

EN
ANNEX
FRAMEWORK

EU ECOLABEL CRITERIA

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

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General management criteria

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Criterion 23 - EMAS registration or ISO certification of suppliers (up to 5 points)

Criterion 24 - Ecolabelled services (up to 4 points)

Criterion 25 - Environmental and social communication and education (up to 3 points)

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Energy criteria

Criterion 27 - Energy efficient space heating and water heating appliances (up to 3 points)

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Criterion 30 - Energy efficient household appliances (up to 4 points)

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Criterion 33 - Automatic switch off appliances/devices (up to 4.5)

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Criterion 35 - Electric hand driers with proximity sensor (1 point)

Criterion 36 - Space Heater NOx emissions (1.5 points)

Criterion 37 - Procurement of electricity from a renewable electricity supplier (4 points)

Criterion 38 - On site self-generation of electricity through renewable energy sources (up to 5 points)

Criterion 39 - Heating energy from renewable energy sources (up to 2 points)

Criterion 40 - Swimming pool heating (up to 1.5 points)

Water criteria

Criterion 41 - Efficient water fittings: Bathroom taps and showers (up to 4 points)

Criterion 42 - Efficient water fittings: Toilets and urinals (up to 4.5 points)

Criterion 43 - Dishwasher water consumption (2.5 points)

Criterion 44 - Washing machine water consumption (3 points)

Criterion 45 - Indications on water hardness (up to 1.5 points)

Criterion 46 Optimised pool management (up to 3 points)

Criterion 47 -Rainwater and grey water recycling (up to 3 points)

Criterion 48 - Efficient irrigation (up to 1.5 points)

Criterion 49 - Indigenous species used in outdoor planting (1 point)

Waste and waste water criteria

- Criterion 50 –Paper Products (up to 2 points)
- Criterion 51 - Durable goods (up to 3 points)
- Criterion 52 - Beverages provision (2 points)
- Criterion 53 - Detergents and toiletries procurement (up to 2 points)
- Criterion 54 - Chemical use minimisation (1.5 point)
- Criterion 55 - De-icing (1 point)
- Criterion 56 - Used textiles and furniture (2 points)
- Criterion 57 - Composting (up to 2 points)
- Criterion 58 - Waste water treatment (up to 3 points)

Other criteria

- Criterion 59 - No smoking in rooms (up to 1.5 points)
- Criterion 60- Social policy (up to 2 points)
- Criterion 61 - Tourist accommodation traffic management (up to 1.5 points)
- Criterion 62 - Environmentally preferable means of transport offer (up to 2.5 points)
- Criterion 63 - Unsealed surfaces (0.5 point)
- Criterion 64 - Local and organic products (up to 3 points)
- Criterion 65 – Pesticide avoidance (2 points)
- Criterion 66 - Additional environmental and social actions (up to 4 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.

Information extracted from EMAS environmental statements 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.

Competent Bodies will carry out an initial on-site visit before the award concession and may perform follow up on-site visits periodically during the award period.

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 respects Community, national and local laws and regulations regarding energy efficiency and thermal insulation, water sources, water treatment and disposal (including chemical toilets), waste collection and disposal, maintenance and servicing of equipment, safety and health dispositions 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 and/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 a minimum legal wage, and shall have working hours complying with the national law.

The applicant shall declare and demonstrate the service's compliance with these requirements, using independent verification or documentary evidence without prejudice of data protection national law (e.g. construction license/authorization, 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 social security/national insurance system, official documentation/register recording the names and no. of employees by the local Government's Employment Inspectorate or Agent...) and/or direct random staff interview during on-site visit.

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

Criterion 1 - Basis of an Environmental Management System

The tourist accommodation shall set the basis of an Environmental Management System by implementing the following processes.

- a) An environmental policy identifying the most relevant direct and indirect environmental impacts and an organisational policy towards those potential impacts.
- b) A precise action programme establishing targets on environmental performance regarding energy, water, chemicals and waste, which shall be set at least every two years, taking into consideration requirements and data collected in this EU Ecolabel criteria set. Best environmental management practice, environmental performance indicators and benchmarks of excellence set by the reference document on best environmental management practice for the tourism sector (EMAS) should be taken into account when deemed relevant with regard to the identified environmental impacts.
- c) An internal audit process allowing verifying at least every two years organisation performances with regard to the targets defined in the action program.
- d) A short environmental report summarising the conclusion of the audit process should be drafted and made available after each internal audit.

Information on the above mentioned processes shall be available for consultation by the guests/staff.

Comments and feedback from guests collected by means of the questionnaire referred in criterion 3 shall be evaluated in the internal audit process and in the action programme, if necessary.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a copy of the environmental policy, the action programme and the procedures for taking into account input from guests. The audit report and the environmental report shall be made available to the Competent Body as soon as possible after the application, and every two years.

Applicants registered under EMAS or certified according to ISO 14001 will be deemed to comply. In this case, ISO 14001 certificate and/or EMAS registration shall be provided as a means of proof. However, in case of ISO 14001 certification, an environmental report summarising performances with regard to the targets defined in the action programme should be joined to the application.

Criterion 2 - Staff training

- a) The tourist accommodation shall provide information and training to the 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. In particular, the following aspects shall be included on the staff training:

- i. Environmental policy and action plan of the tourist accommodation and awareness of the EU Ecolabel for tourist accommodation.
 - ii. Energy saving actions in relation to lights, air conditioning and heating systems when the staff leave the room and/or windows are opened.
 - iii. Water saving actions in relation to leaks checking, watering, changes of sheets and towels frequency and backwashing pool procedure.
 - iv. Chemical use minimisation actions in relation to chemical products for cleaning, dishwashing, sanitising, laundry and other special cleaners (e.g. swimming pool backwashing) which shall be used only where they are necessary and if information available, the consumption limits of the mentioned products shall be those indicated on the packaging or recommended by the producer.
 - v. Waste reduction and separation actions in relation to disposable items and disposal categories.
 - vi. Environmentally preferable means of transport available to staff.
- b) 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.

Criterion 3 - Information to guests

- a) The tourist accommodation shall also provide information to the guests, 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. This information shall be actively given to the guests in oral and/or written form at the reception and/or in-room and shall include, in particular, the following aspects:
- i. Environmental policy of the tourist accommodation and awareness of the EU Ecolabel for tourist accommodation.
 - ii. Energy saving actions in relation to lights, air conditioning and heating systems when the guests leave the room and/or windows are opened.
 - iii. Water saving actions in relation to leaks checking, and changes of sheets and towels frequency.
 - iv. Waste reduction and separation actions in relation to disposable items, disposal categories and items that shall not be disposed of with the waste water.
 - v. Environmentally preferable means of transport available to guests.
- b) Guests shall be given a questionnaire (via internet or at reception) asking about (1) their views on these general environmental aspects of the tourist accommodation and (2) general customer satisfaction with the facilities and services of the tourist

accommodation. A clear procedure which records customer comments, complaints, replies given and corrective actions taken shall be in place.

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

Criterion 4 - General maintenance

Preventative maintenance of appliances/devices shall be carried out at least yearly, or more often if required by law or relevant manufacturer's instructions. The maintenance shall include the inspection of possible leakage and assurance of the proper functioning at least for heating, ventilation and air conditioning (HVAC) appliances, water heating appliances, water-related appliances (taps devices, toilets and urinals, sinks, plumbing, irrigation systems, etc.) and refrigeration systems.

Appliances using refrigerants covered by the Regulation (EU) No 517/2014 of the European Parliament and of the Council of 16 April 2014 on fluorinated greenhouse gases ⁽¹⁾, shall be inspected and maintained as follow:

- i. for equipment that contains fluorinated greenhouse gases in quantities of 5 tonnes of CO₂ equivalent or more, but of less than 50 tonnes of CO₂ equivalent: at least every 12 months; or where a leakage detection system is installed, at least every 24 months;
- ii. for equipment that contains fluorinated greenhouse gases in quantities of 50 tonnes of CO₂ equivalent or more, but of less than 500 tonnes of CO₂ equivalent: at least every six months or, where a leakage detection system is installed, at least every 12 months;
- iii. for equipment that contains fluorinated greenhouse gases in quantities of 500 tonnes of CO₂ equivalent or more: at least every three months or, where a leakage detection system is installed, at least every six months.

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 5 – Consumption monitoring

- a) The tourist accommodation shall have procedures for collecting and monitoring data monthly or at least yearly, on the following aspects as a minimum:
 - i. Specific energy use (kWh/guest night and/or kWh/m²·year)
 - ii. Percentage of final energy use met by renewable energy generated on site (%)
 - iii. Water consumption per guest-night (litres/guest-night)
 - iv. Waste generation per guest-night (kg/guest-night)
 - v. Consumption of chemical products for cleaning, dishwashing, laundry, sanitising and other special cleaners (e.g. swimming pool backwashing) (kg and/or litres / guest-night) specifying if they are ready-to-use or undiluted.
 - vi. Percentage of ISO Type I ecolabelled products (%) used from the applicable optional criteria in this EU Ecolabel

¹ OJ L 150, 20.5.2014, p.195

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a description of the **collecting and monitoring** 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 collect this data every year. The tourist accommodation shall report the results together with the audit report and the environmental report mentioned in criterion 1.*

ENERGY

Criterion 6 - Energy efficient space heating and water heating appliances

- a) **Water-based** space heating **appliances** installed within the duration of the EU Ecolabel licence shall:
- i. be a high efficiency cogeneration unit as defined by Directive 2012/27/EU of the European Parliament and of the Council of 25 October 2012 on energy efficiency ⁽²⁾, or
 - ii. have seasonal space heating energy efficiency and/or GHG emission limits in accordance with the values in the tables below calculated as stated in the Commission Decision 2014/314/EU of 28 May 2014 establishing the criteria for the award of the EU Ecolabel for water-based heaters ⁽³⁾:

<i>Water-based space heater type</i>	<i>Efficiency indicator</i>
All space heating appliances except solid biomass boiler heaters and heat pump heaters	<i>Minimum Seasonal Space Heating Energy Efficiency</i> (η_s) \geq 98%
Solid biomass boiler heaters	<i>Minimum Seasonal Space Heating Energy Efficiency</i> (η_s) \geq 79%

<i>Water-based space heater type</i>	<i>Efficiency indicator</i>
Heat pump heaters (two options are valid for heat pumps using refrigerants with GWP \leq 2000, option 2 is mandatory for heat pumps using refrigerants with GWP \leq 2000)	Option 1 - Minimum Seasonal Space Energy Heating Efficiency / refrigerant GWP values
	$\eta_s \geq 107\%$ / [0 – 500]
	$\eta_s \geq 110\%$ / (500 – 1000)
	$\eta_s \geq 120\%$ / (1000 – 2000)
	Option 2 - GHG emission limits
	150 g CO ₂ -equivalent/kWh heating output

- b) Local space heating appliances installed within the duration of the EU Ecolabel licence shall comply with the minimum seasonal space heating energy efficiency set by the Commission Regulation (EU) 2015/1185 of 24 April 2015 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for solid fuel local space heaters ⁽⁴⁾ and the Commission Regulation (EU) 2015/1188 of 28 April 2015 implementing Directive 2009/125/EC of

⁽²⁾ OJ L 315, 14.11.2012, p. 1.

⁽³⁾ OJ L 164, 3.6.2014, p. 83.

⁽⁴⁾ OJ L 193, 21.7.2015, p.1

the European Parliament and of the Council with regard to ecodesign requirements for local space heaters ⁽⁵⁾ (gaseous and liquid fuel local space heaters).

- c) Water heating appliances installed within the duration of the EU Ecolabel licence shall have at least the following relevant energy classes as defined in Commission Delegated Regulation (EU) No 812/2013⁽⁶⁾:

<i>Water heater type</i>	<i>Efficiency indicator</i>
All water heaters with a declared load profile \leq S	Energy Class A
All water heaters except heat pump water heaters, with a declared load profile $>$ S	Energy Class A
Heat pump water heaters with a declared load profile $>$ S	Energy Class A+

- d) Existing cogeneration units shall comply with the definition of high efficiency in Directive 2004/8/EC of the European Parliament and of the Council of 11 February 2004 on the promotion of cogeneration based on a useful heat demand in the internal energy market ⁽⁷⁾.
- e) Existing hot-water boilers fired with liquid or gaseous fuels as defined in the Council Directive 92/42/EEC of 21 May 1992 on efficiency requirements for new hot-water boilers fired with liquid or gaseous fuels ⁽⁸⁾ shall comply with efficiency standards at least equivalent to three stars as stated in the Directive. The efficiency of boilers excluded from Directive 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: For requirements a, b) and c) the license holder shall inform the Competent Body about the new installation within the duration of the EU Ecolabel licence of above mentioned appliances and provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale and/or maintenance of the space and water heaters appliances indicating how the required efficiency is met. EU Ecolabel water-based heaters products will be deemed to comply with requirement a).ii. Other ISO type I label products having the above mentioned requirements will be deemed to comply. Where EU Ecolabel water-based heaters 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 2014/314/EU⁽³⁾. Where other ISO type I label products are used, applicant shall provide a copy of the type I label certificate.

For requirements d) and e) the applicant shall provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale and/or maintenance of the space and water heaters appliances indicating how the required efficiency is met.

Criterion 7 - Energy efficient air conditioning and air-based heat pumps appliances

⁽⁵⁾ OJ L 193, 21.7.2015, p. 76

⁽⁶⁾ OJ L 239, 6.9.2013, p.83

⁽⁷⁾ OJ L 52, 21.2.2004, p.50

⁽⁸⁾ OJ L 167, 22.6.92, p.17

Household air conditioning and air-based heat pumps appliances installed within the duration of the EU Ecolabel licence shall have at least the following relevant energy classes as defined in Commission Delegated Regulation (EU) No 626/2011 of 4 May 2011 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of air conditioners ⁽⁹⁾:

Type	Energy efficiency class (cooling / heating)
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+

Note: This criterion applies to electric mains-operated air conditioners and air-based heat pumps with a rated capacity of ≤ 12 kW for cooling, or heating, if the product has no cooling function. This criterion does not apply to appliances that use non-electric energy sources; and appliances of which the condenser - or evaporator- side, or both, do not use air for heat transfer medium.

Assessment and verification: The license holder shall inform the Competent Body about the new installation within the duration of the EU Ecolabel licence of above mentioned appliances and provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system indicating how the required efficiency is met.

Criterion 8 - Energy efficient lighting

- a) At the date of the EU Ecolabel licence award:
 - i. At least 40% of all lighting in the tourist accommodation shall have at least Class A as defined in Commission Delegated Regulation (EU) No 874/2012 of 12 July 2012 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of electrical lamps and luminaires ⁽¹⁰⁾.
 - ii. At least 50% of lighting that is situated where the lamps 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⁽¹⁰⁾.
- b) In maximum of 2 years from the date of the EU Ecolabel licence award:
 - i. At least 80% of all lighting in the tourist accommodation shall have at least Class A as defined in Commission Delegated Regulation (EU) No 874/2012⁽¹⁰⁾.

⁽⁹⁾ OJ L 178, 6.7.2011, p.1

⁽¹⁰⁾ OJ L 258, 26.9.2012, p.1

- ii. The 100% of **lighting** that is situated where the lamps 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⁽¹⁰⁾.

Note: Percentages are set in reference to the total amount of lighting suitable to use energy-saving lighting. The targets above do not apply to light fittings whose physical characteristics do not allow use of energy-saving lighting.

Assessment and verification: The applicant shall provide to the competent body a two written reports indicating the total amount of lamps and luminaires suitable to use energy-saving lighting, operating hours and amount of energy saving lamps and luminaires with at least energy efficient light lamps and luminaires of Class A as defined in Commission Delegated Regulation (EU) No 874/2012⁽¹⁰⁾. The reports shall also include the explanation on the impossibility to substitute lamps and luminaires where physical characteristics do not allow use of energy-saving lamps and luminaires. First and second reports shall be provided at the application date and within a maximum of 2 years from the date of the award respectively.

The physical characteristics which may prevent the use of energy efficient light bulbs may include: decorative lighting requiring specialised lamps and luminaires; 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 lamps and luminaires can't be used. This may include, for example, photographic evidence of the type of lighting installed.

Criterion 9 - Automatic switching off of appliances/devices

- a) HVAC (heating, ventilation and air conditioning) systems/appliances installed within the duration of the EU Ecolabel licence shall be equipped with an automatic switch off when windows are opened and when guests leave the room.
- b) Automatic systems which turn the lighting off when guests leave the room, shall be installed in new or renovated rental accommodations/guest rooms within the duration of the EU Ecolabel licence

Assessment and verification: The license holder should have to inform the Competent Body about the new installation within the duration of the EU Ecolabel licence of above mentioned systems/devices and provide technical specifications from the professional technicians responsible for the installation and/or maintenance of these systems/devices.

Criterion 10 - Outside heating and air conditioning appliances

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

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

Criterion 11 - Procurement of electricity from a renewable electricity supplier

The tourist accommodation shall contract **at least 50%** of its electricity from renewable energy sources, as defined in Directive 2009/28/EC of the European Parliament and of the Council of 23 April 2009 on the promotion of the use of energy from renewable sources ⁽¹¹⁾. **For this purpose:**

- a) The tourist accommodation shall contract an individual electricity tariff containing at least 50% of the electricity from renewable energy sources. This requirement is fulfilled either in case the overall fuel mix marketed by the supplier is disclosed as being at least 50% renewable or in case the product fuel mix of the purchased tariff is disclosed as being at least 50% renewable.

Or

- b) Alternatively the minimum 50% renewable energy can also be acquired through the unbundled purchase of Guarantees of Origin which are traded in line with the Principles and Rules of Operation of the European Energy Certificate System (EECS). For this alternative, the following condition shall be met:
 - The national regulations of both the exporting and the importing country provide domain protocols that are accredited by the Association of Issuing Bodies (AIB) under the Principles and Rules of Operation of the EECS in order to avoid double counting in case the customer opts for an unbundled purchase of GOs.

Note: This criterion does not apply if **there are not suppliers offering** the electricity tariff described above or guarantees of origin **where the accommodation is located**.

Assessment and verification: The applicant shall supply a declaration from (or the contract(s) with) the electricity/guarantees of origin supplier(s) indicating the nature of the renewable energy source(s) and the percentage of electricity supplied that is from a renewable source. In addition, for applicants complying with option b) declarations from the guarantees of origin supplier showing compliance with above condition mentioned in b) shall be provided.

According to Directive 2009/28/EC⁽¹¹⁾, 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 12 - Coal and heavy oils

No heavy oils having sulphur content higher than 0.1% and no coal shall be used as an energy source.

Note: 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. This will be moreover checked during the on-site visit.

WATER

⁽¹¹⁾OJ L 140, 5.6.2009, p.16

Criterion 13 – Efficient water fittings: Bathroom taps and showers

Without prejudice of the local or national regulation on water flow rate from bathroom taps and showers, the average water flow rate of the bathroom taps and showers 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). EU Ecolabel sanitary tapware products and/or other ISO type I label products having the above mentioned requirements will be deemed to comply. 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 of 21 May 2013 establishing the ecological criteria for the award of the EU Ecolabel for sanitary tapware⁽¹²⁾. Where other type I label products are used, applicant shall provide a copy of the ISO type I label certificate.

Criterion 14 - Efficient water fittings: toilets and urinals

Without prejudice of the local or national regulation on toilets and urinals flushing:

- a) At least 70% of the toilets at the accommodation (rounded to the next integer) shall have a full flush ≤ 7 litres
- b) Continuous flushing is not permitted in any urinal at the accommodation.

Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion together with appropriate supporting documentation. EU Ecolabel flushing toilets and urinals products and/or another ISO type I label toilets and urinals having the above mentioned requirements will be deemed to comply. Where EU Ecolabel 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 of 7 November 2013 establishing the ecological criteria for the award of the EU Ecolabel for flushing toilets and urinals⁽¹³⁾. Where other ISO type I label are used, applicant shall provide a copy of the type I label certificate.

Criterion 15 – Reduction in laundry achieved through reuse of towels and bedclothes

The tourist accommodation shall change sheets and towels by default at the frequency established by its environmental action programme that should be inferior to every day unless requested by law and/or national regulations or established by a third party certification scheme the accommodation service is participating in. More frequent changes shall be only carried out if explicitly requested by guests.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation on the frequency established by the

⁽¹²⁾ OJ L 145, 31.5.2013, p.6

⁽¹³⁾ OJ L 299, 9.11.2013, p.38

tourist accommodation, or by the third party certification or by law and/or national regulations.

WASTE AND WASTEWATER

Criterion 16 – Waste prevention: food service waste reduction plan

Without prejudice of the local or national regulation on provision of food services:

- a) **With the aim to reduce package waste:** No single dose packages for non-perishable food stuffs (e.g. Tea, coffee, sugar, chocolate powder...) shall be used for food services.
- b) **With the aim to balance package/food waste depending on the season:** For all perishable food stuffs (e.g. Yogurt, jams, honey, cold meats, pastries...), 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 [linked to the action program \(criterion 1\)](#) which specifies how the food waste/packaging waste balance is optimised based [on the number of guests](#).

Exempt from this criterion are shops and vending machines under management of the tourist accommodation.

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. This will be moreover checked during the on-site visit.

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). Note: Tea bags are not considered to be packaging. Only plastic or paper envelopes containing the tea bags are considered to be packaging.

Criterion 17 - Waste prevention: Disposable items

- a) Disposable **toilettries items** (shower caps, brushes, nail files, shampoos, soaps etc.) shall not be available to guests in rooms, unless requested by guests, there is a legal obligation or it is a requirement of independent quality rating/certification scheme the tourism accommodation is a member of.
- b) Disposable food service items (crockery, cutlery, and water jugs) shall not be available to guests in rooms and restaurant/bar service, [unless the applicant has an agreement with a recycler for such items](#).
- c) Disposable towels and bedding items shall not be available to guests in rooms, [unless the applicant has an agreement with a recycler for such items](#).

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation 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 will be moreover checked during the on-site visit.

Criterion 18 - Waste sorting and sending for recycling

- a) Without prejudice of the local or national regulation on waste separation, adequate containers for waste separation by guest shall be available in the rooms and/or on each floor and/or central point of the tourist accommodation.
- b) Waste shall be separated by the tourist accommodation into the categories required and/or suggested by the available local waste management facilities, with particular care regarding hazardous waste e.g. toiletries, 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 recycling services. This will be moreover checked during the on-site visit.

OTHER CRITERIA

Criterion 19 - - 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 and documentary evidence such as pictures of the signs hung inside the tourist accommodation.

Criterion 20 - Promotion of 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) Details on environmentally preferable means of transport locally available to sightsee the city/village where the tourist accommodation is located: public transportation, bicycles, etc.
- b) Details on environmentally preferable means of transport locally available to arrive/leave the city/village where the tourist accommodation is located.
- c) The information shall include, if available, special offers and/or agreements with transport agencies that tourist accommodation may offer to guest and staff. (e.g. pick up service, staff collective bus, electric cars...)

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 21 - Information appearing on the EU Ecolabel

Box 2 of the EU Ecolabel shall contain the following text:

— This tourist accommodation is actively taking **measures to reduce its environmental impact using** renewable energy sources, **saving** energy and water, reducing waste **and** improving the local environment.

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

SECTION B

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

GENERAL MANAGEMENT

Criterion 22 - EMAS registration, ISO certification of the tourist accommodation (up to 5 points)

The tourist accommodation shall be registered under the Community eco-management and audit scheme (EMAS) (5 points) or certified according to ISO 14001 standard (3 points).

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

Criterion 23 - EMAS registration or ISO certification of suppliers (up to 5 points)

At least two of the main suppliers or service providers of the tourist accommodation shall be registered with EMAS (5 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 24 - Ecolabelled services (up to 4 points)

All outsourced laundry and/or cleaning is carried out by a provider who has been awarded an ISO Type I ecolabel (2 points for each service, to a maximum of 4 points)

Assessment and verification: The applicant shall provide appropriate evidence of ISO Type I certification by laundry and/or cleaning suppliers.

Criterion 25 - Environmental and social communication and education (up to 3 points)

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

and/or

- b) The tourist accommodation shall provide **information to guests on local touristic points of interest**, local guides, local restaurants, markets, craft centres to guests (1 point)

and/or

- c) Guest entertainment includes elements of environmental education (**e.g. books, animations, events**) (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 26 – Consumption monitoring: Energy and water sub-metering (up to 2 points)

The tourist accommodation shall have energy and water meters installed so as to allow data collection on consumption of different activities and/or machines, such as the following categories (1 point for each category, to a maximum of 2 points):

- a) Rooms
- b) Pitches
- c) Laundry service
- d) Kitchen service
- e) Specific machines (e.g. refrigerators, washing machines)

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).

ENERGY

Criterion 27 - Energy efficient space heating and water heating appliances (up to 3 points)

The tourist accommodation shall have at least:

- a) A water-based space heating appliance/system meeting criterion 6 (a) (1 point)

And/or

- b) A local space heating appliance having at least the energy class A as defined in Commission Delegated Regulation (EU) 2015/1186 of 24 of April 2015 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to the energy labelling of local space heaters ⁽¹⁴⁾ (1 point)

And/or

- c) A water heating appliance/system meeting criterion 6 (c) (1 point)

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 space and water heaters appliances indicating how the required efficiency in 1 a), and/or 1 b) and/or 1c) is met. EU Ecolabel water-based heaters products will be deemed to comply with requirement 1 a).ii. Other ISO type I label products having the requirements mentioned in 1 a), and/or 1 b) and/or 1c) will be deemed to comply. Where EU Ecolabel water-based heaters 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 2014/314/EU⁽³⁾. Where other ISO type I label products are used, applicant shall provide a copy of the type I label certificate.

Criterion 28 - Energy efficient air conditioning and air-based heat pumps appliances (up to 3.5 points)

⁽¹⁴⁾ OJ L 193, 21.7.2015, p. 20

The tourist accommodation shall have at least:

- a) 50% of household air conditioners or air-based heat pumps in the tourist accommodation (rounded to the next integer) have energy efficiency 15% higher than the threshold set in criterion 7 (1.5 point)
And/or
- b) 50% of household air conditioners or air-based heat pumps in the tourist accommodation (rounded to the next integer) have energy efficiency 30% higher than the threshold set in criterion 7 (2 points)

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 indicating how the required efficiency is met.

Criterion 29 – Air-based heat pumps up to 100 kW heat output (3 points)

The tourist accommodation shall have at least an air-based heat pump meeting criterion 7 (if applicable, see note in criterion 7) and awarded with the EU Ecolabel in accordance with Commission Decision 2007/742/EU of 9 November 2007 establishing the ecological criteria for the award of the Community eco-label to electrically driven, gas driven or gas absorption heat pumps ⁽¹⁵⁾ or other ISO Type I label.

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 indicating how the required efficiency is met (if applicable). 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 ⁽¹⁵⁾. Where other ISO type I label products are used, applicant shall provide a copy of the type I label certificate.

Criterion 30 - Energy efficient household appliances (up to 4 points)

Tourist accommodation shall have energy efficient household appliances for the following categories: (0.5 point or 1 point each of the following categories, to a maximum of 4 points)

- a) At least 50% (0.5 point) or 90% (1 point) of household refrigerating appliances (rounded to the next integer) shall be of EU Energy Label rated Class A++ or better as defined in Commission Delegated Regulation (EU) No 1060/2010 of 28 September 2010 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of household refrigerating appliances ⁽¹⁶⁾.
- b) At least 50% (0.5 point) or 90% (1 point) of household electric ovens (rounded to the next integer) shall be of EU Energy Label rated Class A++ or better as defined in Commission Delegated Regulation (EU) No 65/2014 of 1 October 2013 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to the energy labelling of domestic ovens and range hoods ⁽¹⁷⁾.

⁽¹⁵⁾ OJ L 301, 20.11.2007, p.14

⁽¹⁶⁾ OJ L 314, 30.11.2010, p.17

⁽¹⁷⁾ OJ L 29, 31.1.2014, p.1

- c) At least 50% (0.5 point) or 90% (1 point) of household dishwashers (rounded to the next integer) shall be of EU Energy Label rated Class A++ or better as defined in Commission Delegated Regulation (EU) No 1059/2010 of 28 September 2010 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of household dishwashers ⁽¹⁸⁾.
- d) At least 50% (0.5 point) or 90% (1 point) of household washing machines (rounded to the next integer) shall be of EU Energy Label rated Class A++ or better as laid down in Commission Delegated Regulation (EU) No 1061/2010 of 28 September 2010 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of household washing machines ⁽¹⁹⁾.
- e) At least 50% (0.5 point) or 90% (1 point) of office equipment (rounded to the next integer) (PCs, monitors, faxes, printers, scanners, photocopying machines) shall be ENERGY STAR qualified as defined in Regulation (EC) No 106/2008 of the European Parliament and of the Council of 15 January 2008 on a Community energy-efficiency labelling programme for office equipment ⁽²⁰⁾.
- f) At least 50% (0.5 point) or 90% (1 point) of household electric tumble driers (rounded to the next integer) shall be offer Energy Label rated Class A++ or better as defined in Commission Delegated Regulation (EU) No 392/2012 of 1 March 2012 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of household tumble driers ⁽²¹⁾.
- g) At least 50% (0.5 point) or 90% (1 point) of household vacuum cleaners (rounded to the next integer) shall be Energy Label rated Class A++ or better as defined in Commission Delegated Regulation (EU) No 665/2013 of 3 May 2013 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of vacuum cleaners ⁽²²⁾.

Note: The criterion does not apply to household appliances not covered by the regulation mentioned for each category (e.g. industrial appliances).

Assessment and verification: The applicant shall provide documentation indicating the energy class (Energy Star certificate for category e) of all appliances for the applicable category.

Criterion 31 - Heat recovery (up to 3 points)

The tourist accommodation shall have a heat recovery system for one (1.5 point) or two (3 points) of the following categories: refrigeration systems, ventilators, washing machines, dishwashers, swimming pool(s), and sanitary waste water.

⁽¹⁸⁾ OJ L 341, 30.11.2010, p.1

⁽¹⁹⁾ OJ L 314, 30.11.2010, p.47

⁽²⁰⁾ OJ L 39, 13.2.2008, p.1

⁽²¹⁾ OJ L 123, 9.5.2012, p.1

⁽²²⁾ OJ L 192, 13.7.2013, p.1

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 32 - 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 (1 point):

- i. **Common area temperature** set point, while in cooling mode, is set at or above 22°C for the duration of the summer.
- ii. **Common area temperature** set point, while in heating mode, is set at or below 22°C for the duration of the winter.

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 (2 points):

- i. Room temperature set point, while in cooling mode, is set at or above 22°C for the duration of the summer.
- ii. Room temperature set point, while in heating mode, is set at or below 22°C for the duration of the winter.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the thermoregulatory systems or procedures followed to set the designated temperature ranges.

Criterion 33 - Automatic switch off appliances/devices (up to 4.5)

- a) 90% of the **guest rooms** in the tourist accommodation (rounded to the next integer) shall be equipped with an automatic switch off when windows are opened and when guests leave the room (1.5 points)
- b) 90% of the **guest rooms** in the tourist accommodation (rounded to the next integer) shall be equipped with an automatic system which turns the lights off when guests leave the room (1.5 points)
- c) 90% of the outside lighting (rounded to the next integer) not needed for security reasons shall be turned off automatically after a defined time, or be activated through a proximity sensor (1.5 points)

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

Criterion 34 - District heating/cooling and cooling from cogeneration (up to 4 points)

- a) The heating and/or cooling of the tourist accommodation shall be provided by efficient district heating or cooling system. For the purposes of the EU Ecolabel this is defined as follows: a district heating or cooling system using at least 50 % renewable energy,

50 % waste heat, 75 % cogenerated heat or 50 % of a combination of such energy and heat; as defined by Directive 2012/27/EU⁽²⁾ (2 points)

And/or

- b) Cooling of the tourist accommodation shall be provided by a high efficiency cogeneration unit according to Directive 2012/27/EU⁽²⁾ (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 cooling system by means of cogeneration.

Criterion 35 - Electric hand driers with proximity sensor (1 point)

All electric hand driers shall be fitted with proximity sensors, or have been awarded an ISO Type I eco-label.

Assessment and verification: The applicant shall provide appropriate supporting documentation of how the tourist accommodation fulfils this criterion. Where ISO type I label products are used, applicant shall provide a copy of the type I label certificate.

Criterion 36 - Space Heater NOx emissions (1.5 points)

For all 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, calculated as stated in

- i. Commission Regulation (EU) No 813/2013 of 2 August 2013 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for space heaters and combination heaters, for gaseous and liquid fuel space water-based heaters
- ii. Commission Regulation (EU) 2015/1189 of 28 April 2015 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for solid fuel boilers, for solid fuel space water-based heaters
- iii. Commission Regulation (EU) 2015/1188⁽⁵⁾ for gaseous and liquid fuel local space heaters.
- iv. Commission Regulation (EU) 2015/1185⁽⁴⁾ for solid fuel local space heaters,

Heat generator technology	NOx emission limit
Gas heaters	For water-based heaters equipped with internal combustion engine: 240 mg/kWh GCV energy input For water-based and local heaters equipped with external combustion (boilers): 56 mg/kWh GCV energy input
Liquid fuel heaters	For water-based heaters equipped with internal combustion engine: 420 mg/kWh GCV energy input For water-based and local heaters equipped with external combustion (boilers): 120 mg/kWh GCV energy input

Solid fuel heaters	Space water-based heaters: 200 mg/Nm ³ at 10% O ₂ Local space heaters: 200 mg/Nm ³ at 13% O ₂
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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 space heaters appliances indicating how the required efficiency is met. EU Ecolabel water-based heaters products will be deemed to comply. Other ISO type I label products having the above mentioned requirements will be deemed to comply. Where EU Ecolabel water-based heaters 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 2014/314/EU⁽³⁾. Where other ISO type I label products are used, applicant shall provide a copy of the type I label certificate.

Criterion 37 - Procurement of electricity from a renewable electricity supplier (4 points)

- a) The tourist accommodation shall contract an individual electricity tariff containing at 100% of the electricity from renewable energy sources as defined in Directive 2009/28/EC ⁽¹¹⁾ and third party certified by an environmental electricity label.
- b) Alternatively the 100% renewable energy, third party certified by an environmental electricity label, can also be acquired by the separate purchase of Guarantees of Origin, as defined in the Directive 2009/28/EC ⁽¹¹⁾

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

Criterion 38 - On site self-generation of electricity through renewable energy sources (up to 5 points)

The tourist accommodation shall have on site electricity generation from renewable energy sources as defined in Directive 2009/28/EC ⁽¹¹⁾, 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 (1 points).
- Or
- b) At least 20% of the overall electricity consumption per year (3 points).
- Or
- c) At least 50% of the overall electricity consumption per year (5 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 39 - Heating energy from renewable energy sources (up to 2 points)

- a) 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 [as defined in Directive 2009/28/EC^{\(11\)}](#) (1.5 points)

Or

- b) 100% of the total energy used to heat or cool either the rooms or to heat sanitary water shall come from renewable energy sources [as defined in Directive 2009/28/EC^{\(11\)}](#) (2 points)

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 40 - Swimming pool heating (up to 1.5 points)

- a) At least 50% of the total energy used to heat swimming pool water shall come from renewable energy sources [as defined in Directive 2009/28/EC^{\(11\)}](#) (1 point)

Or

- b) At least 95% of the total energy used to heat swimming pool water shall come from renewable energy sources [as defined in Directive 2009/28/EC^{\(11\)}](#) (1.5 point)

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.

WATER

Criterion 41 - [Efficient water fittings: Bathroom taps and showers](#) (up to 4 points)

- a) The average water flow [rate](#) of the [bathroom](#) taps and showers shall not exceed shall not exceed 6 litres/minute. (2 points)

[And/or](#)

- b) At least 50% of the [bathroom taps and shower](#) ([rounded to the next integer](#)) shall have been awarded the EU ecolabel in accordance with Commission Decision 2013/250/EU ⁽¹²⁾ [or another ISO type I label](#). (2 points)

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). [EU Ecolabel sanitary tapware products and/or other ISO type I label products having the above](#)

mentioned requirements will be deemed to comply. 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 ⁽¹²⁾. Where other type I label products are used, applicant shall provide a copy of the ISO type I label certificate.

Criterion 42 - Efficient water fittings: Toilets and urinals (up to 4.5 points)

- a) At least 50% of urinals (rounded to the next integer) shall use a waterless system. (1.5 point)

And/or

- b) At least 50% of urinals (rounded to the next integer) shall have been awarded the EU ecolabel in accordance with Commission Decision 2013/641/EU ⁽¹³⁾ or another ISO type I label. (1.5 point)

And/or

- c) At least 50% of toilets (rounded to the next integer) shall have been awarded the EU ecolabel in accordance with Commission Decision 2013/641/EU ⁽¹³⁾ or another ISO type I label. (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. EU Ecolabel flushing toilets and urinals products and/or other ISO type I label having the above mentioned requirements will be deemed to comply. 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 ⁽¹³⁾. Where other ISO type I labels are used, applicant shall provide a copy of the type I label certificate.

Criterion 43 - Dishwasher water consumption (2.5 points)

The water consumption of the dishwashers shall be lower or equal to the threshold as defined in the following table, measured according to EN 50242, using the standard cleaning cycle:

<i>Product sub-group</i>	<i>Water consumption (Wt) [litres/cycle]</i>
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

Note: The criterion only applies to household dishwashers covered by the Commission Regulation (EU) No 1016/2010 of 10 November 2010 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for household dishwashers ⁽²³⁾.

Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the dishwashers. 280 total number of standard cleaning cycles per year shall be assumed in the case that only annual consumption is provided.

Criterion 44 - Washing machine water consumption (3 points)

- a) 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, measured according to EN 60456, using the standard washing cycle (60 °C cotton program):

Product sub-group	Water consumption: [litres/cycle]
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

Note: The criterion only applies to household washing machines covered by the Commission Regulation (EU) No 1015/2010 of 10 November 2010 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for household washing machines⁽²⁴⁾.

Or

- b) Commercial washing machines used within the tourist accommodation by guests and staff or those used by the tourist accommodation laundry service provider, have an average laundry water consumption ≤ 7 L per kg of laundry washed.

Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the washing machines. With the aim of showing compliance with criterion a) 220 total number of standard

⁽²³⁾ OJ L 293, 11.11.2010, p.31

⁽²⁴⁾ OJ L 293, 11.11.2010, p.21

cleaning cycles per year shall be assumed in the case that only annual consumption is provided.

Criterion 45 - Indications on water hardness (up to 1.5 points)

- a) In proximity to sanitary areas/washing machines/dishwashers there shall be displayed explanations about local water hardness to allow better use of detergents by guests and staff (0.5 point)

Or

- b) An automatic dosage system which optimises detergent use according to water hardness shall be used for washing machines/dishwashers used within the tourist accommodation by guests and staff (1.5 point)

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed or relevant information on the automatic dosage systems used.

Criterion 46 Optimised pool management (up to 3 points)

- a) Heated swimming pools shall be covered at night, and non-heated; filled swimming pools shall be covered when these are not used for more than a day to reduce evaporation (1 point).

and/or

- b) Swimming pools shall have an automatic system which optimises chlorine consumption through optimised dosing or use supplementary disinfection methods such as ozonation and UV treatment (0.5 point) or shall be of the natural type that incorporates natural plant-based filtration systems to achieve water purification to the required hygiene standard (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 (e.g. photographs showing covers, automatic dosage systems or type of pool, documented procedure to use the automatic dosage systems).

Criterion 47 -Rainwater and grey water recycling (up to 3 points)

The accommodation shall use the following alternative water sources for non-sanitary and non-drinking purposes in the accommodation facility:

- a) Reclaimed water or grey water from laundry and/or showers and/or lavatory sinks (1 point), and/or,
- b) rainwater via rooftop (1 point), and/or
- 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 48 - Efficient irrigation (up to 1.5 points)

- a) 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),

Or

- b) 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 including details of the documented system/procedure for watering or photographs showing the automatic watering systems.

Criterion 49 - Indigenous species used in outdoor planting (1 point)

All existing planting in outdoor areas with trees and hedges shall be composed of indigenous and/or adapted species of vegetation. For the purpose of this EU Ecolabel *adapted species of vegetation* means:

- i. Those species of vegetation that do not need more water than indigenous species
- ii. Those species of vegetation that do not need any additional fertilizer than indigenous species
- iii. Those species of vegetation that are not invasive and do not take place from indigenous species.

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

WASTE AND WASTEWATER

Criterion 50 –Paper products (up to 2 points)

90% of the following categories of paper products used shall have been awarded the EU Ecolabel or other ISO Type I eco-labels (0.5 point each of the following categories, to a maximum of 2 points):

- a) Toilet paper
- b) Tissue paper
- c) Office paper
- d) Printed paper
- e) Converted paper (e.g. envelopes)

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. Where EU Ecolabel 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 2014/256/EU of 2 May 2014 establishing the ecological criteria for the award of the EU Ecolabel for converted paper products ⁽²⁵⁾ and/or Commission Decision 2012/481/EU of 16 August 2012 establishing the ecological criteria for the award of the EU Ecolabel for printed paper ⁽²⁶⁾ and/or Commission Decision 2011/332/EU of 7 June 2011 on establishing the ecological criteria for the award of the EU Ecolabel for copying and graphic paper⁽²⁷⁾ and/or Commission Decision 2009/568/EC of 9 July 2009 establishing the ecological criteria for the award of the Community Eco-label for tissue paper⁽²⁸⁾. Where other ISO type I label are used, applicant shall provide a copy of the type I label certificate.

Criterion 51 - Durable goods (up to 3 points)

At least 40% (rounded to the next integer) of at least one of the following categories of durable goods (1 point for each category, to a maximum of 3 points):

- a) Bed-linen, towels and table clothes
- b) Computers
- c) Televisions
- d) Bed mattresses
- e) Furniture
- f) Vacuum cleaners
- g) Floor coverings
- h) **Imaging equipment**

present in the tourist accommodation shall have been awarded the EU Ecolabel or other ISO Type I eco-labels.

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. Where EU Ecolabel 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 2014/350/EU of 5 June 2014 establishing the ecological criteria for the award of the EU Ecolabel for textile products ⁽²⁹⁾ and/or Commission Decision 2009/300/EC of 12 March 2009 establishing the revised ecological criteria for the award of the Community Eco-label to televisions ⁽³⁰⁾ and/or Commission Decision 2014/391/EU of 23 June 2014 establishing the ecological criteria for the award of the EU Ecolabel for bed mattresses ⁽³¹⁾ and/or Commission Decision 2009/894/EC of 30 November 2009 on establishing the ecological criteria for the award of the Community eco-label for wooden furniture ⁽³²⁾ and/or Commission Decision 2010/18/EC of 26 November 2009 on establishing the ecological criteria for the award of the Community Ecolabel for wooden floor coverings⁽³³⁾ and/or Commission Decision 2009/607/EC of 9 July 2009 establishing the ecological criteria for the award of the Community eco-label to hard

⁽²⁵⁾ OJ L 135, 8.5.2014, p.24

⁽²⁶⁾ OJ L 223, 21.8.2012, p.55

⁽²⁷⁾ OJ L 149, 8.6.2011, p.12

⁽²⁸⁾ OJ L 197, 29.7.2009, p.87

⁽²⁹⁾ OJ L 174, 13.6.2014, p.45

⁽³⁰⁾ OJ L 82, 28.3.2009, p.3

⁽³¹⁾ OJ L 184, 25.6.2014, p.18

⁽³²⁾ OJ L 320, 5.12.2009, p.23

⁽³³⁾ OJ L 8, 13.1.2010, p.32

coverings ⁽³⁴⁾. Where other ISO type I label are used, applicant shall provide a copy of the type I label certificate.

Criterion 52 - Beverages provision (2 points)

If beverages are offered (e.g. bar/restaurant service, shops and vending machines) under the ownership or the direct management of the tourist accommodation **only returnable/refillable containers shall be used.**

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 - Detergents and toiletries procurement (up to 2 points)

At least 80% purchased volume or weight of **at least one of** the following detergent and toiletry categories (0.5 points each category, to a maximum of 2 points):

- a) hand dishwashing detergents
- b) detergents for dishwashers
- c) laundry detergent
- d) all purpose cleaners
- e) sanitary detergents
- f) soaps and shampoos
- g) hair conditioner

used by the tourist accommodation shall have been awarded the EU Ecolabel or other ISO Type I eco-labels.

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. Where EU Ecolabel 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 2011/382/EU on establishing the ecological criteria for the award of the EU Ecolabel to hand dishwashing detergents ⁽³⁵⁾ and/or Commission Decision 2011/263/EU of 28 April 2011 on establishing the ecological criteria for the award of the EU Ecolabel to detergents for dishwashers ⁽³⁶⁾ and/or Commission Decision 2011/264/EU of 28 April 2011 on establishing the ecological criteria for the award of the EU Ecolabel for laundry detergents ⁽³⁷⁾ and/or Commission Decision 2011/383/EU of 28 June 2011 on establishing the ecological criteria for the award of the EU Ecolabel to all-purpose cleaners and sanitary cleaners ⁽³⁸⁾ and/or Commission Decision 2014/893/EU of 9 December 2014 establishing the ecological criteria for the award of the EU Ecolabel for rinse-off cosmetic products⁽³⁹⁾. Where other ISO type I label are used, the applicant shall provide a copy of the type I label certificate.

⁽³⁴⁾ OJ L 208, 12.8.2009, p.21

⁽³⁵⁾ OJ L 169, 29.6.2011, p.40

⁽³⁶⁾ OJ L 111, 30.4.2011, p.22

⁽³⁷⁾ OJ L 111, 30.4.2011, p.34

⁽³⁸⁾ OJ L 169, 29.6.2011, p.52

⁽³⁹⁾ OJ L 354, 11.12.2014, p.47

Criterion 54 - Chemical use minimisation (1.5 point)

The tourist accommodation shall have precise procedures for conducting chemical-free cleaning, such as use of micro-fibre products or other non-chemical cleaning materials or activities with similar effects. To fulfil this criterion, all cleaning must be carried out without the use of chemicals except where required by law or by hygiene or health and safety practices. Note that the use of water is acceptable as a 'chemical-free cleaning' method.

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 (e.g. copy of procedures, technical details of products used).

Criterion 55 - De-icing (1 point)

Where de-icing of roads is necessary, mechanical means, sand/gravel or de-icers that have been awarded a ISO Type I eco-label shall be used in order to make roads on the tourist accommodation ground safe in case of ice/snow.

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 a ISO Type I eco-label are used, the applicant shall provide a copy of the type I label certificate.

Criterion 56 - Used textiles and furniture (2 points)

Tourist accommodation shall have a donation procedure in place for all furniture and textiles that reach the end of their usable life within the tourist accommodation but are still usable. End users shall include charity, employees and/or other associations which collect and redistribute 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. written procedure including end user contact details, receipts and records of goods previously donated etc.

Criterion 57 - Composting (up to 2 points)

The tourist accommodation shall separate at least one of following relevant waste category (1 point for each category, to a maximum of 2 points):

- a) yard waste
- b) food waste from restoration service,
- c) biodegradable products (e.g. disposable items made of corn-based materials),
- d) waste produced by guests at their room/accommodation,

and shall ensure that it is composted and/or used for biogas production 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 58 - Waste water treatment (up to 3 points)

- a) If car washing facilities are offered within the tourist accommodation, it shall be allowed only in areas which are specially equipped to collect the water and detergents used and channel them to the sewerage system. (1 point)

And/or

- b) Where it is not possible to send waste water for centralised treatment, on-site waste water treatment shall include pretreatment (sieve/bar-rack, equalisation and sedimentation) followed by biological treatment with > 95 % BOD (Biochemical oxygen demand) removal, > 90 % nitrification, and (off-site) anaerobic digestion of excess sludge. (2 points)

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation (e.g. photographs for requirement a) and technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the wastewater system for requirement b)).

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Criterion 59 - No smoking in rooms (up to 1.5 points)

Smoking shall not be allowed in at least 80% of guests' rooms (rounded to the next integer) (1 point) or in 100% (1.5 points) of guests' rooms or rental accommodation.

Assessment and verification: The applicant shall indicate the number of guests' rooms and shall indicate which of these are non-smoking.

Criterion 60- Social policy (up to 2 points)

Tourist accommodation shall have a written social policy to ensure in addition to the pre-requisite (3) related to staff rights, at least one of the following social benefits (subject to national taxes) for staff (0.5 point for each benefit, to a maximum of 2 points):

- a) Time off for education
- b) Free meals or meal vouchers.
- c) Free uniforms and work wear
- d) Discount on products/ services in the tourist accommodation,
- e) Subsidised sustainable transport scheme
- f) Caution to get house loan

Written social policy shall be updated and communicated to staff yearly. Staff shall sign the written policy at the communication session. The document shall be available at reception to all staff.

Assessment and verification: The applicant shall provide a copy of the written social policy 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 61 - Tourist accommodation traffic management (up to 1.5 points)

- a) If the use of guests' vehicles is allowed within the tourist accommodation area, all traffic (guests and maintenance/transport) on the tourist accommodation site shall be limited to defined hours and areas. (0.5 point)

and/or

- b) If the maintenance of the tourist accommodation is carried out by use of vehicles, combustion motor vehicles shall not be used for this purpose. (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 62 - Environmentally preferable means of transport offer (up to 2.5 points)

- a) The tourist accommodation shall provide at least one of following environmentally preferable means of transport offer to guests (1 point each, to a maximum of 2 points):
- i. Electric vehicles for guests pick up service and/or for guest's leisure
 - ii. Plugs (charging stations) for electric vehicles
 - iii. At least 1 bike for every 5 guests.

And/or

- b) The tourist accommodation shall have active partnerships with companies providing any of the following environmentally preferable means of transport detailed in requirement a). (0.5 point).

Assessment and verification: The applicant shall provide an explanation of how the tourist accommodation fulfils this criterion together with appropriate supporting documentation and 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 (e.g. the bicycle hire company may deliver bikes to the tourist accommodation service).

Criterion 63 - Unsealed surfaces (0.5 point)

At least 90% of the open air area surface under management of the tourist accommodation 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 tourist accommodation fulfils this criterion, together with appropriate supporting documentation.

Criterion 64 - Local and organic products (up to 3 points)

- a) 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 point)
and/or
- b) The tourist accommodation actively chooses local suppliers of other goods and services (1 point)
and/or
- c) At least 4 products used in daily meal preparation and/or sold in the shop shall have been 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⁽⁴⁰⁾ (1 point)

For the purpose of this criterion local is considered to be within a 160 kilometres radius of the tourist accommodation.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation. Where organic products are used, the applicant shall provide a copy of the product certificate 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⁽⁴¹⁾. 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.

Criterion 65 - Pesticide avoidance (2 points)

Outside areas under management of the tourist accommodation shall be managed without any use of pesticides.

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 - 66 Additional environmental and social actions (up to 4 points)

Additional environmental actions (up to 0.5 points each, to a maximum of 2 points) and/or social actions (up to 0.5 points each, to a maximum of 2 points): The management of the tourist accommodation shall take actions, additional to those provided for by way of criteria in this Section or in Section A, to improve the environmental and/or social performance of the tourist accommodation.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a full description of each additional action the applicant wishes to be taken into account.

⁽⁴⁰⁾ OJ L 189, 20.7.2007, p.1

⁽⁴¹⁾ OJ L 189, 20.7.2007, p.1