the applicable EU harmonised conformity assessment scheme for small wastewater treatment plants, a copy of the manufacturer's Declaration of Performance for the model installed, confirming removal efficiencies for organic pollutants that meet or exceed the thresholds set out above.

(b) where the treatment system serves more than 50 population equivalent (PE), or where point (a) does not provide the required evidence, a brief description of the onsite wastewater and sludge treatment systems, including technical specifications from the manufacturer or intermediary responsible for the installation, configuration or maintenance of the wastewater treatment and sludge handling systems. If not already evident from the technical specifications, a declaration from the provider or designer of the onsite wastewater treatment plant shall be provided regarding the expected removal efficiencies of organic pollutants (BOD and COD). In the absence of suitable information about removal efficiencies from the provider or designer, either:
    - A declaration from an experienced independent expert about the expected removal efficiencies shall be provided, or
    - Data from periodic sampling of influent wastewater and treated effluent according to relevant international test standards that demonstrates the required pollutant removal efficiencies shall be provided.

In relation to the fate of sewage sludge and other residues, the applicant shall provide a brief description identifying:

- the party responsible for removal from the site and the frequency of removal;
- the facility or destination to which the sludge or residues are taken;
- any further treatment applied at that destination, for example co-treatment at an urban wastewater treatment plant, anaerobic digestion, composting, drying, liming or other stabilisation; and
- the final use or disposal route, for example application to agricultural land, use in landscaping or land restoration, incineration, or landfill.

This may be evidenced by a copy of the contract or service agreement with the operator responsible for removal, by invoices or consignment or transfer notes covering the preceding 12 months, or by a written statement from that operator. Where sludge or residues are used or disposed of on the site itself, the description shall cover the treatment applied and the manner and location of use or disposal.

Where onsite sludge thickening, dewatering or drying is carried out, the applicant shall additionally provide a description of how return liquor is managed, including the point of return and any flow control or buffering arrangement, together with a declaration from the provider, designer or an experienced independent expert confirming that the treatment plant has sufficient capacity to treat the return liquor load without compromising the required removal efficiencies.

DRAFT

Solid waste

Criterion 17. Food and food packaging waste prevention

Note: This requirement only applies to establishments which offer breakfast buffet services to guests.

For the purposes of this criterion, perishable food stuff is defined as being subject to decay or destruction, usually food that has been, for example, minimally processed or not otherwise preserved and which relies on refrigerated storage in order to reduce the rate of decay and loss of quality (Codex Alimentarius).

Without prejudice to local or national regulations on the provision of food services, the following measures shall be incorporated into an action programme to reduce levels of food waste and food packaging waste from breakfast buffet services:

- Non-use of single dose packages for non-perishable food stuffs (e.g. cereals, biscuits, coffee capsules, sugar, chocolate powder (except tea bags)).
- Procurement of perishable food stuffs in line with demand forecasting based on bookings.
- Application of first-in-first-out principles to procured foodstuffs, unless best before dates dictate otherwise.
- Correct storage conditions for perishable foodstuffs to optimise their shelf-life.
- Monitoring of buffet and tapered replenishment to prevent excessive quantities being left over at the end of the service.
- The use of smaller bowls and plates to control portions, reducing the risk of leftovers.
- Measures in place for diverting excess prepared food from disposal (for example, offering for free to staff or donation to charities).
- Measures in place to prevent excess fresh food from spoilage by freezing it and/or using it in the preparation of alternative dishes that can be offered directly or be frozen (for example, smoothies, purees, yoghurts, soups, ice creams, sorbets etc.) and offered at a later time.

Assessment and verification

The applicant shall provide a declaration of compliance with the criterion, supported by a copy of their food waste and food packaging waste minimisation programme and a brief explanation of which parts of the programme correspond to the points listed in this criterion.

Criterion 18. Disposable item restrictions in guest rooms

Without prejudice to local or national regulations, the tourist accommodation establishment shall implement the following measures for reducing waste generation from guest rooms:

(a) The provision of hand soap, shower gel, shampoo or hair conditioner in locked refillable dispensers in guest rooms.

DRAFT

(b) The non-provision of disposable shower caps, nail files, combs, shoe~~w~~ polishing pads or slippers in guest rooms ([7,8]).
(c) The non-provision of shaving gel, toothpaste, disposable razors or disposable toothbrushes in guest rooms ([9]).
(d) The non-provision of wet wipes in guest rooms.
(e) The non-provision of disposable draw sheets ([10]) in guest rooms.
(f) The non-provision of disposable cups and glasses in guest rooms, and plates, bowls and cutlery in guest rooms and other areas.
(g) The non-provision of disposable drinking straws, cocktail sticks, toothpicks and plastic stirrers in guest rooms.

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation about hotel policy explaining how the criterion is fulfilled. Any legislation or independent quality rating/certification scheme requiring the use of disposable items shall also be provided. This shall be checked during the onsite visit.

Criterion 19. Waste sorting

Without prejudice to local or national regulations on waste separation, the tourist accommodation establishment shall provide clear signage and suitable placement of bins for the separate disposal of the types of waste listed below.

In highly trafficked public areas, bins shall be provided for the collection of:

— Drinks cans, plastic containers and plastic packaging.
— Paper and cardboard.
— Glass containers.
— General waste – although these bins should be accompanied by bins for the other waste fractions listed above, or at least signage indicating where the nearest bin for each of those waste fractions can be found.

In backroom areas, bins shall be provided for the collection of:

— Used cooking oil from kitchen areas.

[7] Such items could be made available to guests via vending machines or at reception on demand.
[8] Exception applies to hotels where the Hotelstars.eu classification system requires the mandatory provision of slippers to guests in 5-star hotels or on-demand provision in 4-star hotels.
[9] Such items could be made available to guests via vending machines or at reception on demand.
[10] A draw sheet is a partial sheet (smaller than a full bed sheet) that is laid horizontally (crosswise) across the bed and placed between the guest and the fitted or bottom sheet. It is intended to be easily removed and replaced without changing the entire bed. Its main purpose is to protect the main bed sheet and mattress from spills, perspiration, bodily fluids and accidental soiling.

DRAFT

— Compostable biogenic waste (uncooked or non-meat/non-fish food waste, coffee grinds, garden waste), from kitchen and food service areas and from green space maintenance activities.

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion, together with a description of the waste collection system, the approximate number of bins and their locations, and how each of the different waste fractions are dealt with from the point of emptying of the bins.

This shall be checked during the onsite visit. In cases where certain categories of waste are not accepted by the local authorities, and relevant waste disposal contractors, the separate collection of those fractions in the list above may be exempted from this criterion.

Social

Criterion 20. No smoking in common areas and rooms

No smoking, including e-cigarettes, shall be permitted in any indoor common areas and rooms. Any designated outdoor smoking areas on the establishment premises shall not be located within 7.5 meters (or further if local codes are stricter) from all entries, outdoor air intakes, and operable windows.

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion and documentary evidence such as pictures of the signs displayed inside the tourist accommodation. The applicant shall indicate the designated smoking area and provide documentary evidence such as pictures of the area and that the distance from any open to the accommodation is respected.

Criterion 21. Accessibility of infrastructure and services I

The tourist accommodation provider shall ensure that key infrastructure and services are accessible for persons with disabilities.

The tourist accommodation shall implement the following measures:

(a) Accessible information and booking for persons with disabilities through different accessible communication channels (e.g. website, telephone service and e-commerce).
(b) Different accessible channels for check-in/check-out.
(c) Staff trained in disability etiquette.
(d) Without prejudice to local laws, at least 5% of the rooms, with a minimum of one room, including their bathrooms and showers are accessible.
(e) Multi-sensory emergency provisions, including combined acoustic and visual fire alarms in all rooms (including accessible rooms), evacuation plans in large-print high-contrast format with pictograms, and Personal Emergency Evacuation Plans (PEEPs) available.

Assessment and verification

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The applicant shall provide a declaration of compliance with this criterion. During site visits, the applicant shall provide further detailed evidence of the implemented measures

Biodiversity

Criterion 22. Preventative measures for non-use of biocidal or plant protection products

Without prejudice to national legislation, the tourist accommodation establishment shall have a policy of non-use of biocidal or plant protection products in the management of (i) external infrastructure belonging to the establishment and, if present, (ii) any outdoor areas.

To support this non-use policy and minimise the potential need for any exceptional interventions due to infestations, the establishment shall define and implement a series of preventative measures to reduce the risk of site infestations based on, for example, physical interventions, on staff behaviour, on plant management and on encouraging natural predators.

A log of any incidents where insects, rodents, diseased plants or weeds are detected shall be kept, stating the date of the observation and the date and description of any corrective actions implemented.

Biocidal or plant protection products shall only be used to avoid safety and health of workers and guests-related risks and in emergency situations.

Assessment and verification

The applicant shall provide a declaration of compliance, supported by a reference to the section in their establishment policy about the non-use of biocidal or plant protection products in their outdoor areas and external infrastructure. A list of relevant preventative measures that have been defined and implemented at the establishment shall be provided. If biocidal or plant protection products are used, it shall be kept in a registry stating the product used, duration of the treatment, and the reason for its use.

Criterion 23. Invasive alien plant species

Note: This only applies when the tourist accommodation establishment has a green space within its premises.

The tourist accommodation establishment shall avoid the use of invasive alien plant species mentioned in the list of invasive alien species of Union concern. This list can be complemented with other alien invasive plant species indicated in national lists and/or outermost region lists, if available and applicable.

Unintentional introduction and spread of such plant species shall be early detected by staff, and actions to remove them shall be taken.

DRAFT

Guests shall be informed and offered the possibility to report them through citizen science channels (i.e. direct communication to staff and reporting on the available smartphone app([11])). Invasive animals, insects and others can be also reported.

Assessment and verification

A certificate of compliance indicating the absence of invasive plant species present in the list of invasive alien species of Union concern and, if applicable and available, in national and/or outermost region lists. It shall state that no invasive alien plant species are present in the green space. If invasive alien plant species are present, the applicant shall also specify the actions taken to combat them.

Criterion 24. Ecological management

Note: This criterion only applies to tourist accommodation establishments with green areas (no minimum area required).

The applicant shall manage green areas and ornamental landscapes under the premises in a way that promotes biodiversity and supports local ecosystems by implementing at least two of the following measures:

(a) Maintaining or renaturalising wild meadows/areas. Areas with lawns represent less than 50% of the green area.
(b) Green areas include butterfly gardens, insect hotels, and/or beehives.
(c) Specific measures to protect ecosystem supporting species such as bats.
(d) Use of several locally adapted plants species to conserve habitat heterogeneity, as well as drought-resistant plant species.
(e) Maintenance of green areas is based on ecological principles (e.g. avoiding pruning and other practices during nesting or breeding seasons).
(f) Partner with NGOs or other organisations to promote biodiversity conservation onsite.

Each of the measures shall include communication activities for guests.

Assessment and verification

The applicant shall provide a declaration of compliance on the two measures implemented. In addition, the applicant shall provide:

(a) Total share of green areas without lawns, supported by photographs and plans.
(b) Description of butterfly gardens, insect hotels and/or beehives installed, supported by photographs.
(c) Description of the specific measures to protect ecosystem supporting species, indicating the species.
(d) Description of the plant species used.
(e) Description of maintenance activities based on ecological principles.

[11] Citizens can use the smartphone App 'Invasive Alien Species Europe' to report invasive alien species of Union concern.

DRAFT

(f) Description of the partnership and the NGO, indicating the objectives of the partnership.

For all, the documentation of the related communication activities and/or material for each measure shall be provided.

Criterion 25. Protection of the surrounding natural area

Note: This criterion only applies to tourist accommodation establishments located nearby natural areas.

The applicant shall provide information to guests on the measures to take to protect the status of existing nearby natural areas (protected or not) outside of the premises of the tourist accommodation establishment (e.g. beach, beach dunes, forests or any natural protected area or area of natural interest).

Assessment and verification

The applicant shall provide proof of the information provided to guests. Where relevant, information on proximity to protected areas or ecologically sensitive zones shall be included.

Criterion 26. Reduction in light pollution

The tourist accommodation establishment shall minimise light pollution from exterior lighting by complying with the following measures:

(a) Downward-facing lighting. All exterior lighting installed on the applicant premises, including façade lighting, shall be downward facing by using appropriate luminaires and shielding.

(b) Low blue-light content. All exterior light sources shall have a spectral index G ([12]) ≥ 1.5 or a Correlated Colour Temperature (CCT) of 3000 K or less.

In addition, the applicant shall implement at least one of the following measures:

(c) Automatic shut-off of non-essential lighting. Non-essential exterior lighting ([13]) shall be automatically shut off in external areas when those areas are closed to the public and guests, for a minimum continuous period of no less than 4 hours during the establishment's lowest-activity hours.

(d) Dimming of security lighting. Security lighting ([14]) shall be dimmed by at least 50% for a minimum continuous period of no less than 4 hours during the establishment's lowest activity hours but may be linked to motion sensors for temporarily returning to normal light output when triggered by motion detection.

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[12] The G-index can be quickly and easily calculated using the same photometric data used to calculate the CCT via an excel spreadsheet available at this website: Spectral index G. This index has been used as a measure of blue-light content also in the Revision of the EU Green Public Procurement Criteria for Road Lighting and traffic signals.

[13] For the purposes of this criterion, non-essential exterior lighting means all exterior lighting that is not security lighting.

[14] For the purposes of this criterion, security lighting means strategically placed exterior and perimeter lighting intended to deter intruders, assist surveillance, ensure a sense of safety for guests, and reduce the risks of trips or falls during wayfinding on main pathways at night.

DRAFT

Assessment and verification

The applicant shall provide a declaration of compliance confirming conformity with both mandatory requirements (a and b) and indicating which optional measure(s) (c and/or d) are implemented. Compliance shall be demonstrated as follows:

(a) For new or recently procured luminaires, downward-facing performance shall be demonstrated by manufacturer photometric files and calculations, with a declared Ratio of Upward Light Output (RULO) of ≤1.0% according to relevant standards [EN 13032 or IEC 62722-1][61], at the actual tilt angle used at installation. For already-installed luminaries, or when manufacturer information is not available, photographic evidence of the light point shall be provided. Any visible upward-directed light or glow in the night-time photograph shall be considered as non-compliant for that luminaire type.

(b) The CCT of newly procured light sources shall be evidenced by manufacturer documentation or product packaging. For already-installed light sources, actual CCT may be evidenced by purchase records identifying the rated CCT of the product, or visual inspection of any CCT values printed on the light source or its base/casing; In case the G spectral index is used, it will be sufficient to provide the calculations in accordance with the information provided on Spectral index G

(c) The applicant shall describe the lighting programme for non-essential exterior lighting, identifying the light points subject to switch-off, the switch-off time window, and the control method used (e.g. timer, BACS, photocell). Evidence shall include a screenshot, printout, or export of the relevant timer/BACS schedule confirming the programmed switch-off window.

(d) The applicant shall describe the lighting programme for security lighting, identifying the light points subject to dimming, the dimming time window, the dimming control method, and, where applicable, the motion-sensor override configuration. Evidence shall include a screenshot, printout, or export of the relevant dimming control schedule or settings.

Mobility

Criterion 27. Promotion and provision of environmentally preferable means of transport

Note: For the purposes of this criterion, environmentally preferable means of transport means public transport, shared private transport (e.g. on-demand minibuses or shuttles), electric vehicles, electric scooters or bicycles.

Information shall be made available on the website of the tourist accommodation establishment (if available) and on-site to the guests on the following aspects:

(a) details about environmentally preferable means of transport for reaching pick up points for sightseeing tours and places of interest in the neighbouring area;

(b) details about environmentally preferable means of transport for connections between the tourist accommodation establishment and public transport hubs (bus stations, train stations, ports and airports).

Reception staff shall be able to direct guests to the information referred to in points (a) and (b).

DRAFT

In addition, at least two of points (at least one point for SMES) (c), (d), (e) and (f) shall be complied with:

(c) charging points for electric or plug-in hybrid vehicles shall be available to guests at a ratio of at least one charging point for every eight guest parking spaces, rounded down to the nearest whole number and subject to a minimum of one charging point. This point may be relied upon only where the tourist accommodation establishment provides guest parking spaces;

(d) secure ([15]) bicycle and electric scooter parking spaces shall be available to guests on site, at a ratio of at least one space per eight guest rooms, rounded up to the nearest whole number and subject to a minimum of two spaces. A basic set of tools shall be available to facilitate bicycle repairs;

(e) an active partnership ([16]) shall be in place with one or more companies providing electric vehicles or bicycles;

(f) guests arriving at the tourist accommodation establishment without a private motor vehicle shall be offered a benefit of demonstrable value, such as reimbursement of a public transport ticket, free use of a bicycle for the duration of the stay, a free shuttle service to and from the nearest public transport hub, a reduction in the room rate or a discount/privilege related to ancillary services (e.g. food services, leisure services etc.). The offer shall be communicated in the information referred to in points (a) and (b) and shall be available to all guests arriving without a private motor vehicle.

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion, specifying which of points (c), (d), (e) and (f) are relied upon, together with the following supporting documentation.

Regarding points (a) and (b), copies of the information material made available to guests (e.g. web pages, brochures, in-room or reception displays), and a brief description of how reception staff are made aware of that information.

Regarding point (c), the applicant shall state the total number of parking spaces provided by the establishment as part of its guest parking offering, and the number of those spaces served by a charging point for electric or plug-in hybrid vehicles. Spaces may be counted where they are provided as part of the guest parking offering, even where they are also made available to staff or other parties during periods of lower demand. Photographic evidence of the charging points shall be provided with the application.

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[15] For the purposes of point (d), secure means that the parking space provides: a fixed structure (e.g. a stand or rack) allowing the frame and at least one wheel of the bicycle or scooter to be locked to it, and that the location is either enclosed with restricted access (e.g. key, code, or staff-monitored entry), or covered by CCTV surveillance of the parking area. Other measures achieving an equivalent level of protection against theft may also be demonstrated.

[16] Active partnership means an agreement in force between a tourist accommodation establishment and a company hiring electric vehicles or bicycles. Information on the active partnership shall be visible on site and included in the information provided to guests. Where the hire company is not based on the site of the tourist accommodation establishment, the applicant shall demonstrate that delivery of the vehicle or bicycle to guests is available onsite and on demand within the same day or next working day, subject to vehicle availability and working hours of the partner. Active partnerships may also facilitate the return of hired vehicles or bicycles at the tourist accommodation establishment outside the partner company's operating hours, provided a designated, secure return point is specified in the partnership agreement and, where applicable, is consistent with the bicycle parking required under point (d).

DRAFT

Regarding point (d), the applicant shall describe the location of the bicycle and electric scooter parking on site, state the number of bicycles or scooters that can be parked there, and confirm that those spaces are provided as part of the establishment's guest offering, on the same basis as point (c). That number shall be compared with the total number of guest rooms. The applicant shall also indicate which of the security measures listed in footnote (15) are provided, or describe the equivalent measure relied upon. Photographic evidence of the parking spaces, the security measures and the bicycle repair tool kit shall be provided with the application.

Regarding point (e), the applicant shall provide the names of the partner companies, a copy of each partnership agreement in force, and evidence that information on the partnership is visible on site and included in the information provided to guests. Where the partner company is not based on the site, the applicant shall describe the arrangements for on-site delivery and, where relied upon, for out-of-hours return.

Regarding point (f), the applicant shall describe the benefit offered, the means by which guests demonstrate arrival without a private motor vehicle, and how the offer is communicated to guests before and during their stay.

DRAFT

Optional criteria

General management

Criterion 28. EMAS registration or registration or equivalent environmental or energy management certification schemes for the tourist accommodation (up to 3.5 points)

The tourist accommodation shall be registered under the eco-management and audit scheme (EMAS) of the Union (2 points), certified according to other equivalent environmental management schemes (1 points) or certified according to an energy management scheme (0.5 points).

Assessment and verification

The applicant shall provide appropriate evidence of EMAS registration or other equivalent management or energy certification(s) scheme(s).

Criterion 29. Consumption monitoring: energy and water sub-metering (up to 3.5 points)

Up to a maximum of 3.5 points shall be awarded depending on the extent of sub-metering for energy and water consumption that is installed in the tourist accommodation establishment, as per the table below.

Table 6. Energy and water sub-metering

Area / activity	**Electricity**	**Natural gas**	**Water**
Guest rooms	1 point	n/a	1 point
In-house laundry service	0.5 points	n/a	0.5 points
In-house kitchen/ restaurant service	0.5 points	0.5 points	0.5 points
In-house leisure facilities, including swimming pools	0.5 points	0.25 points	0.5 points
In-house event facilities (MICE)	0.5 points	0.25 points	0.5 points
Electric vehicle charging	0.1 points	n/a	n/a

Assessment and verification

The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with a map showing the places where sub-meters are placed and which type of consumptions are being monitored.

Energy and climate performance

Criterion 30. Carbon footprint of energy consumption (up to 4 points)

Note: some of the underlying data for this criterion may be available already via reporting under criterion 5 and reporting on refrigerant charges under criterion 7.

Energy consumption in the tourist accommodation establishment shall be expressed in terms of carbon footprint by using one of the following approaches:

DRAFT

(a) In-house calculated carbon footprint according to the freely available Hotel Carbon Management Initiative (HCMI) ([17]) (1.5 point).
(b) Third-party certified scope 1 and scope 2 emissions according to the GHG protocol (1.5 point).
(c) Product Environmental Footprint (PEF) analysis by using the PEF Category Rules (PEFCR) for hotel accommodation services (2.5 point).

The scope of the calculation shall be clearly defined in terms of whether energy use for restaurants, MICE, laundry (in-house or outsourced) and leisure centres is included or not. Results shall be expressed in absolute emissions, and emissions that are normalised per guest-night, per room-night and per m^2 of internal conditioned floor area, where applicable.

Assessment and verification

The applicant shall provide a declaration of compliance, supported by a copy of a completed assessment, together with the ingoing input data used for the calculation

Criterion 31. Thermal performance of external windows (up to 5 points)

Note: points will be awarded in proportion to the % of total external window area that meets the respective requirements. External window areas shall include not only windows in the external building envelope, but also any glazed curtain walling and skylights.

The thermal transmittance (U-value) of external windows or glazed curtain walling shall be 1.5 $W/m^2•K$ or lower (up to 3 points).

Guest-room windows subject to direct solar glare shall be equipped with full shutter blinds (up to 2 points).

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a summary of the total external window area split into: (a) guest room external windows, (b) other external windows, (c) glazed curtain walling, and (d) skylights.

Regarding the thermal transmittance requirement, the applicant shall declare the types of window product or glazing units used, stating the product name, model (if relevant) and supplier for all compliant areas. For each compliant window product or glazing unit, the applicant shall provide a copy of the product data sheet or declaration of performance and conformity, indicating the relevant U-value. In cases of custom installation where the U-value is uncertain, the installer or product supplier shall provide a supporting declaration. The external areas that correspond to each compliant window or glazing unit type shall be estimated and expressed as a % share of the area of a+~~(~~b+c+d~~)~~.

Regarding the shutter blind requirement, the applicant shall count the estimated guest room external window area for each unit and note if it is subject to direct solar glare (area a1), and if

[17] It can be accessed here: https://sustainablehospitalityalliance.org/resource/hotel-carbon-measurement-initiative/

DRAFT

those windows are served by a full shutter blind (area a2). Points shall be awarded under this optional requirement in relation to area a2 divided by area a1.

Criterion 32. Heat recovery (up to 5 points)

Note: A maximum of 5 points can be awarded via this criterion. Points awarded under the first and second items shall be in proportion to the share of guest rooms which are served by such devices.

The tourist accommodation establishment shall have at least one heat recovery system in place to reduce space heating or water heating energy demand. The following heat recovery systems shall be recognised:

- Drain water heat recovery (DWHR) from shower/bath drain water and transfer to the cold-water inlet pipe in guest rooms (2 points).
- Mechanical ventilation heat recovery (MVHR) from ventilation exhaust gas and transfer to inlet air in guest rooms (2 points).
- Heat recovery from refrigeration units (0.3 points), dishwasher effluent (0.3 points) and washing machine effluent (0.3 points) to heat inlet water for dishwashing, laundry, swimming pool or general hot water supply.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of compliance with the type(s) of heat recovery system(s) used. Points awarded under the first and second points shall be proportional to the number of guest rooms with the heat recovery devices directly installed or that are connected to a centralised heat recovery system.

The applicant shall provide a brief description of the locations of the heat recovery devices, their manufacturer/supplier and model number(s). If directly incorporated into the centralised system, the part of the system technical manual that presents the heat recovery device shall be highlighted. The whole technical manual of heat recovery systems shall be provided to the competent body on request.

Criterion 33. Very low GWP refrigerants (up to 4.5 points)

Note: A maximum of 4.5 points can be awarded under this criterion.

Points shall be awarded in proportion to the share of the total installed refrigerant charge, expressed in kilograms (kg), in stationary air-conditioning equipment and stationary heat pumps ([18]) at the tourist accommodation establishment that is represented by eligible refrigerants ([19]).

This criterion shall not apply to:

[18] Stationary air-conditioning equipment and stationary heat pumps means fixed technical systems installed at the tourist accommodation establishment and used for space cooling, space heating, or reversible space cooling and heating, including reversible chillers and other fixed comfort-conditioning systems.

[19] Eligible refrigerant means a refrigerant that is PFAS-free and has a Global Warming Potential (GWP100) of less than 10.

DRAFT

— refrigeration equipment used primarily for food storage, food service, vending, minibars, or other non-comfort-cooling purposes;
— portable appliances not permanently installed at the tourist accommodation establishment;
— motor vehicle air-conditioning systems.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide an inventory of all stationary air-conditioning equipment and stationary heat pumps within the scope of this criterion. For each system included in the inventory, the applicant shall provide at least the following information:

— identification of the equipment and its location within the establishment;
— equipment type;
— refrigerant designation or shorthand technical name;
— CAS Registry Number ([20]), where applicable;
— refrigerant charge, in kg;
— GWP100 value;
— PFAS or PFAS-free statement.

The applicant shall calculate and report:

— the total installed refrigerant charge within the scope of the criterion, in kg;
— the total mass and percentage share of eligible refrigerants;
— the resulting score claimed under the criterion.

The inventory and calculations shall be supported by appropriate documentation, such as equipment nameplates, technical datasheets, manufacturer documentation, commissioning records, maintenance or servicing records, refrigerant logs and declarations by qualified installers or service technicians.

For refrigerant blends, the applicant shall provide the refrigerant designation and the corresponding GWP100 value. Where the refrigerant is a mixture, the GWP100 value shall be determined in accordance with the applicable Union rules for mixtures. Evidence of PFAS-free status shall be based on an official specification or declaration by the refrigerant manufacturer.

Criterion 34. Onsite PV installation for renewable electricity generation (up to 6 points)

Points shall be awarded where the applicant can demonstrate the deployment of operational solar photovoltaic (PV) installations at the tourist accommodation establishment, and where the applicant demonstrates the use of a Battery Energy Storage System (BESS) to store surplus PV electricity for later use.

[20] The CAS Registry Number is a unique identifier for a specific substance. It is a numeric identifier that can contain up to 10 digits, divided by hyphens into three parts.

DRAFT

Applicants may combine points awarded under points (a), (b) and (c) up to a maximum of 6 points in relation to the extent of deployment of operational solar PV onsite and associated BESS as defined in the table below.

Table 7. Scale of onsite PV deployment

Scale of onsite PV deployment on priority areas (a and b) and relative scale of any associated BESS (c)	**0 points**	**1 point**	**2 points**
(a) Share of usable roof area ([1]) of buildings pertaining to the tourist accommodation establishment occupied by operational solar photovoltaic panels	< 25%	25 to 50%	> 50%
(b) Open-air car park spaces ([2]) covered by solar PV panels	< 25%	25 to 50%	> 50%
(c) Usable energy storage capacity (kWh) per kWp of installed solar PV	< 0.5	0.5 to 1.0	> 1.0

[(1)] Usable roof area refers to those parts of the roof that are deemed technically suitable for the installation of PV panels. It shall exclude areas made unavailable by shading, structural limitations, roof safety requirements, building services equipment, legal restrictions or other permanent technical constraints.

[(2)] Open-air car park spaces refer to the areas occupied by the parking spaces alone, not to any areas that correspond to access roads, turning areas, ingress and egress lanes, loading areas and other non-parking surfaces shall not be counted as car park spaces.

Assessment and verification

In cases where points are being claimed under this optional criterion for point (a), the applicant shall provide a declaration of compliance, supported by: a list of the buildings pertaining to the establishment and covered by the criterion; plans, drawings, satellite images, asset records or equivalent documentation showing the total usable roof area and the area occupied by solar PV panels. Where relevant, the declaration shall also include a brief explanation of any roof areas excluded from the calculation due to technical, legal or safety constraints.

In cases where points are being claimed under this optional criterion for point (b), the applicant shall provide a declaration of compliance, supported by: site plans, drawings, aerial photographs or equivalent documentation showing the total number of open-air car park spaces and the number covered by solar PV canopies.

In cases where points are being claimed under point (c), the applicant shall provide the manufacturer's technical specification sheet for the BESS, stating its usable energy storage capacity in kWh, together with the total installed solar PV capacity (in kWp) claimed under points (a) and/or (b). The applicant shall calculate and declare the resulting ratio of BESS capacity to installed PV capacity.

Criterion 35. Onsite renewable heat production (up to 5 points)

Note: A minimum of 0.5 points and a maximum of 5 points can be awarded under this criterion. Points will be awarded in proportion to the share of total heat production capacity (in kW or MW) from onsite installed renewable systems and equipment. The scope of the calculation shall cover all heating and hot water services under the management of the applicant including any additional services such as restaurants, MICE and leisure facilities, without attempting to

DRAFT

disaggregate space heating from domestic hot water production, since many establishments rely on centralised or hybrid systems that serve both from shared equipment.

At least 10% of the total installed thermal capacity of heating equipment and systems used to heat or cool indoor spaces and to heat sanitary water shall be based on onsite renewable energy sources for heating ([21]).

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a description of the centralised and local space heating and water heating equipment and systems and the parts of the tourist accommodation establishment that they cover.

Sources such as solar thermal for water heating, geothermal-based heat pumps, aerothermal (ambient energy)-based heat pumps, biomass space heaters, biomass boilers and biomass CHP units shall be counted as sources of 100% renewable heat production. With CHP units, only the heat output rating shall be counted, not the cogenerated electricity.

For equipment using biomass, the indicated capacity shall be counted double if the biomass used can be demonstrated to be RED-certified by a European Commission recognised certification scheme.

The calculation shall be done as follows:

- The installed capacities (in kW or MW) of the renewable heat producing systems and equipment shall be summed.
- A similar calculation shall be made for natural gas-based heating systems and equipment, plus fully electric power-based heating/cooling systems and equipment.
- The share of renewable heat shall be calculated as the installed renewables capacity divided by the total (renewable, natural gas and fully electric) installed capacity.

Installed capacity is a fixed technical characteristic of the equipment concerned and shall be verified once, via technical documentation, manufacturer specifications, or the onsite visit, and does not require re-verification at each renewal or interim audit unless the equipment itself changes.

Where biomass-fired equipment is claimed under this criterion, its installed capacity shall be accounted double for the purposes of the calculation above, provided the biomass fuel combusted is RED-certified by a European Commission-recognised certification scheme. To claim the doubled capacity, the applicant shall provide:

- a declaration covering the most recent 12-month reporting period prior to the application or renewal, and
- supplier invoices or delivery records for that period, together with the relevant chain-of-custody or mass balance certification documentation issued under the recognised scheme, demonstrating that the biomass fuel supplied and combusted during that period met the certification requirement.

[21] For the purposes of this criterion, renewable energy sources for heating shall be considered as solar thermal, geothermal, ambient energy and "renewable fuels", as defined in Directive (EU) 2018/2001.

DRAFT

This declaration and supporting documentation shall be re-confirmed at each renewal and interim audit. Where certification lapses or the fuel supply no longer meets the requirement, the equipment's capacity shall be counted at its actual (single) value in the calculation from that point onward.

Criterion 36. Mini-bar, coffee machine and kettle restrictions (up to 3 points)

In situations where spare mini-bars or fridges are held by reception to adapt to guest needs (e.g. the need to keep personal medication refrigerated and at-hand in the guest room), these will not count towards the total if the fridge unit is portable and is normally retained in the backhouse.

3 points shall be awarded when at least 75% of the guest rooms have no mini bar, coffee machine or kettle. Alternative means for the convenient procurement of snacks, drinks, coffee or hot water for tea by guests may be provided via vending machines (maxi-bar concept) and/or via communal service points located in communal areas near guest rooms.

In situations where spare mini-bars or fridges are held by reception to adapt to guest needs (e.g. the need to keep personal medication refrigerated and at-hand in the guest room), these will not count towards the total if the fridge unit is portable and is normally retained in the backhouse.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of the extent of use of mini bars, coffee machine and kettles in guest rooms. Where spare mini-bars or fridges are excluded from the count under the above provision, the declaration shall state the number of such units and confirm that they are portable and normally retained in the backhouse.

Criterion 37. Anti-scaling measures for hot water systems (up to 2.5 points)

A total of 2.5 points shall be awarded if the water supply to the tourist accommodation establishment has a water hardness of less than 110 mg/L $CaCO_3$ eq. (which also equates to around 6 °dH (German degrees)).

If the water supply has a hardness of ≥110 mg/L $CaCO_3$ eq., X points may only be awarded if the water supply sent to hot water systems is treated by an appropriate technique that prevents or reduces the extent and rate of scale formation.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of compliance by either:

- A claim on the average hardness of the supplied water being less than 110 mg/L $CaCO_3$ eq., supported by field testing, laboratory testing, or a declaration from the water supplier.
- If supplied water is ≥110 mg/L $CaCO_3$ eq., a description of the hot water supply and recirculation system(s), including a clear reference to the system installed to prevent or reduce scaling and the technique which it uses, together with one of the following, depending on the type of technique used:

DRAFT

- Where the technique operates by removing or reducing dissolved hardness minerals from the water (e.g. ion exchange, reverse osmosis, lime softening), a test result for the hardness of the treated water downstream of the system, demonstrating a measurable reduction consistent with the manufacturer's stated performance.

Where the technique operates without removing dissolved hardness minerals (e.g. template-assisted crystallisation, electromagnetic or catalytic conditioning, polyphosphate dosing), evidence of independent third-party performance testing of the specific product against a recognised scale-prevention testing protocol, since a treated-water hardness test would not demonstrate the effectiveness of these technologies. Manufacturer self-declared performance claims, without independent test evidence, shall not be sufficient.

Water and wastewater

Criterion 38. Greywater reuse (up to 5 points)

The tourist accommodation establishment shall reduce potable water demand by having a greywater system compliant with a recognised technical scheme for the use of treated greywater. This system shall accept inputs from shower/bathtub drains and bathroom sink drains, is treat and store the greywater onsite, and supply it for use in toilet flushing and/or irrigation.

Points shall be awarded according to the percentage of total greywater generated that is collected, treated and reused for permitted non-sanitary and non-drinking purposes, as set out in the table below.

Table 8**.** Greywater reuse points

Extent of greywater reuse	Nature of river basin in which tourist accommodation establishment is located		
	No seasonal water stress ([1])	Seasonal water stress ([1])	Severe seasonal water stress ([1])
Up to 25%	0.25 points	0.75 points	1.25 points
> 25% to 50%	0.50 points	1.5 points	2.5 points
>50% to 75%	0.75 points	2.25 points	3.75 points
>75% to 100%	1 points	3 points	5 points

([1]) Water stress in a river basin shall be considered as a multi-annual average summer Water Exploitation Index (WEI+). 'No seasonal water stress' refers to a WEI+ value of <20%, 'seasonal water stress' corresponds to a WEI+ value of 20% ≤ 40%, and 'severe seasonal water stress' as WEI+ values exceeding 40%.

For greywater reuse in severe seasonal water stress river basins, points shall be awarded only where the greywater system is consistent with the relevant river basin management plan and does not result in a significant adverse effect on ecological flows or downstream water uses.

Assessment and verification

DRAFT

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of compliance.

To calculate the points to be awarded, the applicant shall provide the name the river basin in which the tourist accommodation establishment is located, its derived seasonal water stress status (i.e. no seasonal stress, stress and severe stress). The applicant shall also provide the total volume of greywater generated and the volume collected, treated and reused for permitted non-potable purposes during a representative period of operation, expressed as a percentage of the total greywater generated. Supporting evidence shall be provided, such as water meter readings, system monitoring records or documented calculations based on the operating characteristics of the system.

Where points are claimed for greywater reuse in a river basin subject to severe seasonal water stress, the applicant shall also provide evidence that the greywater system is consistent with the relevant river basin management plan and does not result in a significant adverse effect on ecological flows or downstream water uses.

Criterion 39. Rainwater harvesting (up to 3.5 points)

The tourist accommodation establishment shall reduce potable water demand by having a rainwater harvesting system that accepts inputs directly from rooftops and/or indirectly from paved areas via the channeling of ground runoff into sustainable urban drainage systems ([22]). Harvested rainwater shall be filtered and stored onsite, and supplied for use in toilet flushing and/or irrigation.

Points shall be awarded in accordance with the extent of the rainwater system and the degree of seasonal water stress in the regional river basin as per the table below:

Table 9. Rainwater harvesting points

Extent of installed rainwater harvesting system and use	Nature of river basin in which tourist accommodation establishment is located		
	No seasonal water stress ([2])	Seasonal water stress ([2])	Severe seasonal water stress ([2])
A: Collects from at least 25% of the total roof area	0.35 points	0.75 points	1 points
B: Collects from at least 50% of the total roof area	0.75 points	1.25 points	1.75 points
C: Collects from at least 25% of the total exterior paved areas on the site.	0.35 points	0.75 points	1 points

[22] sustainable urban drainage systems (SuDS) are integrated surface-water management measures that aim to manage rainwater close to where it falls by mimicking natural drainage processes. They slow and temporarily store runoff, promote infiltration and evapotranspiration, and improve water quality, while often providing additional amenity and biodiversity benefits. Typical SuDS components include green roofs, permeable pavements, rain gardens/bioretention areas, swales, detention basins, infiltration trenches, and constructed wetlands. In the context of this criterion, they would be simultaneously used to detain rainwater for use in irrigation and/or toilet flushing.

DRAFT

D: Collects from at least 50% of the total exterior paved areas on the site.	0.75 points	1.25 points	1.75 points

([2]) Water stress in a river basin shall be considered as a multi-annual average summer Water Exploitation Index (WEI+). 'No seasonal water stress' refers to a WEI+ value of <20%, 'seasonal water stress' corresponds to a WEI+ value of between 20% and 40%, and 'severe water stress' as WEI+ values exceeding 40%.

Where harvested rainwater is used as water intended for human consumption, as defined under the Drinking Water Directive 2020/2184 (DWD), it shall comply with the applicable requirements laid down in the DWD, including the relevant minimum quality standards at the point of compliance.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of compliance, supported by a description of the rainwater harvesting system and, if relevant, sustainable urban drainage system. Descriptions shall include photos, and technical documentation provided by the rainwater harvesting system installer/provider. All rainwater conveyance piping and storage tanks shall be clearly labelled.

To calculate the points to be awarded, the applicant shall name the river basin in which the tourist accommodation establishment is located, its derived seasonal water stress status (i.e. no seasonal stress, stress, severe stress), the total roof area and exterior paved areas of the establishment that are connected to the rainwater harvesting system. These latter numbers shall also be expressed as a percentage of the total roof area and total exterior paved area of the establishment. Total points shall consist of the sum of (zero, A or B) + (zero, C or D).

Criterion 40. Water saving measures with irrigation (up to 3.5 points)

Note: This criterion applies only when the tourist accommodation establishment has outdoor vegetated areas that are irrigated.

Irrigation between 9 am and 9 pm local time shall not be permitted. Points shall be awarded depending on the nature of the irrigated area, aspects of the irrigation system and the degree of seasonal water stress in the regional river basin as per the table below.

Table 10. Water saving measures points

Irrigation system aspect or practice	Nature of river basin in which tourist accommodation establishment is located[(1)]		
	No seasonal water stress	Seasonal water stress	Severe seasonal water stress
A. Irrigation water shall be preferentially sourced from greywater and/or harvested rainwater systems .	0.35 points	0.5 points	0.85 points
B. Drip irrigation or sub-surface irrigation shall be used for large bushes and trees.	0.2 points	0.25 points	0.45 points

C. All exposed soil areas in planting beds shall be covered with a layer of organic mulch of at least 50 mm depth.	O.35 points	0.5 points	0.85 points
D. The irrigation system shall include soil moisture sensors to prevent irrigation during or after rainfall or during wet seasons.	0.2 points	0.25 points	0.45points
E. The irrigation system shall be periodically checked for correct orientation, leaks, blockages, sensor calibration and pump/valve actuation.	0.2 points	0.25 points	0.45 points
F. No more than 20% of the irrigated area shall be lawn areas[23]	0.15 points	0.2 points	0.35 points
TOTAL POINTS (sum of A to G)	**1.5 points**	**2 points**	**3.5 points**

(1) Water stress in a river basin shall be considered as a multi-annual average summer Water Exploitation Index (WEI+). 'No seasonal water stress' refers to a WEI+ value of <20%, 'seasonal water stress' corresponds to a WEI+ value of between 20% and 40%, and 'severe water stress' as WEI+ values exceeding 40%.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a description of the outdoor irrigated areas and the irrigation system, including the share of the area corresponding to lawns (F), details of any connections to greywater or harvested rainwater systems (A), the type of water distribution techniques used (B), identification of any planting beds and its covering (C), the installation of moisture sensors and their setpoints (D) plus an inspection program for noting meter readings, checking for leaks and the correct operation of equipment and sensors (E).

Solid waste

Criterion 41. Material-efficient provision of beverages and food (up to 2 points)

Note: The total amount of points available here is dependent on the extent of services available at the establishment, namely breakfast buffet, restaurant/bar, and water dispensers.

The tourist accommodation establishment shall have a policy in place which minimises the use of packaging materials in the provision of beverages to customers. Points shall be awarded to the extent which the following measures are included in the policy and applied:

[23] Lawn means a regularly mown grass-covered area established and maintained as turf for ornamental, recreational or circulation purposes. For the purposes of this criterion, lawn excludes flower meadows, rewilded areas, pasture, agricultural land, natural or semi-natural grassland, and non-grass planting beds.

DRAFT

— The exclusive use of washable and reusable glasses or cups ([24]), as well as plates and cutlery ([25]) (0.6 points).
— The provision of tap water or in-situ treated tap water ([26]) in reusable glass jars, reusable bottles or dispensers instead of bottled mineral water in the breakfast buffet and any bar or restaurant services (0.6 points).
— The provision of tap water or in-situ treated tap water ([27]) at any water dispensers throughout the establishment but without disposable cups (i.e. for drinking directly from fountain or for guests to refill their own bottles) (0.4 points).
— The provision of soft drinks in draught from or in returnable bottles in any bar/restaurant service (0.2 points).
— The availability of other drinks in draught in any bar/restaurant service (0.2 points).

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of full or partial compliance, supported by a brief description of the extent of breakfast buffet services, restaurant/bar services and locations of any water dispensers. For points where compliance is claimed, reference shall be made to their policy and to specific equipment in place. This shall be checked during the onsite visit.

Criterion 42. Material-efficient and chemical-efficient cleaning practices (up to 2 points)

Without prejudice to local or national regulations, the tourist accommodation establishment shall have a policy in place which minimises the use of packaging materials and harmful chemicals for routine cleaning activities ([28]). Points shall be awarded to the extent which the following measures are included in the policy and applied:

(a) The preferential use of reusable microfibre-based cloths and mopheads (0.4 points). Additional 0.1 points shall be awarded when microfibre products are certified with an ecolabel.
(b) The procurement and use of any plastic mops, dustpans, brooms and buckets with a minimum recycled plastic content of at least 25% by mass (0.5 points).

[24] In the case of using plastic glasses or cups for safety reasons (e.g. in poolside areas), the plastic should be sufficiently durable and suitable for dishwasher cycles and be washed and reused by the service.
[25] In the case of providing plates, cutlery or other take-away packaging for the provision of food outside of the tourist accommodation establishment at the demand of the guest, these must be reusable.
[26] In-situ treated tap water includes modifications that affect its quality or taste, such as passing through activated carbon filters, UV disinfection, chilling and potential carbonation.
[27] In-situ treated tap water includes modifications that affect its quality or taste, such as passing through activated carbon filters, UV disinfection, chilling and potential carbonation.
[28] General cleaning activities refers to daily or regular surface cleaning of rooms, communal areas, kitchens and toilets. It does not refer to floor surface treatments, swimming pool cleaning, outdoor cleaning, oven cleaning, coffee machine cleaning, carpet shampooing or other infrequent or equipment-specific cleaning operations.

DRAFT

(c) The use of undiluted hard surface cleaning products which require a dilution rate of at least 1 in 16 before use and which are used with calibrated or automated dosing systems (0.5 points).
(d) The use of dry, steam cleaning devices coupled with microfibre cloths (0.5 points).

Assessment and verification

The applicant shall provide a declaration of compliance, together with a copy of the cleaning policy and a description of the procedures, and an inventory of the cleaning products and accessories used.

Criterion 43. End-of-life of textiles, furniture and other durable goods (up to 2 points)

Tourist accommodation establishments shall have an in-house procedure in place for dealing with furniture, textiles and other durable goods that have reached the end of their useful life at the tourist accommodation establishment but which are still usable (2 points).

The procedure shall include the following options to obtain second lives for durable goods:

— Transfer to other tourist accommodation establishments owned by the same enterprise.
— Donation to employees.
— Donation to social economy enterprises.
— Sale at reduced prices (e.g. at auction or directly).

Assessment and verification

The applicant shall provide a detailed explanation of how the tourist accommodation establishment fulfils this criterion, together with appropriate supporting documentation e.g. written policies and procedures, including any specific examples or records of transfers, donations or (auction) sales.

Criterion 44. Solid waste generation monitoring (up to 3 points)

Note: This requirement can only be met if the waste, if weighted, is weighed onsite prior to collection or is collected by contractors and not mixed with waste from other sources before being weighed at their facilities.

The applicant shall report on solid waste generation (either by mass or volume) with a quarterly resolution and overall annual value according to the table below. Reported data shall cover all parts of the hotel that are related to tourist accommodation, but may also include waste from other services if covered under the same waste management contract.

Table 11. Solid waste generation reporting template for one year

Parameter (0.4 points per numbers item up to a maximum of 3 points)	**J**	**F**	**M**	**A**	**M**	**J**	**J**	**A**	**S**	**O**	**N**	**D**	**Year**
1. Separately collected paper/cardboard waste (kg or t, or L)													
2. Separately collected metal or plastic waste (kg or t, or L)													

DRAFT

3. Separately collected glass waste (kg or t, or L)													
4. Separately collected compostable waste (yard waste and/or food waste) (kg or t, or L)													
5. Separately collected textile waste (kg or t, or L)													
6. Separately collected WEEE (kg or t, or L)													
7. Unsorted other waste (kg or t, or L)													
8. Waste requiring special disposal (e.g. construction waste, hazardous waste or waste from infestation management) (kg or t, or L)													
A: Total waste quantity/volume (=1+2+3+4+5+6+7+8)													
B: Share of sorted waste = ((1+2+3+4+5+6+8)/A) x 100%													
C: Total guest-nights													
D: Specific accommodation-related waste generation (kg or L /guest-night) = A / C													

If only a total waste figure is provided (i.e. no disaggregation by waste type), only 0.5 points shall be awarded.

Assessment and verification

The applicant shall provide a declaration of compliance clearly stating the scope of services from which waste is collected, supported by a monitoring report that is based on records of waste monitoring data, taken as part of an in-house waste monitoring system or as part of a service provided by an external waste management contractor. These records shall be supported by waste collection invoices or delivery notes, as appropriate, and provided upon request to the competent body.

Procurement and consumables

Criterion 45. Procurement of paper products (up to 2.5 points)

Points shall be awarded when the tourist accommodation establishment, whenever applicable and technically feasible, ensures that 100% of the paper products purchased in the categories listed below have been awarded the EU Ecolabel or an equivalent ecolabel (up to a combined maximum of 2.5 points):

(a) Toilet paper (0.75 points).
(b) Tissue paper (0.75 points).
(c) Office paper (0.75 points).
(d) Tourist guides or maps produced by the applicant (0.75 points).
(e) Envelopes (0.75 points).

DRAFT

(f) Notepads (0.75 points).

Assessment and verification

The applicant shall provide data and documentation (including relevant invoices, receipts or ledgers) indicating the quantities of such products purchased. In case not all purchased products for a given product category listed above are suitably ecolabelled, points can only continue to be claimed if the applicant provides a written explanation about the lack of availability of relevant ecolabelled products on the market.

Where EU Eecolabel products are purchased, the applicant shall provide a copy of the ecolabel certificate or packaging label.

Criterion 46. Procurement of certain durable goods

Points shall be awarded when the tourist accommodation establishment, whenever applicable and technically feasible, ensures that 100%of products purchased in the following categories have been awarded the EU Ecolabel or an equivalent ecolabel (up to a combined maximum of 2.5 points):

(a) Bed-linen (1.25 points).
(b) Towels (1.25 points).
(c) Bed mattresses (1.25 points).

Assessment and verification

The applicant shall provide data and documentation (including relevant invoices, receipts or ledgers) indicating the quantities of such products purchased. In case not all purchased products for a given product category listed above are suitably ecolabelled, points can only continue to be claimed if the applicant provides a written explanation about the lack of availability of relevant ecolabelled products on the market.

Where ecolabel products are purchased, the applicant shall provide a copy of the ecolabel certificate or packaging label

Criterion 47. Procurement of detergents and toiletries (up to 3.5 points)

Points shall be awarded when the tourist accommodation establishment, whenever applicable and technically feasible, ensures that 100% of detergent products and toiletries purchased in the categories listed below have been awarded the EU Ecolabel or an equivalent ecolabels (up to a combined maximum of 3.5 points):

(a) Hand dishwashing detergent (0.5 points).
(b) Dishwasher detergent (0.5 points).
(c) Laundry detergent (0.5 points).
(d) All-purpose cleaners / floor cleaners (0.5 points).
(e) Glass cleaner (0.5 points).

DRAFT

(f) Kitchen cleaner/degreaser (0.5 points).
(g) Toilet bowl cleaner (0.5 points).
(h) Hand soap (0.5 points).
(i) Shower gel (0.5 points).
(j) Shampoo (0.5 points).
(k) Hair conditioner (0.5 points).

Assessment and verification

The applicant shall provide data and documentation (including relevant invoices, receipts or ledgers) indicating the quantities of such products purchased. In case not all purchased products for a given product category listed above are suitably ecolabelled, points can only continue to be claimed if the applicant provides a written explanation about the lack of availability of relevant ecolabelled products on the market.

Where ecolabel products are purchased, the applicant shall provide a copy of the ecolabel certificate or packaging label.

Criterion 48. De-icing (up to 3.5 points)

Points shall be awarded when the tourist accommodation establishment, whenever applicable and technically feasible, ensures that, where de-icing of roads outdoor surfaces, including roads, pedestrian paths, cycle paths and parking areas within the premises of the establishment, is needed and is carried out by the accommodation provider, mechanical means, sand/gravel or de-icers that have been awarded an EU ecolabel or an equivalent ecolabel are used in order to make outdoor surfaces within the tourist accommodation ground safe during icy or snowy conditions (3.5 points).

Assessment and verification

The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation. When de-icers that have been awarded an EU ecolabel or an equivalent ecolabel are used, the applicant shall provide a copy of the product label certificate and/or packaging label and the product's area of application.

Criterion 49. Local and organic food and beverage products (up to 3.5)

Points shall be awarded as defined below when the tourist accommodation establishment uses in daily meal preparation and/or sell in services pertaining to the establishment:

DRAFT

(a) At least two locally sourced ([29]) and in-season ([30]) fruits and/or vegetables, or dishes based on them) (1 point)

(b) At least 2 (0.75 point) or 4 (1.5 points) food or beverage products produced by organic farming methods, as laid down in Council Regulation (EC) No 834/2007 of 28 June 2007 on organic production and labelling of organic products and/or that bear a fair trade label awarded by a recognised fair trade certification scheme.

(c) At least 30% of menu items being plant-based, vegetarian, and vegan meal options (1 points).

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation, as follows:

— For locally sourced and seasonal fruit/vegetable products: a declaration confirming that fruits and vegetables offered are in season at the time of service, together with a list of the relevant products and the months during which they are served and where the farm or cooperative they are sourced from is located. That location shall be justified as being local as per the definition provided in this criterion.

— For organic products: a copy of the product certificate or packaging label showing that it was awarded in accordance with the Council Regulation (EC) No 834/2007 of 28 June 2007 on organic production and labelling of organic products. In some countries, it is possible for restaurants and hotels to be awarded by some labelling schemes when they use only organic products. Where a tourist accommodation is awarded by these types of schemes (or similar) this information could be provided as evidence of compliance with this criterion.

— For fair trade products: a copy of the product certificate or packaging label confirming certification by a recognised fair-trade scheme.

— For plant-based: The applicant shall provide menus, menu plans or other relevant documentation demonstrating compliance with the requirements for plant-based, vegetarian and vegan meal options, including evidence that at least 30 % of menu items are plant-based.

[29] For the purposes of this criterion, "locally sourced" means sourced from: (a) the municipality or commune in which the tourist accommodation is situated and any directly neighbouring municipality or commune, or (b) within 50 km of the accommodation, whichever area is larger. Alternatively, the NUTS 3 region in which the tourist accommodation is located may be considered the local sourcing area for the purposes of defining ‘locally sourced’. Where the accommodation is situated in a remote area, defined as a municipality classified as thinly populated under the Degree of Urbanisation (DEGURBA) typology as published by Eurostat, the applicant may apply an extended definition of "locally sourced" covering the NUTS 2 region in which the accommodation is situated, or a radius of 100 km, whichever is larger.

[30] In-season fresh fruits and vegetables shall follow the “EU Fruit and vegetable calendar”.

DRAFT

Criterion 50. Procurement of environmentally friendly laundry services (up to 4 points)

4 points shall be awarded when the tourist accommodation establishment, whenever applicable and technically feasible, ensures that 100% of outsourced professional laundry service for bulk volume textile articles have implemented and maintain an in-house Environmental Management System (EMS) and as a minimum:

i. monitors and records energy consumption for laundry operations; and
ii. applies documented procedures for optimising washing and, where relevant, drying operations, including load factors and temperature selection;

To qualify, the professional laundry service installation must be located within a 100km radius of the tourist accommodation.

Assessment and verification

The applicant shall provide a declaration of compliance, also defining the name and location of the professional laundry service and the approximate distance between the two places. This declaration shall be supported by documentation demonstrating that the laundry service provider has implemented an environmental management system, including EMAS registration or an equivalent environmental management scheme, covering, at a minimum, points i) and ii).

Where no service provider meeting these requirements is available within a radius of 100 km, points can only continue to be claimed if the applicant provides a written explanation demonstrating the lack of availability of such services in the area.

Criterion 51. Procurement of ecolabelled indoor cleaning services (up to 3.5 points)

Points shall be awarded when the tourist accommodation establishment, whenever applicable and technically feasible, ensures that 100% of outsourced indoor cleaning service for the provision of routine professional cleaning operations has been awarded an EU ecolabel or an equivalent ecolabel. Examples of relevant cleaning operations include, but are not limited to floor and wall cleaning, window cleaning, kitchen cleaning and sanitary cleaning (3.5 points). Cleaning operations may include associated exterior areas that are integral to the interior cleaning task, such as window panes, door frames, and passageways that are accessed from inside the building.

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a declaration of compliance, supported by a copy of the cleaning service contract with the ecolabelled cleaning service provider. The specific name of the provider and a copy of the EU ecolabel or equivalent ecolabel certification shall be provided.

Social

Criterion 52. Provision of social benefits for staff (up to 1.5)

DRAFT

The tourist accommodation shall ensure at least one of the following social benefits (subject to national taxes) for staff (0.5 point for each benefit, to a maximum of 1.5 points):

(a) Free meals or meal vouchers,
(b) Free uniforms and work wear,
(c) 20% discount on products/ services in the tourist accommodation,
(d) 25% Subsidised sustainable transport scheme,
(e) Childcare benefits (e.g. on-site or nearby nursery with reduced fees for staff, flexible working arrangements such as part-time contracts or compressed-week schedules).
(f) Free or subsidised accommodation. When the tourist accommodation site is located in a remote or poorly connected area, the provider should facilitate access to appropriate accommodation for workers, particularly for seasonal staff, to ensure adequate living conditions and reduce commuting burdens.

Assessment and verification

The applicant shall provide a copy of the written social policy duly signed by staff and self-declaration explaining how the above requirements are met. In addition, the competent body may ask for documentary evidence and/or direct random staff interview during the on-site visit.

Criterion 53. Diversity, equity, and inclusion for staff (up to 1.5 points)

The tourist accommodation provider shall ensure equal treatment and protection from discrimination in terms of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation for staff. It shall ensure at least two of the following actions (0.5 point each up to 1.5 points):

(a) Implementation of a gender-safe workplace via an anti-harassment and non-discrimination policy covering all staff (including temporary and outsourced), including reserved parking places for pregnant workers located in proximity to main operational areas.
(b) Parental leave policy that complies with applicable legal requirements and provides additional benefits beyond those legally required for all parents.
(c) Positive actions for employment and professional integration of persons with disabilities, implementing measures beyond legal obligations, including accessible and inclusive recruitment and accessible training.
(d) Employment and professional integration of older workers (50+), implementing measures beyond legal obligations, including accessible recruitment.
(e) Maintaining an international, multilingual, and multicultural team
(f) Consideration of holidays of recognised religious communities not otherwise enshrined in law.

DRAFT

(g) DEI strategy statement outlining scope, responsibilities, dates of implementation, and evidence of communication to staff (including temporary and outsourced workers where applicable).

Assessment and verification

The applicant shall submit a declaration of compliance identifying which actions (a–f) are implemented: (a) a published anti-harassment and non-discrimination policy; (b) the parental-leave policy demonstrating full legal alignment and any benefits exceeding statutory minimums; (c and d) integrated evidence for the employment and professional integration of persons with disabilities and/or older workers (50+); (e) a summary of workforce composition presenting the multilingual and multicultural team; (f) documented leave or scheduling arrangements reflecting recognised religious holidays not enshrined in law; (g), provide the DEI strategy with clear description of the scope, implementation steps, and outcomes supported by KPIs or qualitative results.

Criterion 54. Local community engagement (up to 1 point)

The tourist accommodation provider shall implement a local community engagement program covering at least one of the following domains (up to 1 point), with defined objectives, responsibilities, and annual review:

(a) Set clear targets to hire local people (0.5 point),
(b) Keep active partnerships with locals (e.g. artists, guides, cultural groups, farmers and local producers, etc.) (0.5 point),
(c) Provide support for charitable organisations or social enterprises in the local area (e.g., financial contributions, in-kind support, staff volunteering), aligned with community needs (0.5 point).

Note 1: For the purposes of this criterion, local means located within (a) the municipality or commune in which the tourist accommodation is situated and any directly neighbouring municipality or commune, or (b) within 50 km of the accommodation, whichever area is larger. Where neither of these areas extends beyond the NUTS 3[31] region in which the accommodation is situated, the full NUTS 3 region shall apply as the minimum catchment.

Note 2: Where the accommodation is situated in a remote area, defined as a municipality classified as thinly populated under the Degree of Urbanisation (DEGURBA)[32] typology as published by Eurostat, the applicant may apply an extended definition of local covering the NUTS 2 region in which the accommodation is situated, or a radius of 100 km, whichever is smaller.

Assessment and verification

[31] NUTS information available here: https://ec.europa.eu/eurostat/web/nuts
[32] DEGURBA information available here: https://ec.europa.eu/eurostat/web/degree-of-urbanisation/information-data

DRAFT

The applicant shall submit a declaration of compliance identifying which actions are implemented. When applicable, the applicant shall declare in the assessment documentation that the establishment qualifies for the exception, identifying the applicable DEGURBA classification of the host municipality.

Criterion 55. Accessibility of infrastructure and services II (up to 1 point)

The tourist accommodation establishment shall implement the following additional accessibility measures, complementing the requirements under Criterion 21 (0.25 points awarded for each measure implemented, up to a maximum of 1 point).

(a) Information on the accessibility characteristics of the infrastructure and services. This information will be described in reference to existing EU legislation and relevant standards (e.g. Annex I and III of Directive 2019/882). Where an accessibility requirement cannot be fully met due to technical impossibility, constraints related to the conservation of architectural heritage, or a manifest disproportion between the accessibility improvement and its costs, effects on the use of the building and its surroundings or the viability of the establishment, the establishment shall provide information on the relevant limitation and the reason preventing compliance.

(b) Without prejudice to national laws, the accessibility of areas intended for public access shall include the following aspects: (1) use of related outdoor areas and facilities (e.g. main pathways, swimming pool, promenades, playgrounds, beach entrances and parking areas); (2) approaches to buildings; (c) use of entrances; (d) use of paths in horizontal circulation; (e) use of paths in vertical circulation; (f) use of rooms by the public; (g) use of equipment and facilities used in the provision of the service (e.g. reception areas, restaurants, shops); (h) use of toilets and sanitary facilities; (i) use of exits, evacuation routes and concepts for emergency planning; (j) communication and orientation via more than one sensory channel; (k) use of facilities and buildings for their foreseeable purpose; (l) protection from hazards in the environment indoors and outdoors.

(c) Clear accessible signage on principal routes and common areas.

(d) At least 5% of reserved parking places, with a minimum of one parking place, are accessible.

(e) Provisions for guests with sensory impairments, including: visual fire alarms and vibrating alert pads linked to the alarm system and doorbell in designated accessible rooms; written communication available at reception as an alternative to verbal communication; acoustic cues in elevators and key public areas; and high-contrast design with adequate lighting on stair edges, handrails, and door frames along principal routes.

Assessment and verification

The applicant shall provide a declaration of compliance with this criterion. During site visits, the applicant shall provide further detailed evidence of the implemented measures.

DRAFT

Biodiversity

Criterion 56. Ecological management II (up to 3.5 points)

Note: This criterion only applies to tourist accommodation establishments with green areas (no minimum area required).

The applicant will be awarded by a total of 6X points when implementing additional measures to promote biodiversity and support local ecosystems:

(a) Maintaining or renaturalising wild meadows/areas. Areas with lawns represent less than 50% of the green area. (1 point)
(b) Green areas include butterfly gardens, insect hotels, and/or beehives. (0.5 points)
(c) Specific measures to protect ecosystem supporting species such as bats. (0.5 points)
(d) Use of several locally adapted plants species to conserve habitat heterogeneity, as well as drought-resistant plant species. (0.5 points)
(e) Maintenance of green areas is based on ecological principles (e.g. avoiding pruning and other practices during nesting or breeding seasons). (0.5 points)
(f) Partner with NGOs or other organisations to promote biodiversity conservation onsite. (0.5 points)

Each of the measures shall include communication activities for guests.

Assessment and verification

The applicant shall provide a declaration of compliance on the measures implemented. In addition, the applicant shall provide:

(a) Total share of green areas without lawns, supported by photographs and plans.
(b) Description of butterfly gardens, insect hotels and/or beehives installed, supported by photographs.
(c) Description of the specific measures to protect ecosystem supporting species, indicating the species.
(d) Description of the plant species used.
(e) Description of maintenance activities based on ecological principles.
(f) Description of the partnership and the NGO, indicating the objectives of the partnership.

For all, the documentation of the related communication activities and/or material for each measure shall be provided.

Mobility

Criterion 57. Low environmental impact vehicle fleet (up to 4 points)

Note: The scope of this criterion extends to trucks, buses, mini-buses, vans, cars, motorbikes and other motorised vehicles used for guest services, staff transport, goods logistics, or maintenance activities. This criterion does not extend to vehicles that are privately owned by staff.

Note 2: Bicycles are considered as zero-emission vehicle.

DRAFT

Points shall be awarded when the applicant can demonstrate that the nature of their vehicle fleet and its management reduces greenhouse gas emissions, air pollutant emissions and fuel consumption, according to the measures listed in points (a) below. The two elements of point (a) are cumulative.

(a) Zero-emission vehicles (i.e. vehicles with zero tailpipe CO_2 emissions) (up to 4 points)

- 0.5 points where the fleet includes at least one maintenance vehicle and all such maintenance vehicles are zero-emission;
- 1, 2.5 or 3.5 points where at least 20%, 50% or 80%, respectively, of the fleet's guest service, staff transport and goods logistics vehicles (i.e. excluding maintenance vehicles) are zero-emission.

Assessment and verification

In cases where points are being claimed under this optional criterion, the applicant shall provide a declaration of compliance, supported by an inventory of all the vehicles owned or leased by the applicant, clearly indicating for each vehicle whether it is used for maintenance activities or for guest service, staff transport, or goods logistics purposes, to enable calculation of both elements of this criterion. For each zero-emission vehicle, the applicant shall provide registration documents, lease documents, manufacturer documentation or equivalent records showing that each vehicle counted as a zero-emission vehicle has zero tailpipe CO_2 emissions.

Criterion 58. Sustainable drainage of the plot area (up to 3.5 points)

Note: Permeable pavement and similar surfaces with a demonstrated partial-infiltration function may be counted under category (b) even where they also require a connected outlet or flow control, provided the design achieves a materially reduced runoff coefficient compared to conventional paving.

The applicant shall classify the plot area ([33]), by catchment surface, into the following three categories:

(a) Unsealed areas: exposed ground not covered by any sealed surface.

(b) Sealed sustainable areas: roof, canopy or ground areas where all runoff is conveyed to a sustainable drainage system ([34]), including a rainwater harvesting system counted under criterion 38, before any discharge to a watercourse, soakaway, or sewer.

[33] Plot area: the total land area under the management or control of the tourist accommodation establishment, up to the legal boundary of the plot, expressed in plan (bird's-eye) projection. In cases where two areas overlap, such as an overhanging roof covering external paved surfaces, only the upper area shall be counted.

[34] Sustainable urban drainage systems (SuDS) are integrated surface-water management measures that aim to manage rainwater close to where it falls by mimicking natural drainage processes. They slow and temporarily store runoff, promote infiltration and evapotranspiration, and improve water quality, while often providing additional amenity and biodiversity benefits. Typical SuDS components include green roofs, permeable pavements, rain gardens/bioretention areas, swales, detention basins, infiltration trenches, and constructed wetlands.

DRAFT

(c) Sealed conventional areas: roof, canopy or ground areas where all runoff is conveyed to conventional stormwater drains or combined sewers.

Points shall be awarded based on the share of sealed catchment surface connected to sustainable drainage, calculated as b / (b + c):

— 2.5 points where b / (b + c) ≥ 50%

— 3 points where b / (b + c) ≥ 80%

— 3.5 points where b / (b + c) ≥ 95%

Assessment and verification

In cases where points are being claimed under this criterion, the applicant shall provide a site plan showing the plot boundary, building roof outlines, and any solid canopy structures, together with the classification of all catchment surface into the three categories above and the resulting b / (b + c) calculation.

Claims for category (b) areas shall be supported by evidence of the physical connection between the sealed catchment surface (including roof and canopy drainage routing, e.g. downpipe destinations) and the SuDS feature, such as as-built drainage drawings or an installer's certificate, sufficient to demonstrate that runoff is genuinely routed to the feature rather than merely present nearby. Whether or not permeable paving belongs to category (b) or (c) shall be determined by whether runoff is conveyed to conventional drainage systems or not.

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