

**EN**  
**ANNEX**  
**FRAMEWORK**

**EU ECOLABEL CRITERIA**

Criteria for awarding the EU Ecolabel to tourist accommodation product group:

Mandatory criteria

***Energy criteria***

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Criterion 2 - Coal and heavy oils

Criterion 3 - Efficient space and water heating appliances

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#### ***Energy criteria***

- Criterion 26 - On site self-generation of electricity through renewable energy sources (up to 4 points)
- Criterion 27 - Heating energy from renewable energy sources (up to 2 points)
- Criterion 28 - Procurement of labelled electricity (up to 2 points)
- Criterion 29 - Efficient space and water heating appliances (1.5 points)
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- Criterion 31 - Efficient heating generation (up to 4 points)
- Criterion 32 - Heat pump (up to 3 points)
- Criterion 33 - Heat recovery (up to 3 points)
- Criterion 34 - Thermoregulation (up to 3 points)
- Criterion 35 - Efficient air conditioning appliances (2 points)
- Criterion 36 - Automatic switching-off of air conditioning and heating systems (1.5 points)
- Criterion 37 - Energy efficient refrigerators (1 point), ovens (1 point) dishwashers (1 point), washing machines (1 point), dryers/tumblers (1 point) and office equipment (maximum of 4 points)
- Criterion 38 - Automatic switching off lights and household air conditioners in tourist accommodation (1.5 points)
- Criterion 39 - Swimming pool heating with on-site renewable energy sources (up to 1.5 points)
- Criterion 40 - Automatic switching off outside lights (1.5 points)

#### ***Water criteria***

- Criterion 41 - Use of alternative water sources (up to 4 points)
- Criterion 42 - Efficient irrigation (up to 1.5 points)
- Criterion 43 - Water flow from taps and shower heads (up to 3 points)
- Criterion 44 - Dishwasher water consumption (2 points)
- Criterion 45 - Washing machine water consumption (2 points)
- Criterion 46 - Swimming pool cover (1 point)
- Criterion 47 - Indications on water hardness (up to 2 points)

Criterion 48 - Water saving urinals and toilets (up to 3 points)

Criterion 49 - Swimming pool backwashing (2 points)

***Detergents and disinfectants criteria***

Criterion 50 - Detergents and toiletries (up to 3 points)

Criterion 51 - Swimming pools: Dosage of disinfectants (1 point) or natural/ecological swimming pools (2 points)

Criterion 52 - Organic gardening (2 points)

Criterion 53 - Insect and pest repellents (up to 2 points)

***Waste criteria***

Criterion 54 - Composting (up to 4 points)

Criterion 55 - Beverages provision (3 points)

Criterion 56 - Used textiles, furniture and other products (up to 3 points)

***Other services criteria***

Criterion 57 - Tourist accommodation traffic management (up to 2 points)

Criterion 58 - Unsealed surfaces (1 point) (campsites only)

Criterion 59 - Roof and façade landscaping (up to 2 points)

Criterion 60 - Environmental and social communication and education (up to 3 points)

Criterion 61 - No smoking in rooms (up to 1.5 points)

Criterion 62 - Bicycles (1.5 points)

Criterion 63 - Rechargeable products (up to 2 points)

Criterion 64 - Paper Products (up to 2 points)

Criterion 65 - Durable goods (up to 5 points)

Criterion 66 - Local products (up to 3 points)

***General management criteria***

Criterion 68 - EMAS registration (4 points), ISO certification (3 points) of the tourist accommodation (up to 7)

Criterion 69 - EMAS registration (3 points) or ISO certification (2 points) of suppliers

Criterion 70 - Compliance by subcontractors with mandatory criteria (up to 4.5 points)

Criterion 71 - Energy and water meters (up to 2 points)

## **Assessment and verification**

The specific assessment and verification requirements are indicated within each criterion set out in Sections A and B.

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 which are issued by bodies accredited according to the relevant harmonised standard for testing and calibration laboratories and verifications by bodies that are accredited according to the relevant harmonised standard for bodies certifying products, processes and services.

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.

Where on site visit is required, the Competent Body shall carry out independent verification.

As pre-requisite, the services must meet all respective legal requirements of the country (countries) in which it is located. In particular, it shall be guaranteed that:

1. The physical structure is built legally and respects all relevant laws or regulations of the area on which it is built, especially any related to landscape and biodiversity conservation.
2. The physical structure respects Community, national and local laws and regulations regarding energy conservation, water sources, water treatment and disposal, waste collection and disposal, maintenance and servicing of equipment, safety and health dispositions.
3. The enterprise is operational and registered, as required by national and/or local laws and its staff are legally employed and insured.

The applicant shall declare the service's compliance with these requirements.

SECTION A  
MANDATORY CRITERIA REFERRED TO IN ARTICLE 3, PARAGRAPH 2

ENERGY

**Criterion 1 - Procurement of electricity from a renewable electricity supplier**

100% of the electricity procured shall come from renewable energy sources, as defined in Directive 2009/28/EC of the European Parliament and of the Council.<sup>(1)</sup>

Tourist accommodations that have no access to a supplier that offers the 100% electricity generated from renewable energy sources shall procure from the available supplier offering the highest share from renewable energy sources.

This criterion does not apply to a tourist accommodation that has no access to a supplier that offers electricity generated from renewable energy sources.

*Assessment and verification: The applicant shall supply a declaration from (or the contract with) the electricity supplier indicating the nature of the renewable energy source(s) and the percentage of electricity supplied that is from a renewable source.*

*In case the tourist accommodation has no access to a national supplier that offers electricity from renewable energy sources, documentation on the domestic suppliers operating at national level has to be supplied and a declaration from (or the contract(s) with) the electricity supplier(s) indicating the nature of the renewable energy source(s) and the percentage of electricity supplied that is from a renewable source.*

*According to Directive 2009/28/EC, renewable energy sources shall mean renewable non-fossil sources, namely wind, solar, aerothermal, geothermal, hydrothermal and ocean energy, hydropower, biomass, landfill gas, sewage treatment plant gas and biogases.*

**Criterion 2 - Coal and heavy oils**

No heavy oils having a sulphur content higher than 0.1% and no coal shall be used as an energy source. Coal for decorative fireplaces is excluded from this criterion.

This criterion only applies to tourist accommodations that have an independent heating system.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, indicating the nature of the energy sources used.*

**Criterion 3 - Efficient space and water heating appliances**

If a new space heating generating capacity is installed within the duration of the EU Ecolabel Licence, it shall be a high efficiency cogeneration unit as defined by Directive 2012/27/EU of

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<sup>1</sup> OJ L 140, 5.6.2009, p.16

the European Parliament and of the Council of 25 October 2012, or have seasonal space heating energy efficiency in accordance with the values in the table below:

Heat Generator Technology	Minimum Seasonal Space Heating Efficiency		
All heaters except solid biomass boiler heaters and heat pumps	$\eta_s \geq 98\%$		
Solid biomass boiler heaters	$\eta_s \geq 79\%$		
Heat pump heaters (Option 1)			Proposed $\eta_s$ thresholds (%)
		GWP	
		[0 – 500]	107
		(500 – 1000]	110
		(1000 – 2000]	120
		> 2000	130
Heat Generator Technology	GHG emission limits		
Heat pump heaters (Option 2)	150 g CO <sub>2</sub> -equivalent/kWh heating output		

If a new water heater is installed within the duration of the EU Ecolabel licence, the efficiency shall be:

Declared load profile  $\leq$  S: energy class A

Declared load profile  $>$  S: boilers: energy class A

Declared load profile  $>$  S: heat pumps: energy class A+

measured according to Regulation EU No 812/2013 with regard to the energy labelling of water heaters, hot water storage tanks and packages of comprising a water heater and a solar device.

Existing hot-water boilers fired with liquid or gaseous fuels as defined in Directive 92/42/EEC shall comply with efficiency standards at least equivalent to 3 stars as stated in the Directive. The efficiency of boilers excluded from Directive 92/42/EEC shall comply with the manufacturer's instructions and with national and local legislation on efficiency, but for such existing boilers (with the exception of biomass boilers) efficiency lower than 88% shall not be accepted.

*Assessment and verification: In respect of boiler and co-generation units, the applicant shall provide a technical specification from those responsible for the sale and/or maintenance of the boiler/unit indicating its efficiency. Seasonal space heating energy efficiency shall be calculated in accordance with the procedures set out in Criterion 1a of Commission Decision of 28 May 2014, establishing the criteria for the award of the EU Ecolabel for water-based heaters.*

#### **Criterion 4 - Efficient air conditioning appliances**

Any household air conditioner bought within the duration of the EU Ecolabel Licence shall have at least the relevant energy classes in the table below as defined in Regulation EU No 626/2011 supplementing Directive 2010/30/EU with regard to energy labelling of air conditioners or have corresponding energy efficiency <sup>(2)</sup>.

<sup>2</sup> OJ L 178, 4.5.2011, p.1

<i>Type</i>	<i>Energy efficiency class (cooling / heating)*</i>
Monosplit < 3kW	A+++ / A+++
Monosplit 3-4 kW	A+++ / A+++
Monosplit 4-5 kW	A+++ / A++
Monosplit 5-6 kW	A+++ / A+++
Monosplit 6-7 kW	A++ / A+
Monosplit 7-8 kW	A++ / A+
Monosplit > 8kW	A++ / A++
Multi-split	A++ / A+

\*Or equivalent energy efficiency for Non EU applicants.

Note: This criterion does not apply to air-conditioners that are appliances that can also use other energy sources, or to air-to-water and water-to-water appliances, or to units with an output (cooling power) greater than 12 kW.

*Assessment and verification: The applicant shall provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system.*

#### **Criterion 5 - Energy performance internal audits for buildings**

The tourist accommodation building/s shall be subject to an internal annual energy performance audit, according to the standards EN 16247-1 Energy audits - Part 1: General requirements and EN 16247-2 Energy audits - Part 2: Buildings, or equivalent, and implement at least one recommendation on improving the energy performance resulting from the audit.

*Assessment and verification: Tourist accommodation shall collect the energy performance internal audit report (each time it is undertaken) and data on the implemented recommendations. Detailed and updated documentation shall be provided on request by Competent Body in order to demonstrate compliance during the award period. When requested, the documentation shall be provided within one month from the request date.*

#### **Criterion 6 - Automatic switching of off heating or air conditioning systems**

Individual heating/air conditioning systems acquired after the award of the EU Ecolabel shall be equipped with an automatic switch off when windows are opened.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation sale and/or maintenance of the air conditioning system.*

#### **Criterion 7 - Automatic switching off lights**

Automatic systems, which turn the lights off when guests leave the room, shall be installed in new or renovated rental accommodations/guest rooms

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.*

### **Criterion 8 - Energy efficient light bulbs**

In maximum 1 year from the date of the EU Ecolabel licence award:

(a) At least 40% of all light bulbs in the tourist accommodation shall have at least Class A as defined in Commission Delegated Regulation (EU) No 874/2012.

(b) At least 50% of light bulbs that are situated where they are likely to be turned on for more than five hours a day shall have at least Class A as defined in Commission Delegated Regulation (EU) No 874/2012.

In maximum of 2 years from the date of the EU Ecolabel licence award:

(a) At least 80% of all light bulbs in the tourist accommodation shall have at least Class A as defined in Commission Delegated Regulation (EU) No 874/2012.

(b) The 100% of light bulbs that are situated where they are likely to be turned on for more than five hours a day shall have at least Class A as defined in Commission Delegated Regulation (EU) No 874/2012.

The targets above do not apply to light fittings whose physical characteristics do not allow use of energy-saving light bulbs.

*Assessment and verification: The tourist accommodation shall provide to the competent body a two written reports indicating the total amount of lamps, operating hours and amount of energy saving lamps with at least energy efficient light bulbs of Class A as defined in Commission Delegated Regulation (EU) No 874/2012. The reports shall also include the explanation on the impossibility to substitute light bulbs where physical characteristics do not allow use of energy-saving light bulbs. First and second reports shall be provided within a maximum of 1 and 2 years respectively from the date of the award.*

*The physical characteristics which may prevent the use of energy efficient light bulbs may include: decorative lighting requiring specialised light bulbs; dimmable lighting; situations where energy efficient lighting may not be available. Where this is the case, evidence should be provided to show why energy efficient light bulbs can't be used. This may include, for example, photographic evidence of the type of lighting installed.*

### **Criterion 9 - Outside heating appliances**

No outside heating appliances shall be used by the tourist accommodation.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion. This will be checked during the on-site visit.*

## **WATER**

### **Criterion 10 - Water flow from taps and showers**

The average water flow of the taps and shower heads excluding bath tub taps, kitchen taps and filling stations shall not exceed 8 litres/minute.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, and relevant documentation, including an explanation on how the tourist accommodation fulfils the criterion (e.g. use of flowmeter or small bucket and a watch.*

### **Criterion 11 - Wastewater management**

Each toilet shall have a bin for appropriate waste and a general list of substances that shall not be disposed of with the waste water according to the Groundwater Directive 2006/118/EC shall be provided to guests and staff.

Where it is not possible to send waste water for centralised treatment, on-site waste water treatment shall include a pretreatment (sieve/bar-rack, equalisation and sedimentation) followed by biological treatment with > 95 % Biological Oxygen Demand removal, > 90 % nitrification, and (off-site) anaerobic digestion of excess sludge.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion and relevant documentation (e.g. copies of the substances lists communicated to guests and staff).*

*“Appropriate waste” is non-recyclable waste. If the waste can be recycled it should be placed in the appropriate container in the main room or as directed by the accommodation provider.*

### **Criterion 12 - WC and urinal flushing**

At least 95% of WCs shall consume 6 litres per full flush or less and all urinals shall be fitted with either automatic (timed) or manual flushing systems so that there is no continuous flushing.

*Assessment and Verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion together with appropriate supporting documentation. Where EU Ecolabel flushing toilets and urinals products are used, the applicant shall provide a copy of the EU Ecolabel certificate showing that it was awarded in accordance with the Commission Decision 2013/641/EU.*

### **Criterion 13 - Changing towels and sheets**

The accommodation shall not change sheets and towels unless specifically requested, or by default at the frequency established by a third party certification of the tourist accommodation or requested by law and/or national regulations.

This applies only to tourist accommodations where the service includes the provision of towels and/or sheets.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation on the frequency established the third party certification or by law and/or national regulations.*

## **DETERGENTS AND DISINFECTANTS**

#### **Criterion 14 - Chemical toilet disposal point**

Where the tourist accommodation is connected to a septic tank, the waste from chemical toilets shall be separately or otherwise correctly collected and treated. Where the tourist accommodation is connected to the public sewage system, a special sink or disposal unit shall be used to avoid spillage.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, and relevant documentation including any specific disposal requirement by the local authority together with information on the chemical sink.*

#### **WASTE**

#### **Criterion 15 - Waste separation**

- (a) Without prejudice of the local or national regulation or safety rules, adequate containers for waste separation by guest shall be available in the rooms or on each floor of the tourist accommodation. In the case of camp sites, a container should be available at least at a single central point on the site.
- (b) Waste shall be separated into the categories by the tourist accommodation as required by the local or national waste management facilities, with particular care regarding hazardous waste e.g. toners, inks, refrigerating and electrical equipment, batteries, energy saving light bulbs, pharmaceuticals, fats/oils, and electrical appliances.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of the different categories of waste accepted by the local authorities, and/or relevant contracts with private agencies.*

#### **Criterion 16 - Single-use products**

- (a) Single-use products such as shower caps, brushes, nail files, shampoos, soaps etc. shall not be available to guests in rooms.

Single-use items above mentioned may be available on request or could be provided if there is a legal obligation or it is the requirement of independent quality rating/certification scheme the tourism accommodation was a member of prior to the awarding of the EU Ecolabel licence.

- (b) Single-use food service items (crocker, cutlery, and water jugs) shall not be available to guests in rooms and restaurant/bar service, unless the items are recycled by the service provider.
- (c) Single-use towels and disposable bedding shall not be available to guests in rooms, unless the items are recycled by the service provider.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation explaining how the criterion is fulfilled (including any legislation or independent quality rating/certification scheme that requires the use of single-use products the tourism accommodation was a member of prior to the awarding of the EU Ecolabel licence), and documentation explaining to guests why disposable products are not provided and about the refillable products and systems supplied.*

### **Criterion 17 - Food service waste management**

Except where required by law, no single dose packages for non-perishable food stuffs shall be used for food services.

For all perishable food stuffs, the tourist accommodation shall manage the provision of food to guests to minimise both food and packaging waste. To achieve this, the tourist accommodation shall follow a documented procedure which specifies how the food waste/packaging waste balance is optimised, dependent on the offer of the tourist accommodation.

Exempt from this criterion are dairy fat spreads (such as butter, margarine and soft cheese), chocolate and peanut butter spreads, and diet or diabetic jams and preserves.

Perishable food 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).

*Assessment and verification: The applicant shall provide a declaration of compliance with the criterion and the documented procedure which outlines how both food and packaging waste are minimised. Any legislation requiring the use of single dose products shall also be provided.*

#### **OTHER SERVICES**

### **Criterion 18 - No smoking in common areas**

No smoking shall be allowed in any indoor common areas.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion.*

### **Criterion 19 - Environmentally preferable means of transport**

Information shall be made available on the website of the accommodation and on-site to the guests and staff on:

- (a) Environmentally preferable means of transport available to and from the tourist accommodation: public transportation, car sharing, bicycles, etc.
- (b) Environmentally preferable means of transport available from home to home: train, car sharing, etc.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with copies of the information material available e.g. on websites, brochures etc.*

### **Criterion 20 - Fundamental principles and rights at work**

Applicants shall ensure as a minimum the following fundamental principles and rights at work for their employees:

- (a) The accommodation has implemented a policy against commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents, women and minorities.
- (b) The accommodation offers equal employment opportunities to women, local minorities and others, including in management positions, while restraining child labour.
- (c) The international or national legal protection of employees is respected, and employees are paid at least a living wage.
- (d) Employees' working hours comply with national or international law or benchmark industry standards, whichever affords employees most protection.
- (e) Employees are free to enter their employment through their own choice / leave their employment when they choose without penalty.

*Assessment and verification: The applicant shall demonstrate compliance, using independent verification or documentary evidence (e.g. copies of contracts, salaries slips, national social security system registration numbers of employees, etc). This will be checked during the on-site visit. Verification shall include interviews to staff (phone and/or onsite)*

#### GENERAL MANAGEMENT

#### **Criterion 21 - Maintenance and servicing of boilers, air conditioning systems and refrigeration systems**

Maintenance and servicing of boilers, air conditioning systems and refrigeration systems shall be carried out at least yearly, or more often if required by law or need, by appropriately qualified professionals, following CEI and national standards where these apply, or according to the manufacturer's instructions.

For air conditioning systems, refrigeration systems and heat pumps, the maintenance (check for leakage and repair) has to be carried out according Regulation (EU) No 517/2014 of the European Parliament and of the Council of 16 April 2014 on fluorinated greenhouse gases and repealing Regulation (EC) No 842/2006.

*Assessment and verification: The applicant shall provide a declaration of compliance with all parts of this criterion, together with a description of the appliances and their maintenance programme, and details of the persons/companies carrying out the maintenance.*

#### **Criterion 22 - Staff training**

The tourist accommodation shall provide information and training to the staff, including written procedures or manuals, to ensure the application of environmental measures and to raise awareness of environmentally responsible behaviour. In particular, the following issues shall be taken into consideration:

- (a) Concerning the EU Ecolabel for tourist accommodation:
  - i. Staff shall be made aware of what the EU Ecolabel is, what this means for the operations of the tourist accommodation, and how to communicate it to guests.

- (b) Concerning energy saving: Staff shall be trained on how to save energy:
  - i. They shall be informed that lights, air conditioning and heating systems shall be switched off when leaving the rooms.
  - ii. They shall be informed that air conditioning and heating systems shall be switched off when windows are opened.
  
- (c) Concerning water saving:
  - i. Staff shall be trained to check every day for visible leaks and to take appropriate action as necessary.
  - ii. Flowers and outside areas shall normally be watered before high sun or after sunset, where regional or climatic conditions make it appropriate.
  - iii. Staff shall be informed that washing sheets and towels gives rise to a significant environmental burden due to use of energy, water and detergents, and that sheets and towels will not be changed unless specifically requested, or by default at the frequency established by the third party environmental certification of the tourist accommodation or requested by law and/or national regulations.
  - iv. All relevant staff shall also be trained in following the backwashing procedure to ensure water use during swimming pool backwashing is minimised.
  
- (d) Concerning chemical substances:
  - i. Staff shall be trained not to exceed the recommended amount of detergent and disinfectant indicated on the packaging.
  
- (e) Concerning waste:
  - i. Staff shall be trained to collect, separate and bring to appropriate disposal waste into the categories that can be handled separately by the local or national waste management facilities as defined by Criterion 13.
  - ii. Staff shall be trained to collect, separate and bring to appropriate disposal hazardous waste as listed in Decision 2000/532/EC and defined by Criterion 13
  
- (f) Concerning single-use products:
  - i. Unless required by law or to achieve or maintain a quality certification/rating housekeeping staff shall:
  - ii. Not replace toiletries provided by the tourist accommodation (such as shampoo, soaps etc.) until these are fully used, or at the end of each guest's stay.
  - iii. Not replace other disposable products (such as combs or shower caps) until the end of each guest's stay.

Adequate training shall be provided to all new staff within four weeks of starting employment and an update on the above points for all other staff at least once a year.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with details of the training programme, its content, and an indication of which staff have received what training and when. The date and types of the staff training should be recorded as evidence that this training update has taken place.*

*At least once a year, staff should be given an update on all the aspects outlined in the criterion. Although this update does not have to be a repeat of the initial training session*

*given to all staff, it should cover all of the environmental issues listed and ensure that staff are fully aware of their responsibilities.*

*The applicant shall provide also copies of procedures and staff communication concerning all mentioned issues.*

### **Criterion 23 - Information to guests**

Guests shall be given a questionnaire asking about (1) their views on these environmental aspects of the tourist accommodation and (2) general customer satisfaction with the facilities and services of the tourist accommodation. Notices inviting guests to support the environmental objectives and encouraging feedback on all aspects of the tourist accommodation shall be visible to the guests, especially in the common areas and the rooms. A clear procedure which records customer comments, complaints and corrective actions shall be in place.

The tourist accommodation shall also provide information to the guests, including conference participants, on its environmental policy, including safety and fire safety aspects, inviting them to contribute to its implementation. The information conveyed to the guests shall refer to the actions taken on behalf of its environmental policy and provide information about the EU Ecolabel. This information shall be actively given to the guests at the reception.

Specific actions for the different areas shall be:

- (a) Concerning the EU Ecolabel for tourist accommodation:
  - i. Guests shall be made aware of what the EU Ecolabel is, what this means for the operations of the tourist accommodation.
- (b) Concerning energy:
  - i. They shall be informed that lights, air conditioning and heating systems shall be switched off when leaving the rooms.
  - ii. They shall be informed that air conditioning and heating systems shall be switched off when windows are opened.
- (c) Concerning water and waste water:
  - i. In the bathrooms there shall be adequate information to the guest on how to help the tourist accommodation to save water,
  - ii. The guest shall be invited to inform the staff of any leak,
  - iii. In the toilets, signs shall request guests to dispose of their waste into the waste bins instead of the toilets.
  - iv. Staff shall be informed that washing sheets and towels gives rise to a significant environmental burden due to use of energy, water and detergents, and that sheets and towels will not be changed unless specifically requested, or by default at the frequency established by the third party environmental certification of the tourist accommodation or requested by law and/or national regulations
  - v. Guests shall be informed as to how and where they can separate waste according to the best local or national systems within the geographic area in which the tourist accommodation is situated

(d) Concerning waste:

- i. The guest shall be informed about the waste reduction policy of the tourist accommodation and the use of quality product alternatives to disposable and single portion products, and should be encouraged to use non-disposable products, in case where any legislation requires the use of disposable products,
- ii. They shall be informed how and where they can separate waste according to local or national systems within the areas belonging to the tourist accommodation and where to dispose of their hazardous substances.
- iii. Where single-use items are provided, guests should be informed of the environmental benefits of refillable/reusable products and in reducing the use of single-use products.

(e) Concerning customer satisfaction:

- i. The guests shall be invited to provide feedback concerning all other aspects of the tourist accommodation (this may be via an online or electronic survey).

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with copies of the information signs and notices provided for the guests, and indicate its procedures for distributing and collecting the information and the questionnaire, and for taking the feedback into account.*

#### **Criterion 24 - Data collection**

The tourist accommodation shall have procedures for collecting and monitoring data on overall energy consumption (kWh), electricity and other energy sources' consumption (kWh), water consumption (litres), chemicals' consumption (kg and/or litres) specifying if the product is concentrated or not, and the quantity of all waste produced (litres and/or kg).

Data shall be collected where possible, monthly or at least yearly, for the period when the tourist accommodation is open, and shall also be expressed as consumption per overnight stay.

The tourist accommodation shall report the results yearly to the Competent Body that assessed the application.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a description of the procedures. On application, the applicant shall provide the data for the above-listed consumptions for at least the previous six months (if available), and thereafter shall provide this data every year for the previous year or opening period.*

#### **Criterion 25 - Information appearing on the eco-label**

Box 2 of the Ecolabel shall contain the following text:

— This tourist accommodation is actively taking measures to use renewable energy sources, save energy and water, to reduce waste, to improve the local environment.

*Assessment and verification: The applicant shall provide a sample of how they will use the label, together with a declaration of compliance with this criterion.*

SECTION B  
*OPTIONAL CRITERIA REFERRED TO IN ARTICLE 3, PARAGRAPH 3,4,5 and 6*

**ENERGY**

**Criterion 26 - On site self-generation of electricity through renewable energy sources (up to 4 points)**

The tourist accommodation shall have on site electricity generation from renewable energy sources, which may include: photovoltaic (solar panel) or local hydroelectric system, geothermal, biomass or wind power electricity generation, that generates:

- (a) at least 10% of the overall electricity consumption per year (2 points).
- or
- (b) at least 20% of the overall electricity consumption per year (4 points).

If the self-generation of renewable electricity leads to the issuing of Guarantees of Origin, the self-generation can only be taken into account if the Guarantees of Origin do not end up on the market, but are cancelled to cover the local consumption.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the photovoltaic, hydroelectric, geothermal, biomass or wind power system and data on its actual output. To demonstrate the capacity to fulfil criterion, the calculation of the % generated of the overall consumption of the previous year to the application shall be valid.*

**Criterion 27 - Heating energy from renewable energy sources (up to 2 points)**

At least 70% of the total energy used to heat or cool either the rooms or to heat sanitary water shall come from renewable energy sources. (1.5 points, 2 points for 100% of the tourist accommodation's energy used for that purpose, coming from renewable energy sources).

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with data on energy consumed and documentation showing that at least 70% or 100% of this energy comes from renewable energy sources.*

**Criterion 28 - Procurement of labelled electricity (up to 2 points)**

100% of the electricity procured has been awarded an environmental label certified by a third party (2 points).

*Assessment and verification: The applicant shall supply a declaration from (or the contract with) the electricity supplier indicating that 100% of electricity purchased is certified or has been awarded a third party certified environmental label.*

**Criterion 29 - Efficient space and water heating appliances (1.5 points)**

The tourist accommodation shall have a water based heating system/unit that has been awarded an EU Ecolabel licence in accordance with Commission Decision of 28 May 2014

establishing the criteria for the award of the EU Ecolabel for water-based heaters (2014/314/EU).

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a copy of the EU Ecolabel or other ISO Type 1 ecolabels certificate.*

### Criterion 30 - Water Based Space Heater NOx emissions (1.5 points)

For all water based space heaters in the tourist accommodation the nitrogen oxide (NOx) content of the exhaust gas shall not exceed the limit values indicated in the table below:

<i>Heat generator technology</i>	<i>NOx emission limit</i>
Gas heaters	Equipped with internal combustion engine: 240 mg/kWh GCV energy input Equipped with external combustion: 56 mg/kWh GCV energy input
Liquid fuel heaters	Equipped with internal combustion engine: 420 mg/kWh GCV energy input Equipped with external combustion: 120 mg/kWh GCV energy input
Solid fuel heaters	200 mg/Nm <sup>3</sup> at 10% O <sub>2</sub>

NOx emissions shall be measured as the sum of nitrogen monoxide and nitrogen dioxide and at the following operating conditions:

- Gas and liquid heaters, at standard rating conditions and rated heat output.
- Solid fuel heaters, as seasonal space heating emissions according to the table below.

### Methodology to calculate the seasonal space heating emissions

<i>Type of solid fuel boiler</i>	<i>Formula</i>
Manually stoked solid fuel boilers that can be operated at 50% of the rated heat output in continuous mode, and automatically stoked solid fuel boilers	$E_s = 0.85 \times E_{s,p} + 0.15 \times E_{s,r}$
Manually stoked solid fuel boilers that cannot be operated at 50% or less of the rated heat output in continuous mode, and solid fuel cogeneration boilers	$E_s = E_{s,r}$
Where: $E_s$ are the seasonal space heating emissions. $E_{s,p}$ are the emissions of respectively particulate matter, organic gaseous compounds, carbon monoxide and nitrogen oxides measured at 30% or 50% of rated heat output, as applicable. $E_{s,r}$ are the emissions of respectively particulate matter, organic gaseous compounds, carbon monoxide and nitrogen oxides measured at rated heat output.	

*Assessment and verification: The applicant shall provide a report or technical specifications from the professional technicians responsible for the sale and/or maintenance of the water based space heaters. The calculation shall be in accordance with Appendix 1 of Commission*

*Decision of 28 May 2014 establishing the criteria for the award of the EU Ecolabel for water-based heaters.*

**Criterion 31 - Efficient heating generation (up to 4 points)**

The heating of the tourist accommodation shall be provided by efficient district heating. For the purposes of the EU Ecolabel this is defined as follows. (2 points)

Generation of heat either by high efficiency cogeneration units as defined by Directive 2012/27/EU and any other Commission instruments adopted in application of that Directive, or by heat only boilers with an efficiency that matches or surpasses the applicable reference value established by Commission Decision 2011/877/EU.

Electricity and heating of the sanitary facilities, common areas and rental accommodation shall be provided by a high efficiency cogeneration unit according to Directive 2012/27/EU. If the tourist accommodation has such cogeneration unit on site its output of heat and electricity shall supply at least 70% of the total heat and electricity consumption on site. The supply shall be calculated in accordance with the methodology provided by Directive 2012/27/EU. (2 points)

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the district heating system and/or the combined heat and power plant.*

**Criterion 32 - Heat pump (up to 3 points)**

The tourist accommodation shall have a heat pump providing heating or heating and air conditioning (1.5 points).

The tourist accommodation shall have a heat pump with the EU Ecolabel in accordance with Commission Decision of 9 November 2007 establishing the criteria for the award of the EU Ecolabel for to electrically driven, gas driven or gas absorption heat pumps (2007/742/EU) (3 points)

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the heat pump. Where EU Ecolabel heat pump products are used, the applicant shall provide a copy of the EU Ecolabel certificate showing that it was awarded in accordance with the Commission Decision 2007/742/EC.*

**Criterion 33 - Heat recovery (up to 3 points)**

The tourist accommodation shall have a heat recovery system for one (1 point) or two (1.5 points) of the following categories: refrigeration systems, ventilators, washing machines, dishwashers, swimming pool(s), sanitary waste water.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the heat recovery systems (e.g. copy of the project of the heat recovery systems in place, description from a technician, etc.).*

**Criterion 34 - Thermoregulation (up to 3 points)**

The temperature in every common area (for example restaurants, lounge areas, and conference rooms) shall be individually regulated within the following designated range:

- i. Temperature setpoint, while in cooling mode, is set at or above 25.5°C for the duration of the summer. (0.75 points)
- ii. Temperature setpoint, while in heating mode, is set at or below 21°C for the duration of the winter. (0.75 points)

The temperature in every guest rooms shall be regulated by guests in order to meet their needs. The temperature shall allow individual regulation within the following designated range:

- i. Temperature setpoint, while in cooling mode, is set at or above 25.5°C for the duration of the summer. (0.75 points)
- ii. Temperature setpoint, while in heating mode, is set at or below 21°C for the duration of the winter. (0.75 points)

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the thermoregulatory systems and the setpoint range.*

### **Criterion 35 - Efficient air conditioning appliances (2 points)**

All household air conditioner in the tourist accommodation have an energy efficiency 15% higher than the threshold to qualify for the most energy efficient class as laid down in Regulation 2011/626/EU supplementing Directive 2010/30/EU with regard to energy labelling of air conditioners <sup>(3)</sup> or have corresponding energy efficiency.

This criterion does not apply to air-conditioners that are appliances that can also use other energy sources, or to air-to-water and water-to-water appliances, or to units with an output (cooling power) greater than 12 kW.

*Assessment and verification: The applicant shall provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system.*

### **Criterion 36 - Automatic switching-off of air conditioning and heating systems (1.5 points)**

95% of the rooms in the tourist accommodation shall have an automatic system that turns off the air conditioning and heating of the when windows are open.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation sale and/or maintenance of the air conditioning system.*

### **Criterion 37 - Energy efficient refrigerators (1 point), ovens (1 point) dishwashers (1 point), washing machines (1 point), dryers/tumblers (1 point) and office equipment (maximum of 4 points)**

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<sup>3</sup> OJ L 178, 4.5.2011, p.1

(a) (1 point): At least 90% of household refrigerators shall be of EU Energy Label rated Class A++ or better according to Commission Delegated Regulation (EU) No 1060/2010 of 28 September 2010 supplementing Directive 2010/30/EU of the European Parliament and of the Council.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the refrigerators and frigo or mini-bars.*

(b) (1 point): At least 90% of household electric ovens shall be of EU Energy Label rated Class A++ or better as laid down in Commission Delegated Regulation (EU) No 65/2014.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the household electric ovens.*

*Note: The criterion does not apply to ovens not operated with electric energy or otherwise not covered by Commission Delegated Regulation (EU) No 65/2014 (e.g. industrial ovens).*

(c) (1 point): At least 90% of household dishwashers shall be of EU Energy Label rated Class A++ or better as laid down in Commission Delegated Regulation (EU) No 1059/2010.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the dishwashers.*

*Note: The criterion does not apply to dishwashers not covered by Commission Delegated Regulation (EU) No 1059/2010 (e.g. industrial dishwashers).*

(d) (1 point): At least 90% of household washing machines shall be of EU Energy Label rated Class A++ or better as laid down in Commission Delegated Regulation (EU) No 1061/2010.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the washing machines.*

*Note: The criterion does not apply to washing machines not covered by Commission Delegated Regulation (EU) No 1061/2010 (e.g. industrial washing machines).*

(e) (1 point): At least 90% of office equipment (PCs, monitors, faxes, printers, scanners, photocopying machines) shall be ENERGY STAR qualified as laid down in Regulation (EC) No 106/2008 of the European Parliament and of the Council and in Commission Decision 2003/168/EC.

*Assessment and verification: The applicant shall provide documentation indicating the qualification for the energy star of the office equipment.*

(f) (1 point): At least 90% of household electric tumble driers shall be offer Energy Label rated Class A++ or better as laid down in Commission Delegated Regulation (EU) No 392/2012.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all electric tumble driers.*

*Note: The criterion does not apply to electric tumble driers not covered by Commission Delegated Regulation (EU) No 392/2012 (e.g. industrial tumble driers).*

**Criterion 38 - Automatic switching off lights and household air conditioners in tourist accommodation (1.5 points)**

Automatic systems, which turn the lights and household air conditioners off when guests leave the room, shall be installed in 95% of the tourist accommodation.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.*

**Criterion 39 - Swimming pool heating with on-site renewable energy sources (up to 1.5 points)**

Energy used to heat swimming pool water shall come from on-site renewable energy sources. At least 50%: 1 point, 95%: 1.5 points.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with data on the energy consumed in heating swimming pool water and documentation showing the amount of energy used that comes from renewable energy sources. Renewable energy sources are defined as renewable, non-fossil energy sources (wind, solar, geothermal wave, tidal, hydro power, biomass, landfill gas, sewage treatment plant gas and biogases) – this is in accordance with is Directive 2001/77/EC.*

**Criterion 40 - Automatic switching off outside lights (1.5 points)**

Outside lighting not needed for security reasons shall be turned off automatically after a defined time, or be activated through a proximity sensor. Regular maintenance of outside lighting shall be undertaken.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems, along with a maintenance log or other record of maintenance.*

**WATER**

**Criterion 41 - Use of alternative water sources (up to 4 points)**

The accommodation shall use the following alternative water sources for non-sanitary and non-drinking purposes in the accommodation facility, up to a maximum of 3 points.

- (a) Reclaimed water or grey water from laundry (1 point), showers (1 point), and lavatory sinks(1 point)
- (b) Rainwater via rooftop (1 point)
- (c) Condensate from HVAC systems. (1 point)

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with photographs showing alternative water distribution systems, and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.*

**Criterion 42 - Efficient irrigation (up to 1.5 points)**

The tourist accommodation shall have a documented procedure for watering outside areas/plants, including details on how watering times have been optimised and water consumption minimised. This may, for example, include no watering of outside areas. (1 point)

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation including details of the documented system/procedure for watering.*

OR

The tourist accommodation shall use an automatic system which optimises watering times and water consumption for outside areas/plants. (1.5 points)

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

**Criterion 43 - Water flow from taps and shower heads (up to 3 points)**

The average flow from all taps and filing stations (excluding bath taps) shall not exceed 6 litres/minute. (1.5 point)

At least 50% of taps and shower heads shall have been awarded the EU ecolabel. (1.5 point)

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation. Where EU Ecolabel sanitary tapware products are used, the applicant shall provide a copy of the EU Ecolabel certificate showing that it was awarded in accordance with the Commission Decision 2013/250/EU.*

**Criterion 44 - Dishwasher water consumption (2 points)**

The water consumption of the dishwashers shall be lower or equal to the threshold as defined in the following table:

<b><i>Product sub-group</i></b>	<b><i>Water consumption (Wt) [litres/cycle]</i></b>
Household dishwashers with 15 place settings	10
Household dishwashers with 14 place settings	10
Household dishwashers with 13 place settings	10
Household dishwashers with 12 place settings	9
Household dishwashers with 9 place settings	9

Household dishwashers with 6 place settings	7
Household dishwashers with 4 place settings	9.5

Where:

Wt = Water consumption for the standard cleaning cycle, in litres and rounded to one decimal place.

The criterion only applies to household dishwashers covered by the Commission Delegated Regulation (EU) No 1061/2010 with regard to ecodesign requirements for household dishwashers.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the dishwashers.*

#### **Criterion 45 - Washing machine water consumption (2 points)**

The water consumption of the washing machines used within the tourist accommodation by guests and staff or those used by the tourist accommodation laundry service provider shall be lower or equal to the threshold as defined in the following table:

<i>Product sub-group</i>	<i>Water consumption: [litres/cycle]</i>
Household washing machines with a rated capacity of 3 kg	39
Household washing machines with a rated capacity of 3,5 kg	39
Household washing machines with a rated capacity of 4,5 kg	40
Household washing machines with a rated capacity of 5 kg	39
Household washing machines with a rated capacity of 6 kg	37
Household washing machines with a rated capacity of 7 kg	43
Household washing machines with a rated capacity of 8 kg	56

The criterion only applies to household washing machines covered by the Commission Delegated Regulation (EU) No 1015/2010 with regard to ecodesign requirements for household dishwashers.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the washing machines.*

#### **Criterion 46 - Swimming pool cover (1 point)**

Heated swimming pools shall be covered at night to prevent the cooling of the water in the pool and to reduce evaporation, and/or non-heated, filled swimming pools shall be covered

when these are not used for more than a day to reduce evaporation. (1 point shall be allocated if all swimming pools (heated swimming pools and/or filled, non-heated swimming pools) are covered).

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

#### **Criterion 47 - Indications on water hardness (up to 2 points)**

In proximity to sanitary areas/washing machines/dishwashers there shall be displayed explanations about local water hardness (1 point) to allow better use of detergents by guests and staff and an automatic dosage system (1 point) shall be used which optimises detergent use according to water hardness.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed.*

#### **Criterion 48 - Water saving urinals and toilets (up to 3 points)**

All urinals shall use a waterless system or have a manual/electronic flushing system, which permits single flushing of every urinal only when used. (1 point)

At least 50% of urinals shall have been awarded the EU ecolabel. (1 point)

At least 50% of toilets shall have been awarded the EU ecolabel. (1 point)

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation. Where EU Ecolabel flushing toilets and urinals products are used, the applicant shall provide a copy of the EU Ecolabel certificate showing that it was awarded in accordance with the Commission Decision 2013/641/EU.*

#### **Criterion 49 - Swimming pool backwashing (2 points)**

The frequency and timing of swimming pool backwashing shall be in line with manufacturer's recommendations.

*Assessment and verification: the applicant shall demonstrate compliance by providing the document backwashing manufacturer procedure along with a declaration confirming that this is followed. This will be checked as part of the on-site inspection.*

### **DETERGENTS AND DISINFECTANTS**

#### **Criterion 50 - Detergents and toiletries (up to 3 points)**

At least 80% by weight of hand dishwashing detergents and/or detergents for dishwashers and/or laundry detergent and/or all purpose cleaners and/or sanitary detergents and/or soaps

and shampoos used by the tourist accommodation shall have been awarded the EU Ecolabel (1 point for each of these categories of products up to a maximum of 3 points).

*Assessment and verification: The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an eco-label.*

**Criterion 51 - Swimming pools: Dosage of disinfectants (1 point) or natural/ecological swimming pools (2 points)**

The swimming pool shall have an automatic dosage system that uses the minimum amount of disinfectant for the appropriate hygienic result (1 point).

Or

The swimming pool shall be of the ecological/natural type with only natural elements guaranteeing the hygiene and safety of the bathers (2 points).

*Assessment and verification: The applicant shall provide a technical documentation concerning the automatic dosage system or the type of ecological/natural swimming pool and its maintenance.*

**Criterion 52 - Organic gardening (2 points)**

Outside areas shall be managed either without any use of pesticides or according to organic farming principles, as laid down in Council Regulation (EC) No 834/2007, or as laid down in national law or recognised national organic schemes.

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

**Criterion 53 - Insect and pest repellents (up to 2 points)**

Architectural design of the accommodation and hygiene practices (such as building on stilts to prevent rats entering premises, use of mosquito nets and coils) shall ensure that the use of insect and pest repellents in the tourist accommodation is kept to a minimum (1 point).

If insect and pest repellents are used, only substances which are allowed for organic farming (as laid down in Regulation (EC) No 834/2007) or that have been awarded a national or regional ISO Type I ecolabels shall be used (1 point).

*Assessment and verification: The applicant shall provide a detailed explanation how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

**WASTE**

**Criterion 54 - Composting (up to 4 points)**

The tourist accommodation shall separate following relevant waste:

- (a) yard waste (1 point)

- (b) food waste form restoration service (1 point),
- (c) biodegradable products (e.g. disposable items made of corn-based materials) (1 point),
- (d) waste produced by guests ate their room/accommodation (1 point),

and shall ensure that it is composted according to local authority guidelines (e.g. by the local administration, in-house or by a private agency).

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

#### **Criterion 55 - Beverages provision (3 points)**

If beverages are offered under the ownership or the direct management of the tourist accommodation:

Disposable drink containers shall not be offered in the areas under the ownership or the direct management of the tourist accommodation. Instead, the tourist accommodation shall offer beverages in returnable/refillable bottles: soft drinks (1 point), beer (1 point), wine (1 point) and water (1 point).

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

#### **Criterion 56 - Used textiles, furniture and other products (up to 3 points)**

All furniture, textiles and other products such as electronic equipment, that have reached the end of their usable life within the tourist accommodation, shall be given to charity and/or employees (2 points) or sold (1 point) to other associations which collect and redistribute such goods.

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation e.g. receipts etc. Where evidence (such as a receipt) is not given to tourist accommodations' upon donation of goods, the tourist accommodation should keep a record of the goods donated, where and when they were donated, and the person responsible for this.*

### **OTHER SERVICES**

#### **Criterion 57 - Tourist accommodation traffic management (up to 2 points)**

All traffic (guests and maintenance/transport) on the tourist accommodation site shall be limited to defined hours and areas. (1 point)

The tourist accommodation shall not use combustion motor vehicles for transport and maintenance on site. (1 point)

*Assessment and verification: The applicant shall provide an explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

**Criterion 58 - Unsealed surfaces (1 point) (campsites only)**

At least 90% of the campsite area surface is not covered with asphalt/cement or other sealing materials, which hinder proper drainage and airing of the soil.

*Assessment and verification: The applicant shall provide an explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.*

**Criterion 59 - Roof and façade landscaping (up to 2 points)**

At least 50% of the tourist accommodation building(s) which have suitable roofs (flat roofs or roofs with a small angle of inclination) (1 point) and façades (1 point) and are not used for other purposes shall be grassed or planted.

*Assessment and verification: The applicant shall provide an explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

**Criterion 60 - Environmental and social communication and education (up to 3 points)**

The tourist accommodation shall provide environmental communication and education notices on local biodiversity, landscape and nature conservation measures to guests (1 point).

The tourist accommodation shall provide communication on local guides, restaurants, markets, craft centres to guests (1 point).

Guest entertainment includes elements of environmental education (1 point).

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

**Criterion 61 - No smoking in rooms (up to 1.5 points)**

No smoking in common areas and rooms (up to 1.5 points)

Smoking shall not be allowed in at least 70% (1 point) or at least 95% (1.5 points) of guests' rooms or rental accommodation.

*Assessment and verification: The applicant shall indicate the number and nature of the areas and shall indicate which of these are non-smoking.*

**Criterion 62 - Bicycles (1.5 points)**

Bicycles shall be made available to guests. (At least ten bikes for every 50 pitches and/or rental accommodation units and/or rooms) (1.5 points)

Or

The tourist accommodation shall have active partnerships with bicycle hire companies; access to these shall be clearly communicated to guests (1 point).

*Assessment and verification: The applicant shall provide an explanation of how the tourist accommodation fulfils this criterion along with any information to be provided to guests. 'Active partnerships' between tourist accommodation and a bicycle hire company should be visible on site. For example, the tourist accommodation should be actively promoting the hire company to guests and there should be evidence to show this e.g. promotional information. Where the hire company is not based on the site of the tourist accommodation, some practical considerations should be made. For example, the bicycle hire company may deliver bikes to the tourist accommodation service.*

### **Criterion 63 - Rechargeable products (up to 2 points)**

The tourist accommodation shall use only rechargeable batteries for all consumables (1 point), and/or rechargeable cartridges for toner for printers and photocopiers (1 point).

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation from the suppliers of the batteries and/or the refillers of the toner cartridges.*

### **Criterion 64 - Paper Products (up to 2 points)**

90% of the following categories of paper products used shall have been awarded the EU Ecolabel:

- (a) Toilet and/or tissue paper (1 point)
- (b) Office paper (1 point)
- (c) Printed paper (1 point)
- (d) Envelopes (1 point)

*Assessment and verification: The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an eco-label.*

### **Criterion 65 - Durable goods (up to 5 points)**

At least 50% of any category of durable goods (such as bed-linen, towels, table linen, PCs, portables, TVs, mattresses, furniture, washing machines, dishwashers, refrigerators, vacuum cleaners, floor coverings, light bulbs) present in the tourist accommodation, including rental accommodation, shall have been awarded the EU ecolabel or other national or regional ISO Type I eco-labels (1 point for each of up to three categories of durable goods).

*Assessment and verification: The applicant shall provide data and documentation indicating the quantities of such products owned and the quantities that have an eco-label. The applicant shall provide a copy of the ISO Type I eco-labels certificate.*

### **Criterion 66 - Local products (up to 3 points)**

At least two locally sourced and not out of season (for fresh fruit and vegetables) food products shall be offered at each meal including breakfast (1.5 points).

The tourist accommodation actively chooses local suppliers of other goods and services (1.5 points).

*Assessment and verification: the applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.*

#### **Criterion 67 - Organic food (up to 3 points)**

The main ingredients of at least two dishes (1 point) or the whole menu including breakfast (2 points) and at least 4 products sold in the shop (1 point) shall have been produced by organic farming methods, as laid down in Regulation (EC) No 834/2007.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation. In some countries, it is possible for restaurants and hotels to become certified when they use only organic products. Where a tourist accommodation is certified to this type of scheme (or similar) this information could be provided as evidence of compliance with this criterion.*

### **GENERAL MANAGEMENT**

#### **Criterion 68 - EMAS registration (4 points), ISO certification (3 points) of the tourist accommodation (up to 7)**

The tourist accommodation shall be registered under the Community eco-management and audit scheme (EMAS) (4 points) or certified according to SO 14001 standard (3 points).

*Assessment and verification: The applicant shall provide appropriate evidence of EMAS registration or ISO 14001 certification.*

#### **Criterion 69 - EMAS registration (3 points) or ISO certification (2 points) of suppliers**

At least two of the main suppliers or service providers of the tourist accommodation shall be registered with EMAS (3 points) or certified according to ISO 14001 (2 points).

*Assessment and verification: The applicant shall provide appropriate evidence of EMAS registration or ISO 14001 certification by at least two of his main suppliers.*

#### **Criterion 70 - Compliance by subcontractors with mandatory criteria (up to 4.5 points)**

Where additional services of food, laundry or leisure/fitness activities are subcontracted, those services shall comply with all the mandatory criteria of this Annex that apply to those specific services (1.5 points for each service of food and beverage and/or laundry and/or leisure facilities which is present on the tourist accommodation).

*Assessment and verification: The applicant shall provide appropriate documentation of contractual agreements with his subcontractors regarding their compliance with the mandatory criteria.*

#### **Criterion 71 - Energy and water meters (up to 2 points)**

The tourist accommodation shall have additional energy and water meters installed so as to allow data collection on consumption of different activities and/or machines, such as rooms, laundry and kitchen service and/or specific machines like refrigerators, washing machines, etc. (1 point). Every pitch has its own energy and/or water meter (1 point).

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with an analysis of the data collected (if already available).*

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