



**ANPA**

*Italian Environment Protection Agency*

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**EU Eco-Label**

# **THIRD ACTIVITY REPORT**

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## 1 CONCLUSIONS FROM THE SECOND AHWG

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During the second AHWG meeting the analyses carried out on the coherence of lodging, on the environmental impacts of the tourist accommodation according to existing eco-labels, and on the possible structure of the criteria were presented and the following results were assumed.

### 1.1 The “lodging service” as product group

The lodging service as product group was confirmed. The analysis conducted on official national regulations of hotels in Europe showed that the lodging service is coherent with the essence of accommodation, the analysis conducted on 2600 hotels in Europe on promoted services confirms that lodging services as per our definition of product group, are an important part of promotion of the accommodation<sup>1</sup>.

The product group definition proposed as a result of this study is the following:

**The lodging service: the provision of sheltered overnight stay structured in rooms, with all their contents, including at least a bed fit for use, offered as main service to tourists behind a fee”**

This complies with the requirement of the EU Regulation 1980/2000 that the product group should have similar aims and be equivalent in use and consumer perception.

The physical boundaries of the lodging service have been identified as:

- 1- the room (bedroom area and private bathroom)
- 2- the reception/administration area
- 3- the common rooms (leisure, common sanitary facilities and connection premises, such as corridors).

The analysis of the official national regulations showed that breakfast is not required from a legislative point of view to all accommodation structures, and therefore it was taken out from the product group boundaries.

The definition adopted as product group excludes typical open air campsites as possible accommodation structures but includes bungalows. The criteria of the current EU ecolabel may apply for the most part to campsites in all their common rooms and in the components which they have in common with the other accommodation structures. However, for the specificities of the campsite and for art. 1.2 of the Regulation regarding the similarity in use and in consumer perception of the product group, the campsite needs to be treated separately. It does not need to be a separate product group but could be best treated as a sub-product group.

Being the lodging service the common element of all structures, from a market point of view, the product group definition stated above makes it possible for over 95% of accommodation establishments, with over 60% of number of beds in Europe, to be eligible for the EU-

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<sup>1</sup> Second Activity Report, chapters 4, 5



ecolabel. This fulfils the requirement stated by the Regulation, that the product group should represent a significant volume of sales and trade within the internal market.

## **Environmental impacts**

Due to lack of direct data available on the impacts of the different tourist accommodation services, the assessment of the impacts was carried out by considering the number of criteria from official, national eco-labels on tourist accommodation. The impacts were researched with respect to the different environmental issues required in Annex I of the Regulation, and were analysed with respect to the life cycle. The assumption made on this method was possible because the eco-labels chosen for the analysis have been developed through extensive research of Ministries of the Environment, research institutes and national legislation. The eco-labels taken into consideration for this analysis were: the Austrian Eco-label, the Luxembourg eco-label, The Nordic Swan (Scandinavia), The Green Keys (Denmark), Les Clefs Vertes (France), Via Bono (Germany), The Green Tourism Business Scheme (Scotland), El Distintivo de Qualidad (Catalunya).

The research conducted on the environmental impacts of the hotel service<sup>2</sup> showed that the most impacting services are those linked to the room and the administration/ reception areas (front/ back office). Other impacting areas are the restaurant and kitchen areas, the common rooms, and sport and recreating activities, especially the swimming pool. Conference areas, transport and management of green areas are other areas where eco-label criteria can have a positive impact. Regulation 1980/2000 requires of the eco-label criteria to act on those elements where greatest environmental improvement can be derived. In this respect, the lodging service maintains its coherence as having the essential environmental impacts.

The main environmental impacts of the accommodation structure, as a whole, are linked to the use of energy, the use of water, the use of chemical substances and the production of waste.

### **1.2 Classes of offered services**

The analysis of the promoted services, while confirming the importance, even from a promotional point of view, of the activities closely linked to the lodging service as defined above, it showed that other services, outside the lodging service, are offered which have an important role in promotion.

In order not to be misleading to the consumer and to avoid paradoxes which may damage the image of the EU-ecolabel, in addition to the components of the lodging service, also the main components of the main activities of the services outside the lodging service have been considered in the development of criteria.

It was agreed to call the components linked to the lodging service Class A components, and to call the others Class B components. The Class B activities, as identified from the study of offered services were identified as the following:

B1: food services

B2: wellness and fitness

B3: conference services

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<sup>2</sup> Second Activity Report, chapter 6



- B4: green areas
- B5: parking areas
- B6: shopping services
- B7: other

For both Class A and Class B services, the main components were identified. The components of the product group were identified with a much greater degree of detail. Breakfast, which was removed from within the system boundaries of the product group, is included here, and is thus considered in the criteria development.

The components of the Classes A and B which allow the greatest environmental improvements are reported in the Criteria and component Matrix in Annex I to this report.

### **1.3 Agreement on the structure of the criteria**

The structure of the criteria has to take into consideration the complexity of the tourist accommodation service, which includes goods (equipment, food, facilities) and people who use the goods, and whose behaviour influences the impact on the environment. This means that there are different influencing factors to the environmental impacts of tourist accommodation, namely: technical features of the equipment, lead, staff and guest behaviour and the organisational activities such as planning and monitoring. Three different types of criteria act on these influencing factors each with its own specificity.

During the second AHWG meeting it was agreed that the EU eco-label shall have three types of criteria: limit, measure and management criteria.

**Limit criteria** set boundaries relative to the component to which they refer. They are the criteria present in the other EU eco-label schemes (for goods) as they define the technical features of a good (for example, equipment). They may also set the degree of presence of a certain equipment. For example: a limit criteria may state the maximum consumption of a refrigerator (1,3 kwh/24 hours), or it may state the minimum percentage of the required refrigerators with respect to the total number of refrigerators (refrigerators which consume 1,3 KWh in 24 hours must be no less than 80% of the total refrigerators).

Due to lack of reliable and comparable data on consumption necessary to identify effective consumption levels which may be fair throughout the European territory, it was agreed that the limit criteria in the EU eco-label for tourist accommodation shall consider **potential consumption**.

**Measure criteria** indicate the objects and the actions needed to increase environmental performance.

**Management criteria** indicate the strategy and identify the means to improve environmental performances through planning, implementing, and monitoring.

Measure and management criteria are criteria which regulate activities and behaviour, and in this sense they are more evidently linked to the regulation of a service. Whereas the EU regulation implementing management criteria is EMAS (Environmental Management Audit



System), the measure criteria are reported here for the first time in a EU regulation. In the other eco-labels for tourist accommodation they are the most frequent<sup>3</sup>. They may define precise actions without fixing a limit, or they may define an precise intent without fixing a method. In this sense they are often at the borderline of both limit and management criteria.

The combination of the three types of criteria gives a good opportunity to regulate all influencing factors of the environmental impacts: the technical features of equipment, lead/staff and guest behaviour, and planning/implementing/ monitoring.

**Optional and mandatory criteria.** At the second AHWG meeting it was agreed that the criteria would have two different levels of requirement: optional or mandatory. This is also a new measure for the EU eco-label in that all its criteria so far have been mandatory. The optional criteria give the eco-label the necessary flexibility to take into consideration differences in services provided in structure and in situation of the tourist accommodation.

Finally it was agreed that the optional criteria would be scored.

### 1.4 First Pre-Draft Criteria

At the AHWG meeting a first discussion was carried out around possible Class A and Class B components and the possible types of criteria which could reduce the environmental impacts deriving from that component in any of the life cycle phases of the tourist accommodation service: the purchase phase, the use phase and the waste management phase.

<b>Environment direct</b>	<b>saving energy</b>	<b>saving water</b>	<b>avoid chemical substances</b>	<b>reduce waste</b>	<b>air, noise</b>	<b>biodiversity</b>	<b>general</b>
indirect	prevention of global heating	natural resources	prevention of the ozone layer, soil protection	soil protection, natural resources		natural resources	see: direct objectives
<b>Accommodation</b>							
Environmental Policy							<u>management</u>
Monitoring / Measuring	<u>management</u>	<u>management</u>	<u>management</u>	<u>management</u>			-
Action plan							<u>management</u>
<b>staff training</b>			<u>management</u>				<u>management</u>
<b>Information to guests</b>							<u>management</u>
environmentally-friendly building materials	<b>measure</b>						
insulation	<b>measure</b>						
<b>Fixed equipment</b>							
heating boilers	<b>measure</b>						
water tanks	<b>measure</b>	<b>measure</b>					
energy supply	<b>measure</b>						<b>measure</b>
filters	<b>measure</b>						

<sup>3</sup> An average calculated from six European eco-labels on tourist accommodation resulted that 323 / 468 (68%) criteria were measure, 52 / 469 (11%) were management and 21% limit. The eco-labels studied were: Austrian Eco-label., El Distintivo de Calidad (Catalunya), Green Keys, Les Clefs Vertes, Nordic Swan, Legambiente



Environment direct	saving energy	saving water	avoid chemical substances	reduce waste	air, noise	biodiversity	general
indirect	prevention of global heating	natural resources	prevention of the ozone layer, soil protection	soil protection, natural resources		natural resources	see: direct objectives
waste container				<b>measure</b>			<b>measure</b>
<b>House keeping</b>							
cleaning			<b>measure</b>				
washing		<b>measure</b>	<b>measure</b>				
heating	<b>measure</b>						
gardening		<b>measure</b>					
dishwashing	<b>measure</b>	<b>measure</b>	<u>management</u>				
<b>LODGING</b>							
<b>Room premises</b>					<i>limit</i>		
<b>Bedroom area</b>							
Fixed equipment/flooring/walls/ceiling							
Floor			<b>measure</b>				<b>measure</b>
Carpet / rug			<b>measure</b>				
Window	<i>limit</i>						
Doors/key system	<b>measure</b>						
Skirting board			<b>measure</b>				
Floor heating	<i>limit</i>						
Heating devices	<i>limit</i>						
Ventilation	<b>measure</b>						
Wallpaper/painting			<b>measure</b>				
Furniture							
Bed						<b>measure</b>	
Door mats/porch							<b>measure</b>
Cloths hangers				<b>measure</b>		<b>measure</b>	
Waste basket							<b>measure</b>
Safe							<b>measure</b>
Electric devices							
Frigo-bar	<i>limit</i>						
Coffee/team machine	<b>measure</b>	<b>measure</b>					
Radiators	<i>limit</i>						
TV	<i>limit</i>						
Information material - Paper							
Brochures				<b>measure</b>			
Maps							<b>measure</b>
Ideas box							<b>measure</b>
Info paper on the walls	<b>measure</b>						
Note paper				<b>measure</b>			
General info paper				<b>measure</b>			
Textiles							
Sheets		<b>measure</b>	<b>measure</b>			<b>measure</b>	



Environment direct	saving energy	saving water	avoid chemical substances	reduce waste	air, noise	biodiversity	general
indirect	prevention of global heating	natural resources	prevention of the ozone layer, soil protection	soil protection, natural resources		natural resources	see: direct objectives
Table cloths			<b>measure</b>	<i>limit</i>			
Consumption articles							
Give-aways/ disposables				<b>measure</b>			
Stationery				<b>measure</b>			
Lighting							
Bulbs	<b>measure</b>						
Chemical products							
Cleaning			<i>limit</i>				
Impregnation			<i>limit</i>				
<b>Private bathroom</b>							
Fixed sanitary equipment							
WC		<b>measure</b>	<i>limit</i>				
Bath			<i>limit</i>				
Shower	<i>limit</i>		<i>limit</i>				
Bidet			<i>limit</i>				
Wash basin			<i>limit</i>				
Tap		<b>measure</b>					
Textiles							
Towels	<b>measure</b>	<b>measure</b>					
Shower curtain							<b>measure</b>
Consumption articles							
Shampoo			<i>limit</i>	<i>limit</i>			
Shower creme			<i>limit</i>				
Shower cap							<b>measure</b>
Toilet paper				<i>limit</i>			
Soap			<i>limit</i>	<i>limit</i>			
Conditioner			<i>limit</i>				
Sprays			<i>limit</i>				
Chemical air conditioner			<b>measure</b>				
Urinal blocks			<i>limit</i>				
Serviettes				<b>measure</b>			
Paper sleeves				<b>measure</b>			
Lighting							
Bulbs	<b>measure</b>						
Chemical products							
Cleaning			<b>measure</b>				
Fixed equipment / flooring / walls / ceiling							
Ventilation	<b>measure</b>						
Heating devices	<b>measure</b>						
Furniture							
Waste basket				<b>measure</b>			





Environment direct	saving energy	saving water	avoid chemical substances	reduce waste	air, noise	biodiversity	general
indirect	prevention of global heating	natural resources	prevention of the ozone layer, soil protection	soil protection, natural resources		natural resources	see: direct objectives
Tooth-glasses				<b>measure</b>			
<b>Reception / administration areas</b>							
electric devices							
printing machine	<b>measure</b>			<b>measure</b>			
Chemical products							
Cleaning			<b>measure</b>				
textiles							
work cloths			<b>measure</b>				<i>limit</i>
consumption articles							
paper				<b>measure</b>			<b>measure</b>
stationery				<b>measure</b>			
slides			<i>limit</i>				
ink container				<b>measure</b>			
toilet paper				<i>limit</i>			
all information material - Paper							
Brochures				<b>measure</b>			
electric devices							
fridges			<b>measure</b>				<b>management</b>
stereo/background music	<i>limit</i>				<i>limit</i>		
fixed equipment / flooring / walls / ceiling							
heating devices	<i>limit</i>						
<b>common rooms- Facilities to reach the lodging premises</b>							
stereo/background music	<i>limit</i>				<i>limit</i>		
<b>common rooms (including the common TV room or the lounge with the piano)</b>							
Textiles							
Sheets			<b>measure</b>				
<b>Food Services</b>							
Kitchen	<b>measure</b>	<b>measure</b>	<b>measure</b>	<b>measure</b>		<b>measure</b>	
Restaurant	<b>measure</b>		<i>limit</i>	<i>limit</i>		<b>measure</b>	<b>measure</b>
Bar				<b>measure</b>	<i>limit</i>		
<b>Wellness and recreation</b>							
Swimming pool	<b>measure</b>	<i>limit</i>	<i>limit</i>				
Sauna	<b>measure</b>						
<b>Conference Services</b>							



Environment direct	saving energy	saving water	avoid chemical substances	reduce waste	air, noise	biodiversity	general
indirect	prevention of global heating	natural resources	prevention of the ozone layer, soil protection	soil protection, natural resources		natural resources	see: direct objectives
Conference hall	<i>limit</i>		<u>management</u>				
Common Rooms to conference area				<b>measure</b>			
Sanitary facilities of conference area			<b>measure</b>				
Reception and Administration of conference area				<b>measure</b>	<i>limit</i>		
<b>Green Area</b>							
garden	<b>measure</b>	<b>measure</b>	<i>limit</i>	<b>measure</b>		<b>measure</b>	
park	<b>measure</b>	<b>measure</b>	<i>limit</i>			<b>measure</b>	
fields			<i>limit</i>				
<b>Parking Area/ Transport</b>							
indoor parking space	<i>limit</i>				<i>limit</i>		
outdoor parking space			<i>limit</i>			<b>measure</b>	
Transport means	<b>measure</b>						<u>management</u>
bicycle	<b>measure</b>						
bus	<b>measure</b>						
<b>Shopping facilities</b>							
Supermarket				<b>measure</b>			<b>measure</b>
<b>TOTAL</b>	<b>40</b>	<b>14</b>	<b>40</b>	<b>29</b>	<b>6</b>	<b>8</b>	<b>20</b>

In this matrix there are approximately 140 components for 157 criteria. This represents a first methodological framework for the identification of criteria.

The columns report the main environmental objectives of the criteria: save energy, save water, avoid chemical substances, reduce waste, tackle the issue of quality of air and noise, biodiversity and any other general issue.



## **1.5 Summary**

It can be summarised that the second AHWG meeting agreed on the lodging service as product group (Class A) for its coherence in the essence of tourist accommodation from a legislative, a promotional and an environmental point of view. It was agreed that some main elements from extra lodging services (Class B) would be included. The structure of the eco-label was agreed upon as having limit, measure and management criteria of two levels of requirement: mandatory and optional, and that the optional criteria would be scored.

It was agreed that, in order to keep a pragmatic approach the logical methodological path for criteria development was to identify a series of “main” issues, as follows:

- 1- identify the main components of both Class A and Class B services, with greater detail for Class A components,
- 2- identify the main environmental impact of each component,
- 3- identify the main influencing factor of the environmental impact of each component,
- 4- identify the type of criteria which best could tackle that environmental impact,
- 5- identify the level of requirement of the criteria which best could guarantee effectiveness while keeping into consideration regional and structural differences.

These issues were all carried out, resulting in the present Second Draft Criteria.

In the following chapter, the framework of the criteria will be presented.



## **2 THE EU-ECOLABEL CRITERIA**

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### **2.1 Structure of the criteria and methodology for criteria development**

#### 2.1.1 Major impacts of the accommodation service

Annex I of the Regulation 1980/2000 lists 11 environmental issues which the Eco-label criteria should take into consideration. They are the following:

- 1- quality of air
- 2- quality of water
- 3- soil protection
- 4- waste reduction
- 5- energy saving
- 6- management of natural resources
- 7- prevention of global heating
- 8- protection of the ozone layer
- 9- environmental safety
- 10- noise
- 11- biodiversity

It is important to point out briefly again<sup>4</sup>, that the **environmental issues** listed above include many specific factors. For the development of the EU-ecolabel criteria the environmental issues were broken up into these factors in order to identify the main specific influencing factor of the environmental impact, relate it to the pertaining life cycle phase of the tourist accommodation service. This will allow to find the correct wording in order to obtain the desired effect without being discriminating for any structure or decreasing the fitness for use of the service.

As summarised in the previous chapter, these factors are the **environmental objectives** which the criteria address. The main environmental objectives are : energy, water, chemicals and waste.

#### **Quality and quantity: two aspects of the environmental objective**

The negative environmental impacts are linked to two main aspects of these objectives: the quality and the quantity used or produced. “*Quality*” here means *source*, origin, kind. This

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<sup>4</sup> refer to Second Activity Report



means that the negative environmental impacts of tourist accommodation depend on the use of energy, in particular on the kind of energy, and how much energy is used. The same can be said for water and chemicals and for the production of waste.

To these main four issues are linked all other voices listed by the Annex I of the Regulation, in particular,

the quality and quantity of consumption of energy are linked to the :

- quality of air
- energy saving
- management of natural resources (renewable and non renewable sources of energy)
- prevention of global heating
- protection of the ozone layer
- environmental safety
- biodiversity

the quality and quantity of consumption of water are linked to the :

- quality of water
- soil protection
- energy saving (for hot water)
- management of natural resources (water is a natural resource)

the quality and quantity of consumption of chemicals are linked to the:

- quality of air
- quality of water
- soil protection
- protection of the ozone layer
- environmental safety
- biodiversity

the quality and quantity of production of waste are linked to the:

- quality of air
- soil protection
- environmental safety
- biodiversity

There are other general environmental objectives in addition to the four main listed above which include:

- Raising the awareness and promoting the environmentally friendly behaviour of staff and guests.
- Collecting data in order to create a data base on effective consumption, inexistent up to today, for future criteria development.
- Promoting synergies with the EMAS regulation for continuous improvement in the environmental quality of the service provided.



### 2.1.2 Aims of the criteria

In order to reduce the negative environmental impacts criteria aim at:

- reducing the quantity of energy used
- reducing the quantity water used
- reducing the quantity of chemicals used
- reducing the quantity of waste produced

and also aim at:

- improving the quality of the energy used
- improving the quality of the water used
- improving the quality of the chemical substances used
- improving the quality of the waste produced

In particular, improving the quality of the energy used means to promote the use of renewable resources of energy, improving the quality of water means to promote the use of less treated water when possible, because treatment implies the use of chemicals having negative impacts on the environment, improving the quality of chemicals means to avoid the use of some substances which are particularly hazardous, and improving the quality of waste means to separate waste as much as possible.

### **Environmental objectives and phases of the life cycle**

These aims influence the life cycle phases of the tourist accommodation in the following way:

#### *Purchase phase*

To the purchase phase is linked the quality of energy, water, chemical substances used. It is also linked to the presence of eco-labelled products in the accommodation.

#### *Use phase*

To the use phase is linked the quantity of energy, water, chemicals and products used. To this phase is also linked the quantity of waste produced.

#### *Waste management phase*

The waste management phase concerns the separation and disposal of waste.

### 2.1.3 Structure of the Second Draft Criteria

The Second Draft Criteria is structured in sections and , where appropriate, by environmental objective.

The first sections are Energy, Water, Chemical Substances and Waste Management. Within each section, first the quality of the component is tackled, then the quantity consumed. As stated above, the first refers to the purchase phase, the second to both the purchase and the use phase. The other sections tackle noise, biodiversity, quality of air, landscape. The second to



last section is the General Management criteria, and the last section reports all other criteria which mainly relate to Class B components.

At the very end is reported another potential 70th criterion which does not state a specific action to take but states that innovative actions taken by self initiative, if properly justified, shall be taken into consideration and scored. This criterion wants to account for regional, structural or other specificities which the accommodation manager only know and to which he can best react. This is intended to give flexibility to the EU eco-label and start a pool for future innovative criteria.

Below is reported the potential 70<sup>th</sup> criterion and some potential ideas for specific actions.

#### **Environmental innovation criteria**

*Any other activity which the accommodation manager shall perform in the respect of the environment shall be scored according to the efficiency of the measure, according to inspector and CB judgement for the specific situation. Maximum 2 innovative actions per section, maximum 1 point per measure, maximum 4 total points awarded.*

- *The shop within the accommodation premises shall not sell products, such as shells or other animal products, which are made from endangered species of wild fauna and flora (CITES).*
- *The shop within the accommodation premises shall include locally handmade products*
- *In the administration and offices the paper is re-used as far as possible and then separately disposed of.*  
*Verification: self declaration and on site inspection.*
- *In waste collection and waste treatment, if the local waste management is not the best offer, a better offer shall be sought, even if available on a private scale, and pressure should be made on local administration to review their waste management services.*  
*Verification: documentation*

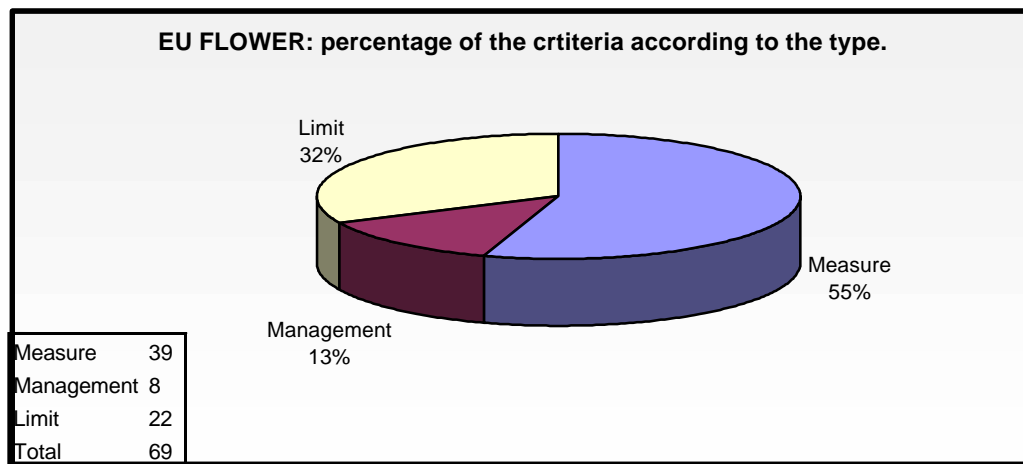
Criterion n. 54, allowing points for any eco-labelled product purchased by the accommodation, sets no minimum amount of eco-labelled product to be purchased because the internal market of eco-labelled products is so different from country to country, that in some nations, acquiring any small percentage of eco-labelled product is as high an achievement as in others acquiring 50%. This criterion intends to promote the circulation of EU and national eco-labelled products of all kinds.

## 2.2 The criteria

The Second Draft Criteria of the EU eco-label on tourist accommodation contains 69 criteria. There are three types of criteria: limit, measure, and management criteria, and two levels of requirement: mandatory and optional.

Graph 1 reports the percentages of limit, measure and management criteria in the Second Draft of the EU eco-label Criteria.

**Graph 1. Percentage of limit, measure and management criteria in the Second Draft Criteria.**



**Graph 1**

The total number of limit criteria is 22, which is a 32% of the total number of criteria.

The mandatory limit criteria are 11 in total, the optional 11, distributed as reported in Table 1.

The measure criteria are 38, corresponding to a 55% of the total number of criteria.

The mandatory measure criteria are 14, the optional are 24. Table 2 reports their distribution per level of requirement and environmental issue.

The management criteria are 9, corresponding to a 13% of the total number of criteria.

They are all mandatory. Table 3 reports the environmental issues which they tackle.





### 2.2.1 Limit criteria

**The limit criteria** fix potential limit consumption of energy or water or limit the presence of some chemical compound which has main environmental impacts. Limit criteria have the role of setting a quantitative border to respect, and to set standards which allow the definition of a “better than” situation between the EU labelled and the non labelled accommodation.

#### *Direction of the limit criteria*

Since in this first version of the EU eco-label for tourist accommodation the limit criteria consider *potential* consumption, and not effective consumption, they are more directed toward specific situations instead of just setting an “end result of consumption” because they need to consider specific “consuming” elements.

For example concerning energy, this means that, instead of stating, “The energy consumption per overnight shall not exceed X, Y KWh” and let the accommodation manager do what he will to achieve this end result, the limit criteria will identify the components which are responsible for energy consumption and limit their technical features or their presence in the accommodation structure in order to limit the potential energy consumption.

Data collection should enable further drafts of the eco-label criteria to be directed toward the end result, and the innovative criterion may help collect a series of innovative actions which concur in reaching the end result, for the user manual.

In order to set potential consumption limits, first the main components responsible for the environmental impacts deriving from potential consumption of energy, water, chemicals and waste were identified and the most environmentally friendly performances were investigated.

**Table 1: Limit criteria in the EU eco-label per environmental issue and level of requirement.**

Environmental issue	Mandatory	Component	Optional	Component	Total
Energy	3	Heating system Light bulb Air conditioning	5	Heating system, light bulbs	8
Water			4	WC, shower, tap, dishwasher, washing machine	4
Chemical	4	CFC, chlorine, sprays	1	detergents	5
Waste	3	Disposable toiletries, breakfast packages, cutlery			3
Other: Noise/energy air	1	Air quality (smoke)	1	windows	2
<b>TOTAL</b>	11		11		22

**Table 1**

The optional criteria are scored from 1 to 4.

It can be seen that the limit criteria cover all main fields and are quite evenly distributed between mandatory and optional.

The Criteria and Component Matrix in Annex I of this Third Activity Report lists all criteria and reports their type, level of requirement and score.

### 2.2.2 Measure criteria

**Measure criteria** indicate actions which need to be performed in order to achieve the desired environmental effect. They may be similar to limit criteria but do not fix a limit. When it is impossible to identify the limits of the end result, for the reasons stated above related to lack of data, the measure criteria indicate the steps which can lead to achieve the same goal.

Measure criteria have the role of insuring that the strategy set by the management criteria is carried out.

The measure criteria are distributed per environmental objective according to the following Table 2.

**Table 2: Measure criteria in the EU eco-label per environmental issue and level of requirement.**

Environmental issue	Mandatory	Component	Optional	Component	Total
<b>Energy</b>			8	Electricity, equipment, sauna	8
<b>Water</b>	3	Pressure urinals	3	Wash basin, shower	6
<b>Chemical</b>	3	Disinfectants, detergents	2	Bleaching agents, chlorine	5
<b>Waste</b>	2	Waste collection system	5	Waste collection system	7
<b>Other:</b> <b>Noise/energy</b>	6		7	Windows, insulation	13
<b>Air</b>				Non smoking areas	
<b>Information/sensitization</b>				bicycle	
<b>Certification with EMAS</b>					
<b>Certification with existing ECOLABELS</b>					
<b>TOTAL</b>	14		25		39

**Table 2**

The total mandatory criteria are 14 and optional are 25, scored from 1 to 4. They are quite evenly distributed per environmental issue. The measure criteria are the most numerous, and tackle more fields than the limit criteria. The section “other” is larger and includes the environmental issues which are not the four “main” issues.

The “other” issues include biodiversity, landscape integration, information and sensitization of guests and staff (which includes training).

### 2.2.3 Management criteria

**Management criteria** refer to the general conditions for the measure and limit criteria to be performed. They can be thought of as “enabling criteria”, setting the policy and the intent of the environmental regulation. Management criteria have the role of identifying the environmental strategy of the tourist accommodation and coordinating the other two types of



criteria. Their goal is to establish a method and to integrate all other criteria into a logical and organic maze and to set a data collection/ monitoring system which allows the accommodation structure to control its environmental performance.

**Table 3: Limit measure in the EU eco-label per environmental issue and level of requirement.**

Environmental issue	Mandatory	Component	Optional	Component	Total
All	8	all			
<b>TOTAL</b>	8				

**Table 3**

All management criteria are mandatory, and they have influence on all environmental issues. They are mainly addressed to having an environmental policy and an action plan to carry it out. They require staff training and guest information.

### 2.2.4 Level of requirement of the criteria

The criteria shall hold “if applicable” this means that all criteria are intended to require compliance only if applicable to the specific situation of the tourist accommodation. In this sense, for example, if the accommodation has no swimming pool, the criteria on the swimming pool is not applicable, therefore compliance to that criteria is not required.

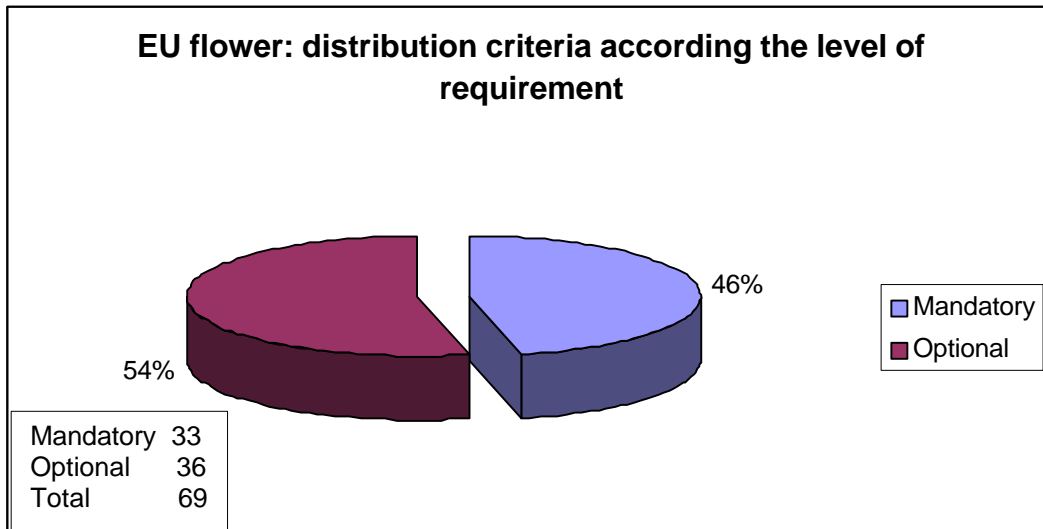
As it has been said in the previous paragraphs, the criteria can be mandatory or optional. The mandatory criteria must be fulfilled, if applicable. Mandatory criteria intend to guarantee the reduction of the main environmental impacts of the tourist accommodation service.

Graph 2 reports the distribution of the optional and mandatory criteria in the EU eco-label as percentage.

It is interesting to point out that the distribution of the mandatory and optional criteria in the six six-labels studied is very similar: 52% are optional and 48% are mandatory



**Graph 2: Distribution of the mandatory and optional criteria in the EU eco-label for tourist accommodation**



**Graph 2**

Criteria which were considered as critical in their environmental impact were considered mandatory. As can be seen from the Tables 1-3 above, they are distributed within every environmental issue and cover all three types of criteria.

In the Second Draft there are 33 mandatory criteria out of 69, in each of the four “main” sections (energy, water, chemicals and waste) and in some of the other sections. It is important to remember, as it has been said, that mandatory criteria must be fulfilled only “if applicable”.

The optional criteria are 36, and as evenly distributed per environmental issues as the mandatory. The “other” section contains more elements. The optional criteria intend to give flexibility to the EU eco-label, by letting, for example, the tourist accommodation make the first changes and possibly the first investments according to the highest necessity or the best occasion. Some criteria were not made mandatory because of the exceptions and conditions for application..

For example, concerning the 12 optional energy criteria, many of them regulate the technical performances of electric equipment. They could not be mandatory for the Principle of Conservation.

On the other hand, all the management criteria are mandatory. It is believed that management, as it was tackled here, in its broad terms, is of critical importance and must not have exceptions for application. For example, in order to ensure the highest efficiency of the existing equipment in the accommodation, the management criteria on control and maintenance is mandatory, as is the training of staff to ensure knowledge of the consequences of their actions, and information to the guest, as shall be seen in greater detail in Chapter 7.



### 2.2.5 Principle of conservation and maintenance

According to the life cycle approach the negative environmental impacts deriving from the substitution of old components (fittings, furniture, electrical devices) with new ones is higher than the benefits coming from the level of efficiency of new components. Therefore maintaining existent components normally shall be preferred to substitution, provided that the components are in good working conditions. The good working conditions shall be guaranteed by control and maintenance.

When substitution is needed, it shall comply with high environmental standards, as required by the criteria and set out in the environmental policy and action plan.

### 2.2.6 The score system

Only the optional criteria are scored and the score depends on the environmental importance of the issue covered by the criteria. There are different levels of points awarded for different performances. Regional differences are taken into consideration by applying a multiplication factor of 2 where issues, in particular water, are more important in certain areas (for example the Mediterranean) than in other areas.

The score system currently requires that 60% of the applicable optional criteria be fulfilled. In this sense, the accommodations having more services, such as high class accommodation, shall not be penalised with respect to lower class accommodations, because, if on one side they have more criteria to fulfil, they also have more criteria to choose from. It is self evident that if an accommodation offers many services, it shall have more environmental impacts., and it shall have to fulfil more criteria aimed at limiting environmental impacts.

In order to guarantee environmental improvement in every field, at least 50% of the optional criteria per section should be fulfilled.

Table 4 reports the number of optional criteria in the Second Draft Criteria per environmental issue and the number which should be complied with.

**Table 4: Number of optional and mandatory criteria in the EU eco-label scheme per environmental issue.**

<b>Environmental Issue</b>	<b>Optional criteria in the scheme</b>	<b>Optional criteria to be fulfilled per env issue</b>	<b>Mandatory criteria</b>	<b>Total criteria to be fulfilled<sup>5</sup></b>
<b>Energy</b>	14	7	3	10
<b>Water</b>	7	4	4	8
<b>Chemical substances</b>	3	2	7	9
<b>Waste</b>	5	3	6	9
<b>Other</b>	7	3	13	16
<b>Total</b>	<b>36</b>	<b>19</b>	<b>33</b>	<b>52</b>

**Table 4**

In order to fulfil at least 60% of the optional criteria, 22 optional criteria need to be fulfilled, which adds 3 criteria to the minimum required per section. This means that, if all the mandatory criteria are applicable, the minimum number of criteria which need to be fulfilled is 52.

All criteria have been developed with the aim of being effective and with this intent only the main components having significant environmental impact have been considered; however, within the realm of effectiveness, especially if there is a need to reduce the number of criteria, the criteria could be looked at as having “low”, “medium”, “high”.

Optional criteria were scored from 1 to 4, according to the environmental importance of the action, but the score system heavily reflects the policy of the eco-label, both in terms of environment and of application. The criteria were assigned points according to different levels of performance with the intent to make the EU eco-label as flexible as possible, without minimising its potential improvements on environmental performance of the eco-labelled accommodation.

Often important criteria were identified as optional because of too many exceptions and conditions for application, including excessive investments for SME. Two examples are criteria n. 1 and n.2, on energy from renewable sources. In this case a high score has the intention of promoting compliance to the criteria. Another example is the criterion n. 49 on insulation. It is very important for both noise reduction and energy conservation (both heat and coolness), however it not possible to consider it a mandatory criterion because it may entail high investments on the part of the applicant.

For the table of criteria and their proposed scores refer to the Second Draft Matrix in Annex I.

<sup>5</sup> considering that all mandatory criteria are applicable.



### 2.2.7 Micro and Small Enterprises

In the phase of the finer definition of criteria and of the scoring system, another element which could be tackled is whether or not to consider micro and small enterprises in any special manner in the application of criteria, for example a different level of requirement for specific criteria or different levels of documentation required for verification.

The Recommendation of the Commission of 3 April 1996 addressed to Member states and the European Investment Bank (EIB) (OJ L 107 of 30.4.1996, p.4) defines very small, small and medium sized enterprises (SMEs) according to specific criteria. This definition applies to all Community and national programmes in favour of this sector. The following table illustrates this definition for the very small - also frequently called "micro" – and the small enterprises.

Definition of micro and small enterprises			
Criteria	Micro	Small	
Number of employees	< 10	< 50	
Annual turnover or global balance	---	< 7 million euros < 5 million euros	
Independence	---	Not exceeding 25% of the capital or voting rights withheld by one or more companies which are not themselves SMEs	





### **3 EUROPEAN LEGISLATION CONSIDERATIONS**

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A brief analysis of the main existing European Directives and documents on its environmental policy was carried out. It can be seen from these policies, of which this chapter is not an exhaustive study, that the criteria of the Second Draft Criteria are coherent with European policy in matter of Energy and Water and Waste.

The environmental policy of the European Union, as stated in the Treaty, is to

- preserve, protect and improve the quality of the environment;
- protect human health;
- ensure a prudent and rational use of natural resources;
- promote measures at international level to deal with regional or worldwide environmental problems.

The promotion of adhesion to eco-labelled products and to EMS is one of the instruments of the European Union to implement steps in this direction.

In the Fifth Action Plan, “Towards Sustainability” 1992-2000, the target sectors were identified. The energy sector was a priority in particular toward improvement of energy efficiency and promotion of renewable energy resources. The Regulation 1980/2000 Art.1.4 identifies the EU eco-label as one instrument to promote sustainability.

The Sixth Environmental Action Programme, “Environment 2010, Our Future, Our Choice” puts more stress on building awareness and sharing responsibility in the condition of the environment, which is indivisibly “our” environment. It proposes five priority avenues of strategic action: improving the implementation of existing legislation; integrating environmental concerns into other policies; working closer with the market; empowering people as private citizens and helping them to change behaviour; and taking account of the environment in land-use planning and management decisions.

The Treaty of Kyoto, signed in 1993, requires the adherent nations to reduce their CO<sub>2</sub> emissions to 1990 levels, and then continue to diminish. There are both environmental and strategic reasons to diminish dependency from fossil fuels.

Presently European energy consumption comes for a 41 % from oil, 22 % natural gas, 16 % from solid fuels (coal, brown coal, peat), 15 % from nuclear and 6% from renewable sources. If nothing is done probably by 2030 the percentages of energy consumption in the EU shall be for a 38 % from fossil fuels, a 29 % natural gas, 19 % solid fuels and only 6 % nuclear and 8 % renewable sources. In order to reach the 12% of the total energy consumption and the 22% of the electricity production from renewable sources, the States shall have to apply actions such as tax deductions, and other State financial aid, and it may very probably be that the prices of natural gas and of petroleum shall be differentiated as a start, and renewable sources be co-financed





### **Energy from Renewable Sources (RES)**

Directive 2001/77/CE fixes the level of energy coming from renewable sources by the year 2010 as a 12% of the total energy consumption, and in particular, the electricity coming from renewable resources at a 22% of the electricity consumption.

All EC governments are involved in research and implementation of energy from renewable sources. Research and Development is the prerequisite to sustainable development and making renewable source energy economically competitive to fossil fuels is the aim, in order to direct consumer choice in that direction, when the energy system and institutional framework allows it.

#### **Northern Countries**

From the middle of the 90s the energy market is free in Scandinavian countries (except Iceland) and energy producers can sell their energy to consumers in any of the Scandic countries. However distribution is still a monopoly and producers cannot be involved in distribution. This means that all that could be required of the accommodation is to make a contract with a RES producer, but no control can be made on the electricity which actually reaches the accommodation.

#### **Mediterranean Countries**

The Operational Programme for Energy funded by the European Union in the years 1994 and successive, co-financed national governments to invest into research for renewable sources of energy and in general subsidies and tax deductions were introduced nationally in favour of renewable energy production. This, however, is not at the discrimination of the final consumer, the tourist accommodation, which often cannot decide from whom to buy electricity. In increasing countries contracts can be made with the energy providers to “buy” renewable-source energy, but in the wires, all energy is mixed and it is impossible for the final user to be sure from where the energy comes from.

From the declaration of Kyoto, adhering governments have agreed to decrease CO2 emissions to the issue of RES is of fundamental importance as much as it is outside of the tourist accommodation direct control, therefore it shall be impossible to ask for any guarantee on the acquisition of RES. This issue is tackled, as it should be, by the EU and national governments on a much higher level. As a general rule, so far, the individual enterprise can show to have

## **3.2 The water policy in the EU**

The Treaty of the European Union at Article 174 already states the belief in prudent and rational utilisation of natural resources, and to be based on the precautionary principle and on the principles that preventive action should be taken, environmental damage should, as a priority, be rectified at source and that the polluter should pay.

On 10 November 1995, the European Environment Agency in its report "Environment in the European Union - 1995" presented an updated state of the environment report, confirming the need for action to protect Community waters in qualitative as well as in quantitative terms.

The Commission Communication of 21 February 1996 on Community water policy defines the various types of pollution which may affect water:

- point source pollution;
- diffuse source pollution;



- accidental pollution;
- acidification;
- eutrophication.

In order to prevent the first two, requirement that waste waters be disposed of after treatment is imperative. This relates to criterion n. 47, which does not allow eco-labelling to an accommodation which does not treat waste waters.

The newest document which tackles EU water policy is Directive 2000/60/EC of the European Parliament and of the Council of 23 October 2000 establishing a framework for Community action in the field of water policy<sup>8</sup>.

It states the following main points:

- pre-treatment is the removal of stones, sand and fat/grease using mechanical processes such as screening, settlement or flotation.
- Nitrates directive (91/676/EEC) (aiming at preventing high concentrations of nitrates in water by limiting the polluting effects of intensive agricultural production and by reducing the use of chemical fertilisers.
- progressive reduction of emissions of hazardous substances to water is fundamental to maintain good water quality in freshwater and sea waters,
- even if the European situation is overall not bad, it is important to act in a preventive way and consider water not a completely renewable resource, therefore save it.

In terms of implementation of actions which shall achieve the desired results, the Community's position is that it to have a transparent, effective and coherent legislative framework, which provides common principles and the overall framework for action to coordinate and integrate, and, in a longer perspective, further develop the overall principles and structures for protection and sustainable use of water in the Community in accordance with the principles of subsidiarity. This means that the single nations must look at their particular situation and designate sensitive and vulnerable areas.

In this sense, the criteria in the Second Draft aimed at water saving which foresee extra points if they are applied in *arid* areas or areas where the resident population experiences water shortages, or criteria n. 26, which does not allow sport or wellness facilities in the above stated areas, intend to ask the National Competent Authorities to be designated as sensitive and vulnerable areas, according to appropriate assessments.

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<sup>8</sup> Official Journal L 327 , 22/12/2000 P. 0001 - 0073



### **3.3 Chemical substances in the EU**

In the early days of the European Community it was recognised that there was a need to protect the Community's environment and to create common standards to protect consumers in order to ensure the free circulation of goods among the Member States. For this reason, the first Community environment legislation dealt with products, amongst them dangerous chemicals.

The [White Paper on the Strategy for a future Chemicals policy](#), adopted on 13 February 2001, addresses the shortcomings of the current system. This relates mainly to the following legislation:

- Directive on the Classification, Packaging and Labelling of [Dangerous Substances](#)
- Directive on the Classification, Packaging and Labelling of Dangerous Preparations
- Regulation on the Evaluation and Control of the Risks of Existing Substances
- Directive on Restrictions on the Marketing and Use of certain Dangerous Substances and Preparations

Direct consequences of this paper are not on the criteria for tourist accommodation, but rather shall involve industries and eco-label criteria development on goods directly involving chemical substances. However, it is important to acknowledge the interest of the European Union on all aspects of the environment, both human and natural.

On our part, it would be improper to directly address the issue of chemical substances, as it would put us in a position of substituting ourselves to the developers of criteria, as stated above, on product groups which are not the product group “tourist accommodation”.

The criteria on chemicals which are stated in the Second Draft criteria, on CFC and HCFC, for example, refer to legislation in course since years. Further research is in progress to assess the position of the criterion on chlorine. What has been requested is that staff be careful to appropriately dose detergents, in order to avoid excessive quantities.



### **3.4 Waste management in the EU**

#### **Council Directive 94/62/EC of 15 December 1994 on packaging and packaging waste [Official Journal L 365, 31.12.1994].**

The Member States must introduce systems for the return and/or collection of used packaging to attain the following targets:

- recovery: 50% to 60%;
- recycling: 25% to 45%, with a minimum of 15% by weight for each packaging material.

On 7 December 2001, the Commission presented a proposal for a directive of the European Parliament and of the Council, amending Directive 94/62/EC on packaging and packaging waste [COM (2001) 729 final].

This proposal lays down new, more ambitious targets for recovery and recycling, to be met by 30 June 2006. The overall recovery and recycling targets must be between 60% and 75%, and 55% and 70% respectively. Specific recycling targets were also fixed according to materials: 60% for glass, 55% for paper and cardboard, 50% for metals and 20% for plastics (mechanical and chemical recycling only). Greece, Ireland and Portugal were given until 30 June 2009 to meet these targets.

In terms of criteria requirement, in the case of the Eco-label on tourist accommodation, it may be that the criteria on separating waste and disposing of separate waste may not be applicable to more sites in these last countries, although it is hoped that the EU eco-label may speed up times for compliance.



## **4 SYNERGIES OF THE EU ECO-LABEL CRITERIA WITH EXISTING ECO-LABELS**

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It is important to consider the interaction of the EU eco-label with existing eco-labels. In order to make a choice as to how there could be synergies between the EU flower and the existing eco-labels, a comparison was carried out of the general schemes.

### ***4.1 Comparative structure of the EU-flower for tourist accommodation and existing schemes***

Considering the structure of the Second Draft Criteria of the EU eco-label for tourist accommodation in comparison with the structure of other existing eco-labels in Europe we can see similarities.

#### **Comparison of the distribution of environmental fields of influence between the EU flower and the six European eco-labels analysed<sup>9</sup>**

It is important to remind again that the environmental impacts of the tourist accommodation service were derived from the distribution of criteria from Europe's major environmental eco-labels on tourist accommodation, with respect to the main environmental issues<sup>10</sup>.

In order to compare the effectiveness of the EU criteria with the overall environmental issues of as tackled by six of the main eco-labels on tourist accommodation in Europe, Graph 3 reports the environmental fields of influence of the criteria contained in the six European eco-labels<sup>11</sup>.

By environmental field of influence it is meant the influence which a criterion has on an environmental objective. A criterion may have more than one environmental field of influence if it regulates more than one environmental aspect. For example, criteria regulating the energy efficiency on the heating system, have environmental fields of influence in both energy saving and air emissions, a criterion regulating waste separation and treatment, has influence on waste management, on soil protection and biodiversity, etc.

This graph shows that energy saving, water saving and information/training to guest and staff are crucial aspects of the environmental impacts of tourist accommodation.

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<sup>9</sup> The eco-labels studied were: Austrian Eco-label., El Distintivo de Qualidad (Catalunya), Green Keys, Les Clefs Vertes, Nordic Swan, Legambiente

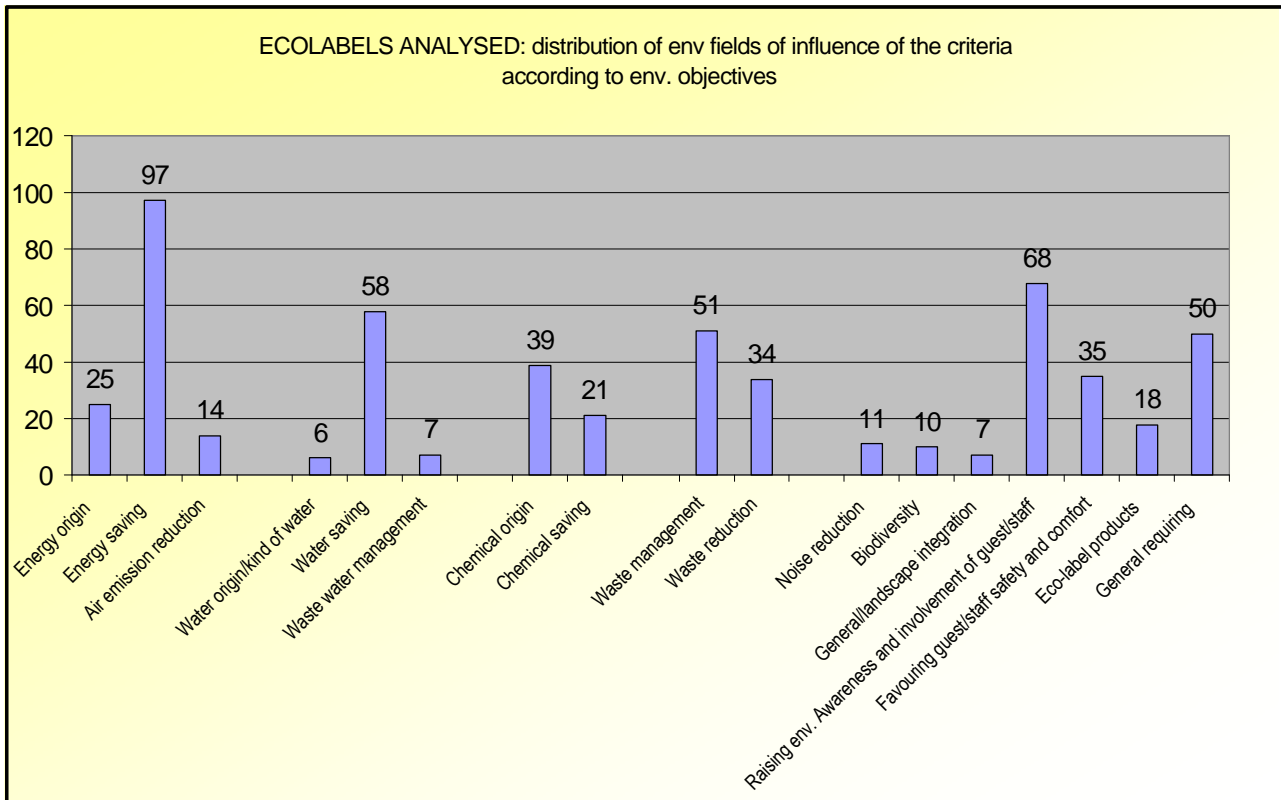
<sup>10</sup> Refer to Second Activity Report, Chapter 6.

<sup>11</sup> See note n.9.





**Graph 3: Distribution of the fields of influence of criteria from six European eco-labels according to environmental objective.**



**Graph 3**

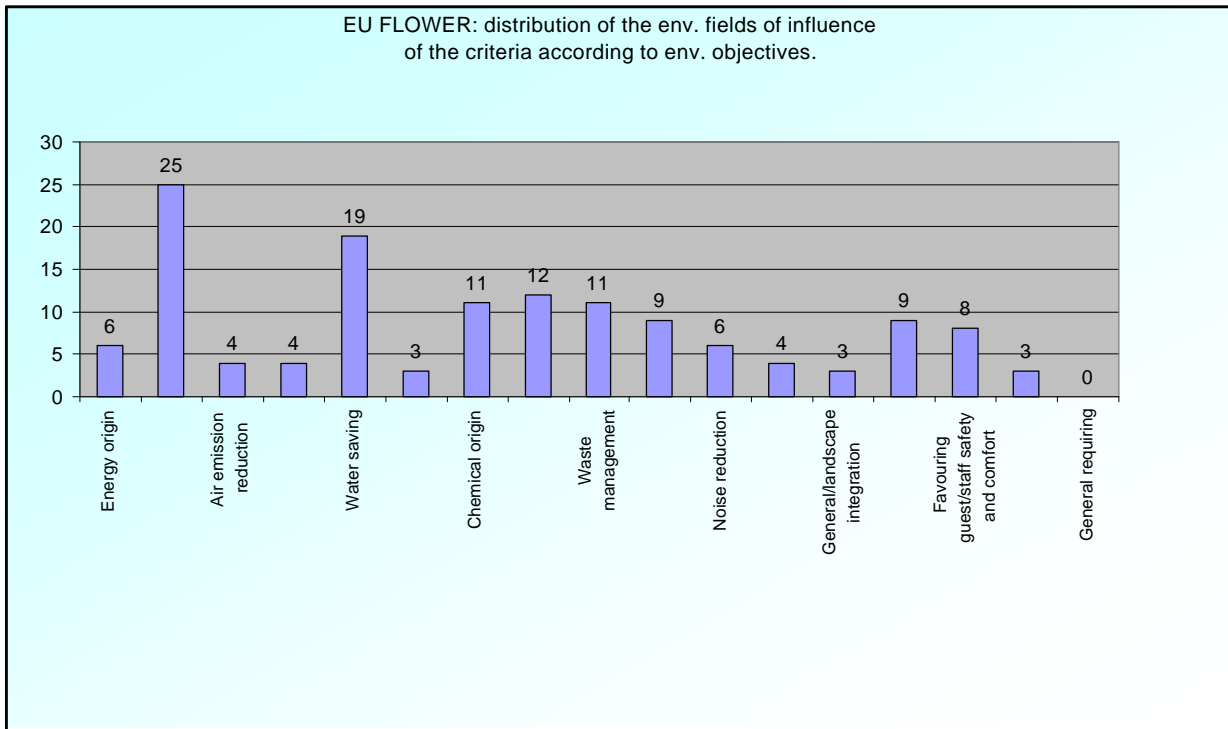
The total number of criteria in the six European eco-labels on tourist accommodation is 469, for a total number of 551 environmental fields of influence.





Graph 4 shows the environmental fields of influence of the EU flower per environmental issue. By comparing the two graphs, it can be seen that the same issues of energy saving, water saving and information to guest and staff were considered.

**Graph 4: Distribution of the fields of influence of criteria from six European eco-labels according to environmental objectives.**



**Graph 4**

The EU eco-label has 137 environmental fields of influence and 69 criteria. This gives the EU eco-label an average of two environmental fields of influence per criterion. The other eco-labels have, as a whole, from 551 environmental fields of influence per 469 criteria, an average of 1,5 environmental fields of influence per criterion.



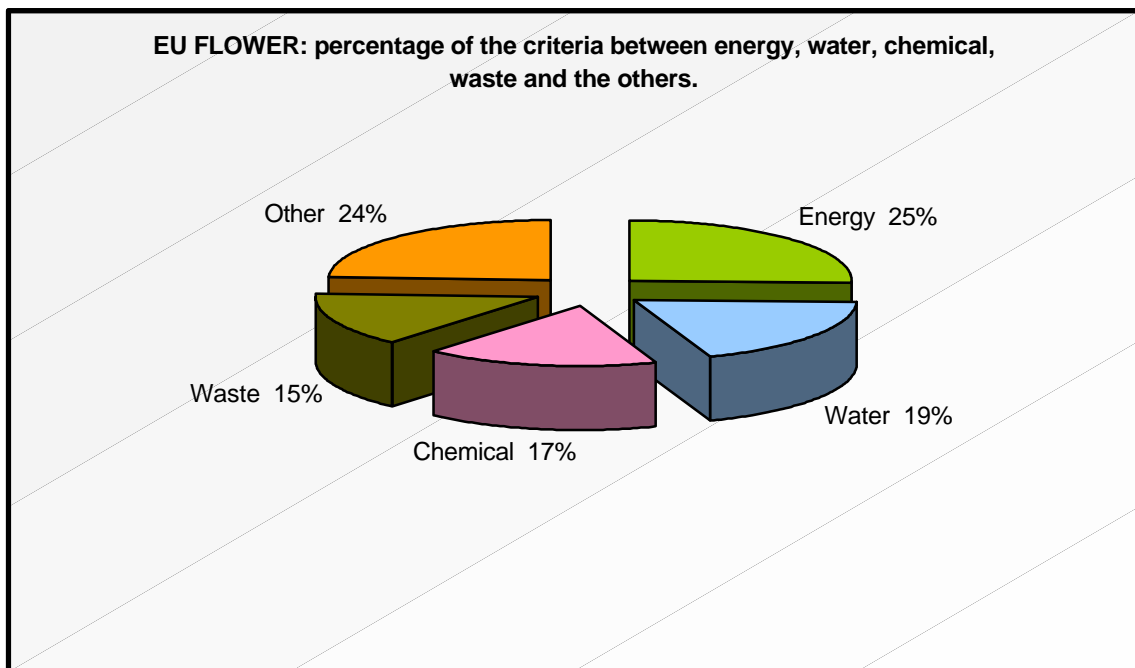
### Comparison of the types of criteria between the EU flower and the six European Eco-labels analysed

Graphs 5 and 6 report the distribution of criteria per environmental objective

It can be seen in general that the similarities are great between the two distributions. Waste and energy have the same percentage representation in the two graphs, while water is influenced a little more by the EU flower. The EU flower also concentrates on chemical substances 6% more than the other eco-labels.

In these graphs the modality “other” has been factored to include other environmental issues as listed on Annex I of the Regulation, such as noise, biodiversity etc, or any other which was tackled by the European eco-labels.

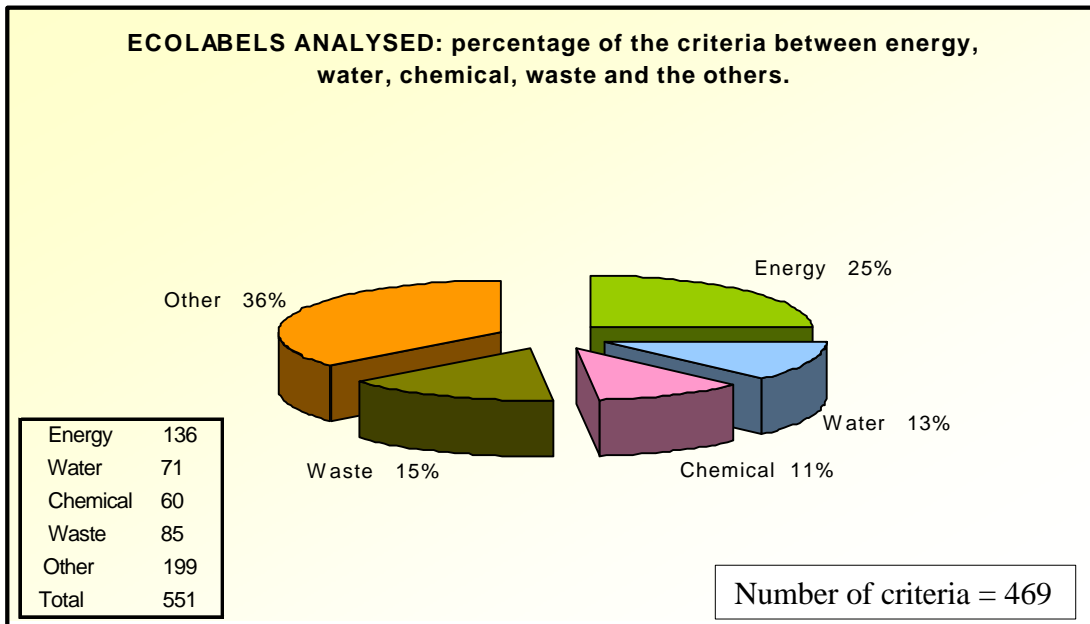
**Graph 5: distribution of environmental fields of influence of the EU-eco-label according to the environmental issues.**



Graph 5



**Graph 6: distribution of environmental fields of influence EU-eco-label according to the environmental issues.**



**Graph 6**

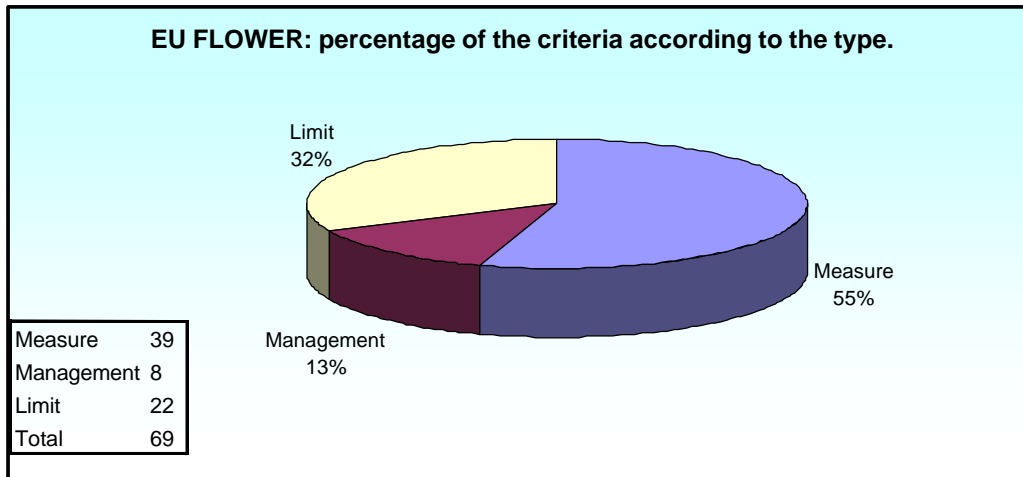
It can be seen that the modality “other” is greater in the six European eco-labels than in the EU flower. This is because in the other eco-labels there are more criteria on building, landscape, local products, food, and other local issues.

It is important to remember at this point that the Regulation requires of the EU eco-label to develop criteria which produce measurable results. This may not be a requirement of other eco-labels which may have criteria on more subjective and/or specific aspects of the environment, which are not directly linked to any of the main environmental issues stated above.



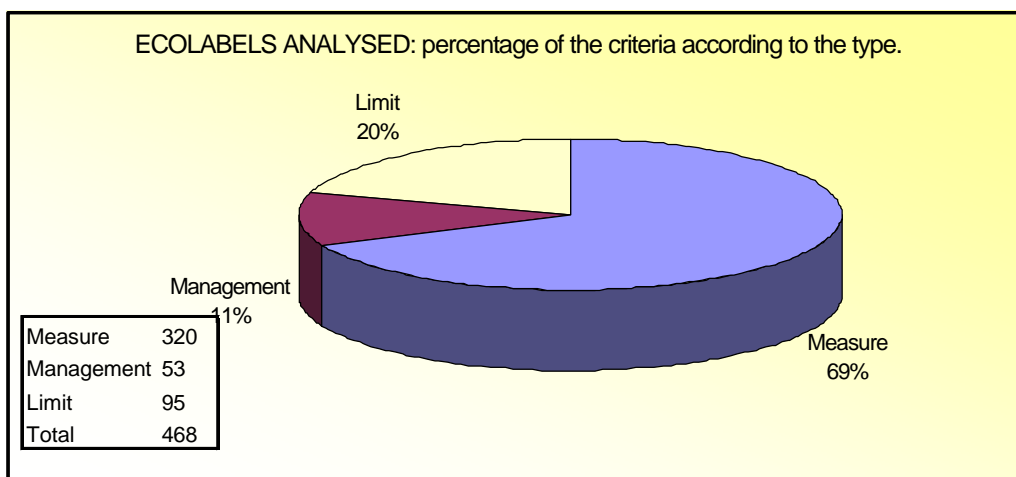
Graphs 7 and 8 show the numbers of criteria per type, between the EU flower and the other six major European eco-labels.

**Graph 7: distribution of criteria per type in the EU-flower for tourist accommodation**



**Graph 7**

**Graph 8: distribution of criteria per type in six major European eco-labels for tourist accommodation**



**Graph 8**



Out of 469 criteria analysed and considered to represent the existing eco-labels in Europe as a whole, it can be seen that the distribution of the types of criteria between the EU eco-label and the others is very similar. The EU eco-label has a proportionately more limit criteria, 32% versus 20% of the other eco-labels (as a whole). Management criteria are practically the same, while measure criteria are slightly higher in the other eco-labels.

This can be easily explained and could be a point of cooperation. As was explained in Chapter 2, measure criteria are often on the border line between limit and management. The reason for this difference may be that the other eco-labels indicate an action without fixing a precise limit as outcome of that action; or they indicate the presence of equipment which has environmentally sound performances without fixing those performances. This would be the difference between, for example:

“The accommodation has flow regulators in showers and wash basins” (Austrian) , a measure criterion, mandatory criterion and

“Tap and shower have a maximum water consumption of 9 litres/minutes at a pressure of 3 bars.” (EU) a limit criterion, optional.

Referring to this example, this situation should not create problems in that an accommodation eco-labelled with the Austrian eco-label already needs to be thinking of a flow reduction system, and at that point, may as well look for one which has the limit required by the EU flower.

Case by case should be studied by the people responsible of each eco-label, but it is important to remark that the structure of the EU eco-label well adapts to this kind of further analyses.

## **4.2 Conclusions**

From the analysis of the graphs, it can be seen that the main differences between the EU and the existing national and local eco-labels are mainly these two:

- the EU eco-label sets some limit standards which are not necessarily required by the other eco-labels
- as a result of their local position existing eco-labels can make more specific requirements in the less objective fields which may not yield measurable results but be very important.
- Both the EU and national eco-labels promote other eco-labelled products.

This seems excellent grounds for a research of mutual benefits.

For this reason criterion n. 69 promotes the adhesion to other eco-labels.

In the next chapter the synergies between the EU eco-label and EMAS will be analysed.



## 5 SYNERGIES WITH EMAS

As it has been seen in the previous chapters, EU eco-label has a General Management Section. The management criteria serve to plan and monitor the actions requested by the other criteria, setting priorities and expected results for future improvements in a co-ordinated framework of deadlines and measures.

This is a crucial aspect for improvement, in any field.

The management criteria present in the EU eco-label tackle in general the existence of an environmental policy of the accommodation, which sets goals for its environmental behaviour, and an action plan, which sets a calendar for actions.

EMAS (Environmental management Audit Scheme) is the EU document instrument which requires all management steps towards continuous improvement.

Table -- shows the areas of similarities between the EU eco-label for tourist accommodation and EMAS.

A	Environmental management system requirements	EU POTENTIAL CRITERIA
I.A.1	<b>General requirements</b>	
	The organization shall establish and maintain an environmental management system, the requirements of which are described in this annex	
I.A.2	<b>Environmental policy</b>	
	Top management shall define the organisation's environmental policy and ensure that it (a) is appropriate to the nature, scale and environmental impacts of its activities, products and services; (b) includes a commitment to continual improvement and prevention of pollution; (c) includes a commitment to comply with relevant environmental legislation and regulations, and with other requirements to which the organisation subscribes; (d) provides the framework for setting and reviewing environmental objectives and targets; (e) is documented, implemented and maintained and communicated to all employees; (f) is available to the public.	The tourist accommodation has an environmental policy document which clearly states its goals and values and is visible to staff and guests. The policy includes the objective of continuous reduction of quantity and improvement of quality of energy, water, chemical substances and waste (per guest).
I.A.3	<b>Planning</b>	
I-A.3.1	<b>Environmental aspects</b>	
	The organisation shall establish and maintain (a) procedure(s) to identify the environmental aspects of its activities, products or services that it can control and over which it can be expected to have an influence, in order to determine those which have or can have significant impacts on the environment. The organisation shall ensure that the aspects related to these significant impacts are considered in setting its environmental objectives. The organisation shall keep this information up-to-date.	
I-A.3.2	<b>Legal and o the requirements</b>	
	The organisation shall establish and maintain a procedure to identify and have access to legal and other requirements to which the organisation subscribes, that are applicable to the environmental aspects of its activities, products or services.	



A	Environmental management system requirements	EU POTENTIAL CRITERIA
I-A.3.3	<b>Objectives and targets</b>	
	<p>The organisation shall establish and maintain documented environmental objectives and targets, at each relevant function and level within the organisation.</p> <p>When establishing and reviewing its objectives, an organisation shall consider the legal and other requirements, its significant environmental aspects, its technological options and its financial, operational and business requirements, and the views of interested parties.</p> <p>The objectives and targets shall be consistent with the environmental policy, including the commitment to prevention of pollution.</p>	
I-A.3.4	<b>Environmental management programme</b>	
	<p>The organisation shall establish and maintain (a) programme(s) for achieving its objectives and targets. It shall include (a) designation of responsibility for achieving objectives and targets at each relevant function and level of the organisation; (b) the means and timeframe by which they are to be achieved. If a project relates to new developments and new or modified activities, products or services, programme(s) shall be amended where relevant to ensure that environmental management applies to such projects.</p>	<p>The tourist accommodation has a precise action plan to ensure the application of the environmental policy. Actions and responsible people are clearly identified and targets on environmental performance regarding energy, water, chemical and waste are fixed yearly-</p>
I-A.4	<b>Implementation and operation</b>	
I-A.4.1	<b>Structure and responsibility</b>	
	<p>Roles, responsibility and authorities shall be defined, documented and communicated in order to facilitate effective environmental management.</p> <p>Management shall provide resources essential to the implementation and control of the environmental management system. Resources include human resources and specialised skills, technology and financial resources.</p> <p>The organisation's top management shall appoint (a) specific management representative(s) who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for</p> <p>(a) ensuring that environmental management system requirements are established, implemented and maintained in accordance with this International Standard;</p> <p>(b) reporting on the performance of the environmental management system to top management for review and as a basis for improvement of the environmental management system.</p>	
I-A.4.2	<b>Training, awareness and competence</b>	



A	Environmental management system requirements	EU POTENTIAL CRITERIA
	<p>The organisation shall identify training needs. It shall require that all personnel whose work may create a significant impact upon the environment, have received appropriate training. It shall establish and maintain procedures to make its employees or members at each relevant function and level aware of</p> <p>(a) the importance of conformance with the environmental policy and procedures and with the requirements of the environmental management system;</p> <p>(b) the significant environmental impacts, actual or potential, of their work activities and the environmental benefits of improved personal performance;</p> <p>(c) their roles and responsibilities in achieving conformance with the environmental policy and procedures and with the requirements of the environmental management system, including emergency preparedness and response requirements;</p> <p>(d) the potential consequences of departure from specified operating procedures.</p> <p>Personnel performing the tasks which can cause significant environmental impacts shall be competent on the basis of appropriate education, training and/or experience.</p>	<p>The tourist accommodation has a regular training of staff to ensure the application of its environmental measures and to raise awareness on environmentally friendly behaviour. Training shall be assessed according to the accommodation structure. For example:</p> <ul style="list-style-type: none"> <li>- training to use detergents</li> <li>- training to operate electrical appliances in the most energy efficient way</li> <li>- awareness on paper use</li> <li>- training to raise guest awareness</li> </ul>
I.A.4.3	<b>Communication</b>	
	<p>With regard to its environmental aspects and environmental management system, the organisation shall establish and maintain procedures for</p> <p>(a) internal communication between the various levels and functions of the organisation;</p> <p>(b) receiving, documenting and responding to relevant communication from external interested parties.</p> <p>The organisation shall consider processes for external communication on its significant environmental aspects and record its decision.</p>	<p>The tourist accommodation provides clear and friendly information to the guests on its environmental policy and the EU eco-label. Information is actively given to the guest at the reception and signs inviting guests to environmentally friendly behaviour shall be strategically put throughout accommodation premises.</p>
I.A.4.4	<b>Environmental management system documentation</b>	
	<p>The organisation shall establish and maintain information, in paper or electronic form, to</p> <p>(a) describe the core elements of the management system and their interaction;</p> <p>(b) provide direction to related documentation.</p>	<p>The tourist accommodation has a plan to collect and monitor data on energy (Kw), water (litres) with every bill or at least every four months, on chemical consumption (g) and waste management (% of unsorted waste kg of unsorted waste/total kg of waste) every six months.</p>
I.A.4.5	<b>Document control</b>	





A	Environmental management system requirements	EU POTENTIAL CRITERIA
	<p>The organization shall establish and maintain procedures for controlling all documents required by International Standard to ensure that a)they can be located; b)they are periodically reviewed, revised as necessary and approved for adequacy by authorised personnel; c)the current versions of relevant documents are available at all locations where operations essential to the effective functioning of the environmental management system are performed; d)obsolete documents are promptly removed from all points of issue and points of use, or otherwise assured against unintended use; e) any obsolete documents retained for legal and/or knowledge preservation purposes are suitable identified.</p> <p>Documentary shall be legible, dated (with dates of revision) and readily identifiable, maintained in an orderly manner and retained for a specified period. Procedures and responsibilities shall be established and maintained concerning the creation and modification of the various types of document.</p>	
I.A.4.6	<b>Operation control</b>	
	<p>The organisation shall identify those operations and activities that are associated with the identified significant environmental aspects in line with its policy, objectives and targets. The organisation shall plan these activities, including maintenance, in order to ensure that they are carried out under specified conditions by</p> <p>(a) establishing and maintaining documented procedures to cover situations where their absence could lead to deviations from the environmental policy and the objectives and targets;</p> <p>(b) stipulating operating criteria in the procedures;</p> <p>(c) establishing and maintaining procedures related to the identifiable significant environmental aspects of goods and services used by the organisation and communicating relevant procedures and requirements to suppliers and contractors.</p>	<p>Maintenance of all equipment shall be conducted yearly and bills shall be monitored to identify any malfunctioning. Maintenance is conducted only by accredited personnel in order to ensure high efficiency. Bathroom equipment is inspected every six months for leaking.</p>
	<b>Emergency preparedness and response</b>	
	<p>The organisation shall establish and maintain procedures to identify potential for and respond to accidents and emergency situations, and for preventing and mitigating the environmental impacts that may be associated with them.</p> <p>The organisation shall review and revise, where necessary, its emergency preparedness and response procedures, in particular, after the occurrence of accidents or emergency situations.</p> <p>The organisation shall also periodically test such procedures where practicable.</p>	
I-A.5	<b>Checking and corrective action</b>	
I-A.5.1	<b>Monitoring and measurement</b>	
	<p>The organization shall establish and maintain documented procedures to monitor and measure, on a regular basis, the key characteristics of its operations and activities that can have a significant impact on the environment. This shall include the recording of information to track performance, relevant operational controls and conformance with the organization's environmental objectives and targets. Monitoring equipment shall be calibrated and maintained and records of this process shall be retained according to the organization's procedures. The organization shall establish and maintain a documented procedure for periodically evaluating compliance with relevant environmental legislation and regulations.</p>	<p>Verification of correct use of detergents is carried out periodically, at least every 3 months</p>
I-A.5.2	<b>Non conformance and corrective and prevention action</b>	



A	Environmental management system requirements	EU POTENTIAL CRITERIA
	The organization shall establish and maintain procedures for defining responsibility and authority for handling and investigating non conformance, taking action to mitigate any impacts caused and for initiating and completing corrective and preventive action.	
<b>I-A.5.3</b>	<b>Records</b>	
	The organization shall establish and maintain procedure for the identification, maintenance and disposition of environmental records. These records shall include training records and the results of audits and reviews. Environmental records shall be legible, identifiable and traceable to the activity, product or service involved. Environmental records shall be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss. Their retention times shall be established and recorded.	<i>The tourist accommodation shall have a list of all equipment reporting data on its energy and/or water consumption, and, if present, its environmental certification.</i>
<b>I-A.5.4</b>	<b>Environmental management system audit</b>	
	The organisation shall establish and maintain (a) programme(s) and procedures for periodic environmental management system audits to be carried out, in order to (a) determine whether or not the environmental management system (1) conforms to planned arrangements for environmental management including the requirements of this International Standard; and (2) has been properly implemented and maintained; and (b) provide information on the results of audits to management The organisation's audit programme, including any schedule, shall be based on the environmental importance of the activity concerned and the results of previous audits. In order to be comprehensive, the audit procedures shall cover the audit scope, frequency and methodologies, as well as the responsibilities and requirements for conducting audits and reporting results.	
<b>I-A.6</b>	<b>Management review</b>	
	The organisation's top management shall, at intervals that it determines, review the environmental management system, to ensure its continuing suitability, adequacy and effectiveness. The management review process shall ensure that the necessary information is collected to allow management to carry out this evaluation. This review shall be documented. The management review shall address the possible need for changes to policy, objectives and other elements of the environmental management system, in the light of environmental management system audit results, changing circumstances and the commitment to continual improvement.	

As can be observed, the areas of planning, implementation, and monitoring and information/training are all covered by the management criteria of the EU eco-label, however, adoption of EMAS certification certainly goes into deeper detail and requires greater management performance.

The synergies can be summarized as follows:

- 1- tourist accommodations which are certified with EMAS, automatically fulfil all management criteria of the EU eco-label.
- 2- Tourist accommodations which are certified with the EU flower have already implemented the first fundamental measures which are required for EMAS.

For this reason, criterion n. 68 recognises synergies between the two instruments and promotes the adherence to EMAS by EU eco-labelled accommodation structures.



## **6 TOWARD VERIFICATION AND FEE SYSTEMS**

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### **6.1 Verification system**

Verification occurs at the request of applicants for the label. Its scope is to assess that the tourist accommodation complies with the requirements of the eco-label scheme and can receive the logo without misleading the consumer or causing a damage to the image of the eco-label.

In this Second Draft Criteria three verification systems were considered, documentation, self declaration, and on-site inspection. They are briefly described as follows.

#### *Documentation*

Documentation as a means of verification, means to produce a document which does not originate from the accommodation structure. Examples of documentation are invoices, contracts, technical booklets.

From a life cycle point of view, invoices verify compliance to the criteria acting on the purchase phase. They are the proof of having acquired a certain number of elements of a certain component, as required by the criterion. For example, invoices of light saving light bulbs, or of Class A dishwashers and washing machines state how many have been bought, allowing the assessment of the percentage of elements present on site, for example 50% or 90%, necessary for the assignment of points. They also verify the intervention of a professional on behalf of an action required, such as a maintenance check.

Contracts also verify compliance to criteria acting on the purchase phase, and are the best verification choice when what needs to be verified is a continuous service, for example the waste disposal according to waste separation measures, or the presence of a professional maintenance service for equipment.

Technical booklets state the technical features of equipment. For example, a Class A washing machine shall have a technical booklet in which this feature is stated.

#### *Self-declaration*

Self declaration as a means of verification, means to produce a written statement where the accommodation manager states that what he writes is true, and can be checked by an audit. Self declaration is a verification means for those situations where documentation, as stated above, is not easily available.

Self declaration is a verification system which can be easily fulfilled and is not discriminating to applicants in relation to their size, geographical position and structure.

Often self declaration can be double checked by on-site inspection, such as the target temperatures in rooms, or the presence of information material on guest behaviour, or presence of staff at training workshops. Registers which are required by management criteria



on data and environmental performances of equipment may be considered as evidence for self declaration

From a life cycle point of view, self declaration often verifies criteria which act on the use phase.

### *On-site inspection*

On-site inspection as a means of verification is carried out when a situation must be seen. This means that assessment of compliance to the criterion needs the inspector's judgment. In this Second Draft Criteria, the only two criteria which have only on-site inspection as means of verification are the absence of water requiring facilities in arid areas, and the respect of the landscape. The parameters of compliance to the landscape criterion would need to be well defined, in order that the criteria for judgment were known.

On-site inspections are carried out by auditors from Competent Bodies.

## **6.2 Toward a fee system**

The development of the criteria took into consideration the economical and technical feasibility of compliance to the criteria.

The Regulation requires to applicants the payment of certain fees.

In existing eco-label schemes for tourist accommodation services there are some examples of verification and fee systems, as reported on the tables in Annex II

Further analysis on possible scenarios of the fee system for the EU eco-label on tourist accommodation shall be conducted.



## **7 COMMUNICATION TO CUSTOMERS**

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Communication to customers is the set of actions and measures which concur to make the customer understand what the eco-labelled tourist accommodation is doing to reduce the negative environmental impacts which any lodging service has, including individual homes, on the environment.

In the communication to customer, two things need to be considered: direct and indirect communication.

### **7.1 Direct communication**

Direct communication is the communication which the accommodation structure gives to the customer on the aims of the eco-label. It is usually in the form of oral information at the reception or as information brochures to be found at the reception or in the room. As is stated on the Regulation, these information should be precise and not misleading.

This is linked to raising awareness of the customer and the promotion of his environmentally friendly behaviour. The importance of direct communication is due to the fact that the EU eco-label intends to carry out its positive impacts on the environment through consumers' choice. Regulation 1980/2000 states that the eco-label should lead consumers toward products which are able to reduce the environmental impact in their entire life cycle.

Direct on site communication informs the customer of :

1. the existence of an eco-label for tourist accommodation,
2. what the EU eco-label entails, its aims and measures,
3. the fact that the accommodation which he has chosen is eco-labelled.

Direct communication usually has the immediate result of raising customer awareness and can lead to customer interest and appreciation. This has the consequence of raising lead and staff involvement and satisfaction, which should result in improved performances. This could be a reason for the tourist accommodation to increase its fulfilment of criteria over the minimum.

Direct communication needs to be easy and intuitive, and it can clearly invite the customer to ask for further information. This may sensitize the customer in general on the EU flower all over Europe.

It has been very often said that the customer of a tourist accommodation does not want to and should not be asked to bear alone the "burden" of reducing the environmental impacts on the environment. For this very reason the EU eco-label has many limit criteria which involve technical features of the components whose use is responsible for environmental impacts. Making this known, for example, may ease guest willingness to do his part, as a member of an environmentally sound system.



The choice of the level of requirement of each criteria is very important for consumer expectation of what he can find in the accommodation. This is particularly true for components which the consumer uses directly, such as the presence of organic food, or of bicycles. It is therefore important, that the information material clearly states what is or is not mandatory and what the consumer may or may not expect.

In this sense, and as has shown the analysis of promoted services, environmental issues which are tackled by the criteria in the Second Draft, are used to promote the tourist accommodation. Furthermore, as should be auspicated, it may bring him to adopt an environmentally friendly attitude at home, if he did not have one, and choose eco-labelled products afterwards.

## **7.2 Indirect communication**

Indirect communication to the customer on the EU eco-label is the communication which the customer receives through what he sees inside the eco-labelled accommodation structure. It is important for consumer perception that he understands what he sees in relation to the adhesion of the tourist accommodation to an environmental label.

For this reason the main extra lodging services were added to the EU eco-label criteria, so that the consumer could see in the entire accommodation grounds an environmentally friendly management and measures.

Indirect communication is carried out also through the attitude of lead and staff toward criteria requirement.

A correct communication plan, is an important part of the management plan of environmental performance of the accommodation, and shall be tackled in depth in the User Manual.



## **8 AREAS FOR FUTURE CRITERIA DEVELOPMENT**

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The new Regulation 1980/2000, differently from Regulation 883/92, allows services to product groups for the EU eco-label.

Tourist accommodation is the first service for which the EU eco-label has been developed.

For the first revision of the criteria the following can be elements for further development:

### **Limit consumption criteria**

As data on consumption shall be collected in the following years, in the next revision limit consumption criteria may take into consideration effective consumption in addition to (or instead of) potential consumption as has been done in this version.

### **Building criteria**

Criteria on building material and methods may be added to regulate the environmental impacts of new constructions. This shall require a study which is not possible now in order to maintain a pragmatic approach for the development of criteria.

### **Social and biodiversity criteria**

In this first edition of the criteria a first proposal has been made to include some criteria which are linked to the environment in terms of their social aspects, for example the presence of local products. The first revision may tackle this issue and the issue of biodiversity in greater depth.





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# **ANNEX I**

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The matrix of the Second Draft Criteria



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# **ANNEX I**

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## **CRITERIA AND COMPONENT MATRIX**

**OF THE**

**SECOND DRAFT CRITERIA**

**ON TOURIST ACCOMMODATION**



1.1.1.1.1

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1.1.1.1.2

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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
1	A	electricity system	Energy	improving the quality of energy used	measure	The electricity of the tourist accommodation shall come from renewable sources.	optional	2	3	4	Condition for application: the accommodation has access to the free energy market.	documentation
2	A	heating system	Energy	improving the quality of energy used	measure	The energy for heating of the tourist accommodation shall come from renewable sources.	optional	2	3	4	Condition for application: the accommodation has the opportunity to know how much it can derive	documentation
3	A	heating system	Energy	reducing the quantity of energy used	limit	The boiler system shall be such that the heating temperature for hot water from boilers is not higher than 70°C, except when local legislation requires otherwise.	optional	2			Condition for application: the tourist accommodation has independent heating	self declaration and on site inspection
4	A	heating system	Energy	reducing the quantity of energy used	limit	The oil-gas heating system shall have efficiency of no less than 90%.	optional	2				documentation



Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
5	A	refrigeration system	Energy	reducing the quantity of energy used	limit	The refrigeration system shall have efficiency of no less than 90%.	optional	2				documentation
6	A	light bulbs	Energy	reducing the quantity of energy used	limit	At least 80% of light bulbs in areas where they are on for over 6 hours daily non stop (common areas, corridors, hall etc) shall be energy saving and shall have a mercury content which does not exceed 10 mg in double ended fluorescent light sources and 6 mg in single ended fluorescent light sources..	mandatory					self declaration and on site inspection
7	A	light bulbs	Energy	reducing the quantity of energy used	limit	The light bulbs in areas of the accommodation where they are not always on for 6 hours daily (rooms, bathrooms) shall be energy saving and shall have a mercury content which does not exceed 10 mg in double ended fluorescent light sources and 6 mg in single ended fluorescent light sources.	optional		2	2		self declaration and on site inspection



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
8	A	frigo bar	Energy	reducing the quantity of energy used	limit	Frigo bars shall have a maximum energy consumption of 1,3 Kwh/24 hours.	optional		1	2		documentation
9	A	dishwashing/washing machine	Energy	reducing the quantity of energy used	measure	Household dishwashers and washing machines shall qualify under the energy label class A	optional		1	2		documentation
10	A	office equipment	Energy	reducing the quantity of energy used	measure	Office equipment (PC, monitor, fax, printer, scanner, photocopy machine) shall qualify under the Energy Star label.	optional		1	2		documentation
11	A	TV	Energy	reducing the quantity of energy used	measure	The TV has a standby position and a visible ON/OFF switch. The guest is informed to turn the TV off when not using it.	optional	1				self declaration and on site inspection





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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
12	A	heating system	Energy	reducing the quantity of energy used	limit	When heated the target temperature in the rooms shall not exceed 19 °, unless required by the guest.	mandatory				Condition for application: the accommodation has independent heating.	self declaration and on site inspection
13	A	air conditioning system	Energy	reducing the quantity of energy used	limit	When conditioned the target temperature in the rooms shall not fall below 25 °, unless required by the guest	mandatory					self declaration and on site inspection
14	A	electricity system	Energy	reducing the quantity of energy used	measure	Automatic means of turning off unnecessary light in the room shall be provided (key control, IR control, time control).	optional	2				documentation
15	B2	sauna	Energy	reducing the quantity of energy used	measure	There shall be a timer control for all sauna units.	optional	1				documentation



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
16	A	water resources	water	improving the quality of water used	measure	Rainwater and/or recycled water shall be collected and used for non drinking purposes	optional	1 per measure			double scoring for areas with water scarcity	self declaration and on site inspection
17	A	water appliances	water	reducing the quantity of water used	measure	There shall be a pressure reducer which guarantees the pressure at maximum 3 bars, unless otherwise required by national legislation.	mandatory				Condition for application: national legislation does not require otherwise.	documentation
18	A	WC	water	reducing the quantity of water used	limit	WCs shall have a two level flush, the small one at 3l /flush, the larger one at 6 litre/flush or have a manual lever with maximum 12 litres/min flush.	optional		1	2	In areas experiencing water shortages, according to national and local records, double points are awarded	documentation



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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
19	A	tap/shower	water	reducing the quantity of water used	limit	Tap and shower have a maximum water consumption of 9 liters/minutes at a pressure of 3 bars.	optional		1	2	In areas experiencing water shortages, according to national and local records, double points are awarded	documentation
20	A	urinals	water	reducing the quantity of water used	measure	Urinals shall have an automatic or manual flush	mandatory					documentation
21	A	washing machine	water	reducing the quantity of water used	limit	Household washing machines shall have a maximum water consumption of 12 l per kg of washload, considering a complete cycle	optional	1				documentation
22	A	dishwasher	water	reducing the quantity of water used	limit	Household dishwashers shall have a maximum water consumption of 4 liters per basket.	optional	1				documentation



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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
23	A	wash basin	water	reducing the quantity of water used	measure	There shall be an electronic control or dead man's grip to regulate the water flow of basin.	optional	1			In areas experiencing water shortages, according to national and local records, double points are awarded	documentation
24	A	shower	water	reducing the quantity of water used	measure	There shall be an electronic control or dead man's grip to regulate the water flow of the shower	optional	1			In areas experiencing water shortages, according to national and local records, double points are awarded	documentation
25	A	sheets, towels	water, chemical substances	reducing the quantity of water/chemical substances used	measure	Sheets and towels shall bechanged only on request of the guest, otherwise, they are changed from once to twice per week, according to category. Adequate signs are clearly visible in the room to inform the guest and invite him to keep his sheets and towels.	mandatory					self declaration and on site inspection



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
26	B2	sport, wellness facilities	water	reducing the quantity of water used	measure	No sport and wellness facilities requiring significant amounts of water (such as golf) shall be provided in areas with a high aridity index according to local legislation or where the resident population experiences water shortages.	mandatory					on site inspection
27	A	paper	chemical substances	reducing the quantity of chemical substances used	measure	<i>Purchase of paper products bleached with chlorine-based agents shall not be preferred.</i>	optional	1				self declaration and on site inspection
28	A	deodorants and sprays	chemical substances	reducing the quantity of chemical substances used	limit	No urinal blocks, no air sprays, no WC deodorant and similar products containing detergents or chlorinated compounds shall be used to perfume the accommodation premises. (only natural and hypoallergenic air fresheners can be used)	mandatory					self declaration and on site inspection
29	A	CFC, HCFC	chemical substances	reducing the quantity of chemical substances used	limit	No CFC and HCFC are used in any refrigerating equipment (air conditioning system, refrigerators) purchased after 2002.	mandatory					documentation



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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
30	A	desinfectants	chemical substances	reducing the quantity of chemical substances used	measure	Active chlorine shall be used only as disinfectant.	mandatory					self declaration and on site inspection
31	A	detergents	chemical substances	improving the quality of chemical used	limit	Detergents used in the accommodation shall not contain phosphates, cation tensides and LAS (linear alkyl benzene sulphonates), and synthetic nitro musk compounds in the perfume formulations.	optional	1				documentation
32	A	staff training	chemical substances	reducing the quantity of chemical substances used	measure	Staff shall use the recommended amount of detergent stated on the package as a maximum in all cleaning activities.	mandatory					self declaration and on site inspection
33	A	data collection /monitoring	chemical substances	reducing the quantity of chemical substances used	measure	Verification of correct use of detergents shall be carried out periodically, at least every 3 months.	mandatory					self declaration and on site inspection
34	B2	swimming pool	chemical substances	reducing the quantity of chemical substances used	limit	In the swimming pool the chlorine content shall not be higher than 0,5 mg/litre.	mandatory					self declaration and on site inspection
35	B2	swimming pool	chemical substances	reducing the quantity of chemical substances used	measure	Chlorine shall be replaced or combined with a better alternative from an environmental point of view (e.g. ozone, UV light, hydrogen peroxide).	optional	1				self declaration and on site inspection



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
36	B4	green areas	chemical substances	Reducing the quantity of chemical substances used	limit	No pesticides shall be used for green areas.	mandatory					self declaration and on site inspection
37	A	waste collection system	solid waste	improving the quality of waste produced	measure	Bins shall be available in the accommodation premises to allow guests to separate waste and information shall be clearly visible in the room inviting guests to do so.	mandatory				Condition for application: the local administration or private companies ensure separate collection and disposal of waste	self declaration and on site inspection
38	B1	waste collection system	solid waste	improving the quality of waste produced	measure	Organic waste shall be separated	optional	2				self declaration and on site inspection
39	B1	waste collection system	solid waste	improving the quality of waste produced	measure	Fat separators shall be installed and pan fat and deep-frying fat are collected for adequate disposal.	optional	2				documentation



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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
40	A	<b>disposable products</b>	solid waste	reducing the quantity of waste produced	limit	No disposable products shall be used, such as:- disposable "one-portion" / "one-use" toiletries (shampoo, soap, shower caps,...) - plastic cups- give aways and gadgets in plastic packages	mandatory				Exception: in those cases where national regulation requires the presence of disposable toiletries (such as in high class accommodations), both the disposable and the non-disposable toiletries shall be present together with a sign inviting the guest to use the non disposable ones.	self declaration and on site inspection
41	A	<b>paper</b>	solid waste	reducing the quantity of waste produced	measure	Paper products purchased to be used in the accommodation premises shall be from recycled paper	optional	2				documentation
42	B1	<b>bottles</b>	solid waste	reducing the quantity of waste produced	measure	Glass bottles instead of plastic bottles shall be used and the glass shall be returned to the supplier for refill.	optional	2				documentation





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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
43	B1	breakfast packages	solid waste	reducing the quantity of waste produced	limit	No single dosage packages shall be used for food services.	mandatory				Exception: in those cases where national regulation requires the presence of single dosage packages, both the single dosage and the larger packaged versions shall be present together with a sign inviting the guest to use the non disposable ones.	self declaration and on site inspection
44	B1	cutlery	solid waste	reducing the quantity of waste produced	limit	No plastic cutlery shall be used for food services	mandatory					self declaration and on site inspection
45	A	waste collection system	solid waste	improving the quality of waste produced	measure	Own composting shall be conducted	optional	2				self declaration and on site inspection



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Italian Environment Protection Agency

Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
46	A	waste collection system	solid waste	solid waste treatment	measure	Solid waste shall be collected in at least four groups: paper, glass, plastic, hazardous waste (batteries and toner/ink) and disposed of accordingly.	mandatory				Condition for application: the local administration or private companies ensure separate collection and disposal of waste.	self declaration and on site inspection
47	A	waste collection system	waste water	liquid waste treatment	measure	All waste water shall be treated . If no link is possible to the local administration waste water treatment, the accommodation shall have its own treatment measures	mandatory					documentation
48	A	windows	noise	reduction of energy consumption/ noise reduction	limit	Windows shall be double glazed.	optional		1	2		self declaration and on site inspection
49	A	insulation	noise	reduction of energy consumption/ noise reduction	measure	Insulation is present in the structure or applied to the building.	optional	2				documentation



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
50	A	music	noise	noise reduction	measure	No constant background music shall be played in the accommodation.	mandatory					self declaration and on site inspection
51	A	building	air	guest safety and comfort	limit	In the accommodation structure there shall be clearly shown non-smoking areas among the common rooms and 60% of private rooms shall be non smoking.	mandatory					self declaration and on site inspection
52	A	building	biodiversity	biodiversity	measure	The accommodation shall not be built in an environment where its presence can endanger biodiversity and where it is not in compliance with national or international laws on flora and fauna.	mandatory					documentation
53	A	building	aesthetic	consumer perception	measure	The accommodation building and any new premises shall be built in accordance with local architectural style and shall be integrated with landscape surroundings.	mandatory					on site inspection



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
54	A + B	eco-labelled goods	general	all	measure	The following components awarded with the EU eco-label or national eco-label schemes shall be present in the tourist accommodation: tissue paper - dishwashers- soil improvers - bed mattresses -indoors paints and varnishes - textile products - laundry detergents - detergents for dishwashers - copying paper - personal computers- light bulbs - portable computers - refrigerators - washing machines - all purpose cleaners for sanitary facilities - hand dishwashing detergents-televisions- hard floor coverings - vacuum cleaners - furniture - tyres (for accommodation transport) - converted paper products - batteries for consumer goods, shampoo*, soap*, energy*, other... *these products do not have an EU flower yet.	optional	2	4			documentation



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
55	A	data collection /monitoring	energy and water	reduction of quantity of energy and water used	management	Control and maintenance of all equipment shall be conducted, according to need and legislation, only by accredited personnel in order to ensure high efficiency.	mandatory					self declaration and on site inspection, documentation
56	A	env management policy	general	all	management	The tourist accommodation shall have an environmental policy document which clearly states its goals and values and is visible to staff and guests. The policy includes the objective of continuous reduction of quantity and improvement of quality of energy, water, chemical substances and waste (per guest). This includes the replacement of old energy and water consuming devices with better performing ones, according to the requirements stated in criteria n. 3-11, 18, 21, 22.	mandatory				possible simplified application for Small Enterprises	documentation



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
57	A	env management policy	general	all	management	The tourist accommodation shall have a precise action plan to ensure the application of the environmental policy, where actions and responsible people are identified and targets on environmental performance regarding energy, water, chemical and waste are fixed yearly.	mandatory				possible simplified application for Small Enterprises	documentation
58	A	staff training	general	information and sensitization of staff	management	The tourist accommodation shall train its staff to ensure the application of its environmental measures and to raise awareness on environmentally friendly behaviour. Training shall be to all new staff within two weeks of employment and for all staff at least once per year.	mandatory				possible simplified application for Small Enterprises	self declaration and on site inspection, documentation



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
59	A	<b>information material</b>	general	information and sensitization of guests	management	The tourist accommodation shall provide information to the guests on its environmental policy and the EU eco-label. Information shall be actively given to the guest at the reception and signs inviting guests to support the environmental objectives shall be visible to the guest, especially in the room.	mandatory					self declaration and on site inspection, documentation
60	A	<b>data collection /monitoring</b>	general	information and sensitization of staff	management	The tourist accommodation shall have a plan to collect and monitor data on energy (Kw), water (litres) with every bill or at least every four months; it shall collect and monitor data on chemical consumption (g) and waste management (volume in litres of unsorted waste) every six months.	mandatory					self declaration and on site inspection, documentation



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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
61	A	data collection /monitoring	general	information and sensitization of staff	management	The tourist accommodation shall have a list of all equipment reporting data on its energy and/or water consumption, and, if present, its environmental certification.	mandatory					documentation
62	A	laundry	energy and water	reduction of quantity of energy and water used	measure	If the accommodation has no in house laundry, the laundry service shall have equivalent performances to household appliances.	optional	2				documentation
63	B3	information material	general	information and sensitization of guests	management	Information about the environmental management policy in action within the tourist accommodation shall be given to conference participants.	mandatory					self declaration and on site inspection
64	B5	information material	general	information and sensitization of guests	measure	Information shall be easily available on how to reach the accommodation by public transport and about local public transport.	mandatory					documentation
65	B5	bicycles	general	information and sensitization of guests	measure	Bicycles shall be available for guests to borrow or rent.	optional	2				self declaration and on site inspection





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Matrix of the SECOND DRAFT CRITERIA								Score				
Nr. criteria	Class	Component	Environmental issue	Environmental objective	Type of criteria	POTENTIAL EU criteria	Level of requirement	No condition or below 50%	50-80%	over 80%	notes	Verification
66	B1	food	social	consumer safety	measure	Organic food shall be present for breakfast.	optional	2				self declaration and documentation
67	B1	food	social	information and sensitization of guests	measure	Local and regional food shall be used in meals	optional	2				self declaration and documentation
68	A	EMAS	general	promoting cooperation between EU eco-label and EMAS	measure	Enterprises certified with EMAS shall not be inspected for management criteria <i>and shall receive 4 points.</i>	optional	4				documentation
69	A	ECOLABELS	general	promoting cooperation among existing environmental initiatives	measure	Enterprises certified with an eco-label shall automatically fulfil certain criteria as identified by the relative Competent Body and shall <i>receive 4 points.</i>	optional	4				documentation



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\*Possible criteria to insert

Any other activity which the accommodation manager shall perform in the respect of the environment shall be scored according to the efficiency of the measure, according to inspecto innovative actions per section, maximum 1 point per measure.\*\*

Possible ideas for innovative action:

The shop within the accommodation premises shall not sell products, such as shells or other animal products, which are made from endangered species of wild fauna and flora (CITE

The shop within the accommodation premises shall include locally handmade products

In the administration and offices the paper is re-used as far as possible and then separately disposed of.

Verification: self declaration and on site inspection.

In waste collection and waste treatment, if the local waste management is not the best offer, a better offer shall be sought, even if available on a private scale, and pressure should be

Verification: documentation

In waste collection and waste treatment, if the local waste management is not the best offer, a better offer shall be sought, even if available on a private scale, and pressure should be

Verification: documentation



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## **ANNEX II**

### **Table of verification Systems**

### **Table of fee systems**

### **of existing**

### **ECOLABELS**



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**Italian Environment Protection Agency****Table of verification and fee systems of existing eco-labels in Europe.**

Ecolabel	Verification	Remarks
Den Groenne Noegle (Denmark)	<p><b>CONSULTING</b> Guidance is given to the establishment by one of the organisations' secretariats mentioned above.</p> <p><b>VERIFICATION OF PAPER</b> The secretariat or an external person mandated by the Steering Committee will review the questionnaire sent by the applicant and will verify the compliance with the mandatory criteria.</p> <p><b>ON-SITE VERIFICATION</b> An announced on-site visit is also scheduled by the secretariat or an mandated external person.</p> <p><b>ON-SITE REPORT</b> The on-site examination's report will be transmitted to the Steering Committee, which will take the final decision.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b> During the 1-year validity of the certification, the relevant secretariat is regularly visiting the certified member and mystery guests are also used as control tool. If an establishment is not complying with the criteria anymore, it can be excluded by the Steering Committee.</p> <p><b>AFTER CERTIFICATION</b> After 1 year, the renewal of the certification is possible.</p> <p><b>FURTHER INFORMATION</b> A certificate and a plaque are provided to the certified member, and the member is allowed to use the logo. Each establishment must designate an environmental officer/manager who will have participated at one of the environmental courses within the first 6 months after having joined the Green Key programme. Guests must be informed of the on-going environmental programme and must be able to choose to sort their waste, to change their towels and soap every day or not, etc.</p>	
Das Österreichische Umweltzeichen für Tourismusbetriebe (Austria)	<p><b>CONSULTING</b> independent advisors can help during the implementation of the criteria. An information package gives applicants advice on promoting their improvements, annual workshops and seminars are carried out.</p> <p><b>VERIFICATION OF PAPER</b> A questionnaire and additional documents such as technical dossiers, etc, must be provided by the applicant. Compliance with all legislation and governmental regulations, with the basic requirements and with the mandatory criteria are verified.</p>	



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Ecolabel	Verification	Remarks
	<p><b>ON-SITE VERIFICATION</b> Furthermore, an announced on-site visit is scheduled by independent examiners, including representatives of the Austrian Consumer Association (VKI) appointed by the Ministries. The Ministries make the final decision.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b> During the 3-year validity of the certification, the grantees have to deliver a letter of intent annually, also additional spot tests are executed by the Federal Ministry for Agriculture, Forestry, Environment and Water Management and the Federal Ministry of Economics and Labour.</p> <p><b>AFTER CERTIFICATION</b> After the 3 years, the certification can be extended after a new follow-up verification.</p> <p><b>FURTHER INFORMATION</b> The certified member receives a plaque, a certificate, different useful information and the right to use the logo .</p>	
<p>El Distintivo (Catalunya/Spain)</p>	<p><b>CONSULTING</b> applicants can be helped in the certification process by all manner of consultant services provided.</p> <p><b>VERIFICATION OF PAPER</b> An application form jointly with a technical description of the measures taken and the corresponding certificates must be transmitted to the General Directorate of Environmental Quality. The technical board of the Directorate is in charge of evaluating the application. Then the Environmental Quality Council takes the final decision on awarding the Distintivo.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b> After the 3-year validity of the certification, the certification can be extended unless the criteria or the characteristics of the services or products change. In this case the certified member has to demonstrate the compliance of its product with the new criteria. And the use of the logo must be stopped until the Council of Environmental Quality made the decision in favour of an extension.</p> <p><b>FURTHER INFORMATION</b> The certified members of each year are also announced during a special public event on the world environment day. The certified tourism services receive a certificate and the right to use the logo.</p>	
<p>Green Tourism Business Scheme (Scotland/UK)</p>	<p><b>INFORMATION</b> Information on the date of opening entries is available on Scottish Tourist Board Publications/magazines but also on the Internet. In the past, they even sent a letter to all eligible businesses to inform them of the benefits of the implementation of such management.</p>	



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Ecolabel	Verification	Remarks
	<p><b>CONSULTING</b> Applicants can be helped in the certification process by published case studies but also by a consultancy hotline and training programmes supported through the local area tourist boards for an additional cost.</p> <p><b>VERIFICATION OF PAPER</b> Once the applicant has answered the questionnaire and application form,</p> <p><b>ON-SITE VERIFICATION</b> They are visited by an independent environmental auditor, a member of the Environmental Auditor's Registration Association.</p> <p><b>FURTHER INFORMATION</b> A certificate and a plaque are provided to the certified members for the 2-year validity of the certification.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b> Control visits are then scheduled every 2 years and the certification is automatically extended for 2 more years.</p> <p><b>AFTER CERTIFICATION</b> If the certified member wants to raise its level of certification during the duration validity, it has to apply and pay for an extra control visit.</p>	
Milieubarometer (Netherlands)	<p><b>CONSULTING</b> Before applying, applicants can be helped by a consultant who can explain in details the criteria and the way to meet them.</p> <p><b>VERIFICATION OF PAPER</b> There is a special application form, that must be send back to the Stichting KMKV.</p> <p><b>ON-SITE VERIFICATION</b> After paying the fee, the auditor makes an appointment for the audit. Compliance with the criteria is verified by an auditor.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b> During the 1-year validity of the certification, an announced control visit is made by an auditor.</p> <p><b>FURTHER INFORMATION</b> The certified members are announced during an award winning ceremony and the certified business gets the right to use the logo and a plaque.</p>	
EcoLabel Luxembourg	<p><b>CONSULTING</b> Consultancy services, educational events, and training programmes developed by the "Stiftung Öko-Fonds" and</p>	



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Ecolabel	Verification	Remarks
(Luxembourg)	<p>partners are offered for all accommodation businesses in Luxembourg (not only for the businesses interested in the eco-label).</p> <p>Using these consultancy offers are highly recommended before registration.</p> <p>The applicant must then register for an audit control after having fulfilled all the required forms.</p> <p><b>ON-SITE VERIFICATION</b></p> <p>The on-site audit, organised once a year, is scheduled by the Examination Commission, consisting of environmental consultants, energy consultants (one from Luxembourg and one from a foreign country), an independent representative of the National Tourist Office and a representative of the “Stiftung Öko-Fonds”.</p> <p><b>ON-SITE REPORT</b></p> <p>The commission is charged to write an audited report for the committee of partners which takes the final decision.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b></p> <p>During the 2-year validity of the certification, extra control visits are only organised in case of complaints of guests.</p> <p>Guest feedback is therefore used as a main control tool.</p> <p><b>AFTER CERTIFICATION</b></p> <p>After 2 years a new application is necessary to be re-assessed.</p> <p><b>FURTHER INFORMATION</b></p> <p>The certified members get a plaque and a certificate during the prize ceremony “Preisverleihung” organised once a year.</p>	
La Clef Verte (France)	<p><b>CONSULTING</b></p> <p>applicants can be helped in their application process thanks to a phone hotline, personal consultancies and seminars.</p> <p><b>VERIFICATION OF PAPER</b></p> <p>A questionnaire must be fulfilled by the applicant, and will be reviewed by a jury consisting on FEEEs members, the Ministry of Environments’ members, tourist offices’ members, energy consultants, etc.).</p> <p><b>ON-SITE VERIFICATION</b></p> <p>An announced on-site visit is then scheduled by the jury to verify the compliance of the applicant with all the mandatory criteria, the implementation of an action plan for medium-term criteria and the fulfilment of half of the ideal criteria.</p> <p><b>VERIFICATION AFTER CERTIFICATION</b></p>	



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Ecolabel	Verification	Remarks
	<p>During this 1-year validity, no more controls are scheduled.</p> <p><b>AFTER CERTIFICATION</b></p> <p>A new application is necessary to be re-assessed after one year.</p> <p><b>FURTHER INFORMATION</b></p> <p>A prize ceremony is organised in each regions where the applicants are located, and the logo, the plaque can be used during one year.</p>	
<p>Nordic Swan (Scandinavia)</p>	<p><b>CONSULTING</b></p> <p>the applicants can be helped in the certification process by a phone hotline, training seminars and workshops organised.</p> <p><b>VERIFICATION OF PAPER</b></p> <p>And application form and the required documents must be sent to the National Eco-labelling Agency,</p> <p><b>ON-SITE VERIFICATION</b></p> <p>The application form then schedule an on-site control visit, (either announced or unannounced).</p> <p><b>VERIFICATION AFTER CERTIFICATION</b></p> <p>During the 3-year validity of the certification, the establishment is revisited at least once a year.</p> <p><b>FURTHER INFORMATION</b></p> <p>The certified members are announced at a prize ceremony, taking place twice a year. The licensees get the Nordic Swan flag, pins, brochures and advertisements documents to use and to distribute.</p>	
<p>VIABONO (Germany)</p>	<p>Verification of Paper</p> <p>Application form with a questionnaire</p> <p><b>ON-SITE VERIFICATION</b></p> <p>Sometimes the eco-label will carry out an on-site visit.</p> <p><b>VERIFICATION</b></p> <p>Feedback and complaints of tourists will be considered.</p> <p><b>FURTHER INFORMATION</b></p> <p>The certification will remain valid for 3 years.</p>	





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Ecolabel	FEES	Remarks
Den Groenne Noegle (Denmark)	<p>Kind of costs: Application fee Additional fee per room</p> <p>Amount of costs: Application fees are about DDK 4.000 (538 EUR) as a common cost, plus DDK 40 (5 EUR) per room.</p>	
Das Österreichische Umweltzeichen für Tourismusbetriebe (Austria)	<p>Kind of costs: Application fee Additional fees as costs of certification</p> <p>Amount of costs: Application fees (for the three years period) depend upon the type of accommodation: category 1 (hotels, inns, holiday villages, apartments): ATS 4.500,- (€ 327,-) category 2 (hostels, camping sites, huts, guest houses): ATS 2.250,- (€ 163,5) category 3 (private rooms and farmhouse holidays up to 10 beds): ATS 750,- (€ 54,5)</p> <p>In addition, the contribution of companies to the costs of certification is about ATS 2.000 to ATS 3.000. (In total the fees add up to 200 € 550 €.) The remainder of the verification costs are paid by the ministries.</p>	
El Distintivo (Catalunya/Spain)	<p>Kind of fees: Application fee Verification costs Annual tax</p> <p>Amount of costs: The application fee is about 60.000 PTS (360 €) plus the verification costs, that may be necessary and which will depend on the type of test or verification that has to be done. These verification costs are partially (75%) financed by the Catalan Government. Moreover, there is also an annual tax, which depends on the business' turnover.</p>	



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Ecocert	FEES	Remarks
Green Tourism Business Scheme (Scotland/UK)	<p>Kind of fees: Application fee</p> <p>Amount of costs: Application fees range from £ 50 (80 EUR; Bronze level) to £ 100 (159 EUR; Silver level) and £ 150 (239 EUR; Gold level). Certified members must pay this fee every 2 years.</p>	
Milieubarometer (Netherlands)	<p>Kind of fees: Annual fee</p> <p>Amount of costs: An annual fee of ca. 450 € must be submitted to get the gold level and about 300 € to get the silver and bronze level.</p>	
EcoLabel Luxembourg (Luxembourg)	<p>Kind of fees: Fee for audit-registration</p> <p>Amount of costs: The audit-registration costs are about 3000 LUF (ca. 75 €).</p>	
Les Clefs Vertes (France)	<p>Kind of fees: Certification fees</p> <p>Amount of costs: Application is free for the naturism camping sites. Others must submit a sum of 228,60 € to be certified.</p>	
Nordic Swan (Scandinavia)	<p>Kind of fees: Application fee Annual charge</p> <p>Amount of costs: The application fees differ slightly from one country to another. The application fee is required in order to cover administration costs and costs for the control visit. The annual charge is 0,4 % of the company's turnover.</p>	



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Ecolabel	FEES	Remarks
VIABONO (Germany)	<p>A great deal of the procedure is developed, the fees for licences are already determined - a basic fee will depend on the number of beds/visitors, an additional flexible fee will depend on the number of guests contacting the entity via the VIABONO Internet portal. There are minimum and maximum fees.</p> <p>Kind of fees: A unique basic fee for 3 years</p> <p>Amount of costs: A unique fee of 130 EUR for the proposal to get the VIABONO license, depends on the size of the company/beds.</p> <p>After a successful examination of the proposal the applicant has to pay a license charge per month.</p>	