



**APAT**

**Italian National Agency for the Protection of the Environment and for  
Technical Services**

**TOURIST ACCOMODATION  
AND  
CAMP SITE SERVICES  
EU ECO-LABEL AWARD SCHEME**



**FIRST BACKGROUND DOCUMENT**

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## Introduction

This report discusses the results obtained during the first period of activity of the project for the revision of the ecological criteria for the award of the Community Eco-labels for tourist accommodation and camp site services”, carried out by APAT.

The aim of this document is to describe the issues that will be presented during the first AHWG meeting on April 11<sup>th</sup> in Rome.

APAT is supported by ACTA for technical and environmental aspects.

The present report builds on the experiences gathered since the voting of Commission Decisions 2003/287/EC (Tourist accommodation service) and 2005/338/EC (Camp site service) and takes into consideration studies and research carried out in the meantime, as well as changes in the relevant legislation.

### *Aims and objectives*

The aim of this document is to supply information and data in order to support the “Ad Hoc Working Group” (AHWG) in establishing a draft proposal of criteria fully compliant with the Award Scheme of the Regulation 1980/2000 to be submitted to the EUEB.

The criteria revision aims principally at the following objectives:

1. Update on European legislation relevant to the criteria and their application.
2. Potential simplification/elimination of criteria based on the feedback of Competent Bodies, license holders and other interest groups.
3. Variation of the limits of selected criteria in order to incentive a continuous improvement of the environmental efficiency of the certified structures.
4. Introduction of new criteria based on:
  - a. previously not considered environmental aspects;
  - b. other relevant aspects supported by the market situation or legal requirements.



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## **1. LEGAL FRAMEWORK**

### ***1.1. The EU Eco-Label***

*Regulation (EC) No 1980/2000 of the European Parliament and of the Council of 17 July 2000 on a revised Community Eco-label Award Scheme.*

The EU Eco-label (the Flower) is the EU's own high-level award scheme for products and services which meet very high environmental standards.

Businesses which can show that their product meets the demanding criteria set by the scheme can apply to the body running the scheme in their member state (the Competent Body) to use the Eco-label's Flower logo on the product and in advertising. The scheme currently covers twenty-six product groups, including tourist accommodation and camp site services, and the logo appears on thousands of products across Europe. The Eco-label was originally established by an EU Regulation in 1992, which was revised in 2000. The Commission, which coordinates the running of the scheme, is currently reviewing and revising it again.

#### ***Commission Decisions 2003/287/EC and 2005/338/EC***

The development of European Eco-label criteria for services started in July 2001 when the European Commission committed to ANPA (Italian Environment Protection Agency, now called APAT) the development of a draft criteria proposal Commission Decision establishing the ecological criteria for the award of the Community Eco-label to tourist accommodation service in collaboration with the Greek Competent Body, ASAOS. The Criteria were adopted with Commission Decision of 14 April 2003 (2003/287/EC).

In July 2003 the European Commission committed to APAT (Italian National Agency for the Protection of the Environment and for Technical Services) the development of ecological criteria for the award of the Community Eco-label to Camp site service, for which the Tourist accommodation service product group definition did not fit, due to the peculiarity of the service offered in open air. APAT has concluded this with the technical support of ACTA (Association for Culture Tourism and the Environment) and the Criteria were adopted with Commission Decision of 14 April 2005 (2005/338/EC).

The validity of the criteria for the two product groups will run out both on the 31st of October 2009. The European Commission has entrusted APAT with the development of a proposal for the revision of the ecological criteria for the award of the Community Eco-label for the two product groups "Tourist accommodation service" and "Camp site Service". APAT will carry out the project with the technical support of ACTA and their international experts.

The revision process will be conducted in parallel for the two product groups where the definitions and criteria overlap, but with special attention reserved to the distinctive elements of both groups, which will be handled separately.



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### *1.1.1. European Legislation consideration.*

## Analysis and update of the relevant environmental EU policies and standards

In this chapter, the policy and legislation of the EU will be analysed starting from the conclusions of the latest research for camp site service in 2004. In particular, there is a need for an updating of the lines followed by the EU during the last years.

In this report, the main documents, which express EU environmental policy, will be listed. This is to be considered a very brief and non-exhaustive synthesis of the work done.

The main aim of the research is to determine the necessity and/or possibility of a revision of the criteria towards:

- higher environmental efficiency (consumption limits);
- more extensive diminution of negative environmental impact (water and soil pollution, CO<sub>2</sub> and other atmospheric emissions, noise);
- elimination of criteria made obsolete by EU-wide adopted legislation.

### *1.1.2. Environment in EU*

As reported in the General Report on the Activities of the European Union for 2007, this year “*was a year of policy delivery for European citizens – a year of a Europe of results. A new policy era was established with unanimous support by Member States for the Commission's ambitious proposals to tackle climate change and energy security.*”

The European Union also clearly expressed its determination to play a leading role in combating climate change, by adopting, in January, common, binding targets aimed at reducing greenhouse gas emissions by 20%, with the specific aim of limiting global warming to 2 degrees Celsius.

In its initial policy paper on climate change ‘Adapting to climate change in Europe — Options for EU action’ the Commission describes the work carried out and the conclusions drawn under the European climate change programme. The document sets out the dual challenge posed by the need for substantial reductions in greenhouse gas emissions as we adapt to a changing climate. It proposes possible ways for the EU to act. The main aim is to launch a debate and an EU-wide public consultation to decide how to go forward on the issue. A number of areas for priority action are identified.

With a view to revising Directive 2003/87/EC on the European emissions trading scheme, the Commission has launched a consultation process and, under the climate change programme, set up a working group with a large number of stakeholders to draft recommendations for improving the current system. The group’s work covers extending the scope of the scheme, harmonisation, monitoring to improve compliance with the scheme and its application, and the link between the EU scheme and other schemes outside the European Union.



In its annual report on the progress made by the European Union towards achieving the Kyoto objectives for reducing greenhouse gas emissions the Commission concludes that the Community will reach its Kyoto target provided that the Member States put in place and implement their additional policies and measures as soon as possible.

Some years earlier, the Treaty establishing the European Union stated these objectives for its environmental policy:

- 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 Treaty of Amsterdam ratified the principle of sustainable development as one of the European Community's aims, and makes of a high degree of environmental protection one of its absolute priorities.

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

In the midterm evaluation of the *Sixth Environmental Action Programme*, the assessment of the current state of the environment shows that global emissions of greenhouse gases are increasing and climate change related weather events are having a significant economic impact. Biodiversity loss is continuing at an alarming rate. Air pollution damages the health of hundreds of thousands of Europeans every year. Soil degradation is accelerating across the EU, with negative effects on human health, ecosystems and climate change – and on economic potential and quality of life. Current production and consumption patterns in the EU are generally unsustainable. Natural resources are being used at a rate quicker than they are being regenerated. The EU is far from reaching its objective of decoupling economic growth from the negative impacts arising from resource use: if current patterns of resource use are maintained, environmental degradation and unsustainable depletion of natural resources will continue unabated.

For the remaining term of the Programme, the Commission aims at a particular focus on certain aspects to "ensure that environmental objectives, which should focus on the environmental outcomes to be achieved, are met by the most effective and appropriate means available", as required by Article 2(3) of the 6<sup>th</sup> EAP.

The policy context for the Community framework for action in the field of environment is determined – inter alia – by the EU Sustainable Development Strategy, the Lisbon Strategy and the Commission's Better Regulation policy.



## **1.2. Energy policy and climate change**

The *Treaty of Kyoto* 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.

In order to enable the European Union to meet its obligations under the United Nations Framework Convention on Climate Change and the Kyoto Protocol, on 13 October the European Parliament and the Council adopted Directive 2003/87/EC establishing a Community scheme for greenhouse gas emission allowance trading to be phased in by 2012.

Under the Protocol, the European Community has a reduction target of 8% below 1990 levels by the commitment period of 2008-2012. Under a ‘burden-sharing’ agreement, the EU member states agreed to set different emissions reduction targets for each member state. Eight of the ten 2004 EU Accession States also have emission reduction targets under the Protocol, as do Romania and Bulgaria, which joined the EU on 1 January 2007, and these targets range from 6% to 8% below 1990 levels. However, the European Community’s commitments under the Protocol only refer to the pre-2004 15 member states (EU15). The most recent figures (for 2004) show that the EU15 emissions were 0.9% below 1990 levels. Current projections indicate that the EU15 are on target to meet their Kyoto Protocol commitments by 2010, provided that the following objectives are met:

- that all additional measures currently under discussion at the European or at the national level are fully enacted in time to influence the emissions during the commitment period;
- that the Kyoto mechanisms are used to the full extent planned;
- that removals from carbon sinks contribute to the extent projected by the member states. If so, ten of the EU15 will use the Kyoto mechanisms to achieve reductions of over 30% of the total reductions required under the Kyoto commitment period (2008-2012).

The most significant development in the EU during the commitment period was the decision taken by EU heads of state and government at a meeting of the European Council on 9 March 2007 to set binding targets for the EU’s greenhouse gas emissions. EU member states agreed to reduce emissions by 20% below 1990 levels by 2020 and, possibly, by 30% “provided that other developed countries commit themselves to comparable emission reductions and economically more advanced developing countries to contributing adequately according to their responsibilities and respective capabilities.” In this context, the European Commission has been asked to undertake a technical analysis of the criteria for an internal ‘burden-sharing’ agreement. Furthermore, the European Council called for a 2007 launch of international negotiations on a post-2012 Kyoto framework, which are meant to be concluded by 2009.





*A step further - The Bali Roadmap (December 2007)*

The conference of Bali agreed to launch formal negotiations among the 192 parties to the UN Framework Convention on Climate Change (UNFCCC) on action up to and beyond 2012. These formal negotiations replace a process of informal dialogue that has taken place over the past two years. They will involve the United States, which is a Party to the UNFCCC but not the Kyoto Protocol.

The decision to launch negotiations sets out a 'roadmap' to guide them, which includes the key building blocks of a future agreement. These are: enhanced mitigation of climate change by limiting or reducing emissions; adaptation to climate change; action on technology development and transfer; and scaling up of finance and investment to support mitigation and adaptation. Four negotiating sessions are scheduled in 2008, starting in March or April.

The decision explicitly acknowledges the findings of the IPCC's recent Fourth Assessment Report (AR4), emphasises the urgency of addressing climate change expressed in the report and recognises that deep cuts in global emissions will be required to reach the Convention's objective of preventing dangerous levels of climate change. At the EU's insistence it also makes reference to a section of the AR4 which demonstrates that emissions reductions for developed countries in the range of 25-40% below 1990 levels by 2020 are required to limit global warming to 2 degrees above pre-industrial levels.

Enhanced action to mitigate climate change will be a key focus of negotiations. The Roadmap envisages commitments or actions by developed countries, which could include quantified objectives for limiting and reducing emissions. Developing countries will also take action, but in their case no reference is made to quantify emissions objectives.

In parallel with the negotiations under the climate change Convention, the 176 parties to the Kyoto Protocol will continue negotiations already under way on new post-2012 emissions targets for developed countries that are in the Protocol. For this negotiating 'track' the Bali conference agreed on an intensive work schedule for 2008 to accelerate progress.

A review of the Protocol at the next UN climate conference, in December 2008, will help to inform these negotiations on future commitments by developed countries. The EU sees the review as an important opportunity to strengthen the Protocol's effectiveness in readiness for the post-2012 period.

The negotiations under both 'tracks' – Convention and Protocol - will be completed at the UN climate change conference to be held at the end of 2009 in Copenhagen. The EU and many other Parties insisted on this simultaneous deadline to ensure a coherent result.

In line with this, the 6th Environmental Action Plan recognises climate change as *"an outstanding challenge for the next 10 years and beyond"* and aims to contribute to the long-term objective of *"stabilising greenhouse gas concentrations in the atmosphere at a level that would prevent dangerous anthropogenic interference with the climate system"*.





Since the adoption of the 6<sup>th</sup> EAP our understanding of the risks linked to climate change has improved and our response must be changed accordingly. For the EU there are three main issues:

- cutting EU emissions of greenhouse gasses and making the shift towards a low carbon economy. Each Member State has committed itself to legally binding targets under the 'Burden Sharing Agreement' in order to reach the Kyoto-target. The EU-wide Emissions Trading Scheme (ETS) has been successfully launched and is a mechanism that can be developed into a global scheme for limiting emissions. Progress towards the EU reduction commitment under the Kyoto Protocol is broadly on track but achieving the target<sup>1</sup> but will require additional efforts from all sectors and in particular energy, transport, industry and agriculture. In March 2007 the European Council endorsed the Commission's proposal for an energy and climate package. It made an independent commitment to reduce emissions of green house gasses by at least 20% by 2020 and concluded that the reduction target would be increased to 30% in the context of an international agreement that includes other industrialised countries. As a part of the package the Council set binding 2020 targets of 20% for renewable energy production and 10% of consumption for bio fuels. It also stressed the need to increase energy efficiency in the EU and set the objective of reducing the EU's energy consumption by 20% compared to projections for 2020. The EU also needs to encourage the take up of renewable energies and increase research into new technologies such as carbon sequestration and storage, the use of hydrogen as a fuel and second-generation bio-fuels. As the necessary technologies are developed, a supportive regulatory framework will also need to be elaborated. In order to set an example to other public institutions the Commission will set out a strategy for reducing its own carbon footprint;
- to tackle climate change effectively, much greater reductions of greenhouse gas emissions will be needed at global level and this is why the second challenge is "climate diplomacy".
- The EU is responsible for around 14% of the world's greenhouse gas emissions– a figure that will decrease as countries such as China and India continue to develop. The EU is committed to engaging with third countries in order to build support for a global agreement on greenhouse gas emission limitations when the first Kyoto Protocol period ends in 2012. This means convincing the United States, and other countries, that it is in their own interests to be at the forefront of the fight against climate change.
- A global response will also mean finding a way to allow developing countries to continue economic growth with the least competitive distortions, but with decreasing growth in emissions. There will need to be an increase in technical assistance and technology transfers;
- the third challenge is adaptation to climate change. Expected changes in temperature and precipitation as well as increased climatic variability will have an effect on agricultural production patterns. The risk of extreme weather events - such as heat

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<sup>1</sup> The EU is committed under the Kyoto Protocol to reducing greenhouse gas emissions by 8% from 1990 levels by 2008-2012



waves, flooding, droughts and forest fires - will increase. Infrastructure will have to be built to take account of rising sea levels. The range of diseases will move as temperatures change. We are only just beginning to see the actual impacts of climate change but the need for adaptation must be built in to all relevant European and national policies.

Climate change, in all its dimensions (energy, development, transport, health), is in fact, becoming increasingly part of the EU's core external policy.

On 23 January 2008 the European Commission put forward a far-reaching package of proposals that will deliver on the European Union's ambitious commitments to fight climate change and promote renewable energy up to 2020 and beyond.

The "Climate action and renewable energy package" sets out the contribution expected from each Member State to meeting these targets and proposes a series of measures to help achieve them.

Central to the strategy is a strengthening and expansion of the *Emissions Trading System (EU ETS)*, the EU's key tool for cutting emissions cost-effectively. Emissions from the sectors covered by the system will be cut by 21% by 2020 compared with levels in 2005. A single EU-wide cap on ETS emissions will be set, and free allocation of emission allowances will be progressively replaced by auctioning of allowances by 2020. This proposal is designed to amend the current EU ETS Directive (*Directive 2003/87/EC*). It represents the outcome of discussions on the review of the Directive, as required by Article 30 and COM(2006)676 final which sets out the terms of reference for the review.

The Proposal is part of draft legislation implementing the Integrated Energy Climate Change Package from January 2007: the Climate Action and Renewable Energy Package of 23 January 2008 also contains a proposal for a Decision on the effort of Member States to reduce their greenhouse gas (GHG) emissions to meet the Community's GHG emission reduction commitments up to 2020 and a Directive on the promotion on the use of renewable energy sources.

Prior to the proposal, the Commission took decisions on all 27 Member States' National Allocation Plans for the trading period 2008-2012 (NAPII). These account for 6.5% reduction below 2005 verified emissions.

Emissions from sectors not included in the EU ETS – such as transport, housing, agriculture and waste – will be cut by 10% of 2005 levels by 2020. Each Member State will contribute to this effort according to its relative wealth, with national emission targets ranging from -20% for richer Member States to +20% for poorer ones.

National renewable energy targets are proposed for each Member State which will contribute to achieving the emissions reductions as well as to increasing the EU's energy independence. These include a minimum 10% share for bio fuels in petrol and diesel by 2020. The package also sets out sustainability criteria that bio fuels must meet to ensure they deliver real environmental benefits.

*Possible consequences for criteria development and revision:*

- Necessity to calculate the yearly GHG emissions (or at least CO<sub>2</sub>) and establish a reduction plan for the following year.



- Stronger emphasis on the use of renewable energy sources.
- Improvement of energy efficiency in buildings.

In the following, very briefly a summary of European measures and policies on the subject of energy, in particular where those have underwent modification since the study aimed at the development of the camp site service criteria in 2004.

### *1.2.1. Energy efficiency*

*Directive 93/76/EEC*<sup>2</sup> intends to limit CO<sub>2</sub> emissions by increasing energy efficiency (program SAVE). This program mentions a number of actions, among which increasing the individual supply of heat to the consumer, which may regulate it according to need and pay according to consumption. The program asks for guarantee in maintenance, involving also energy consuming appliances in the service department (which in 1993 accounted for 40% of energy consumption and was foreseen to increase). It is well known that energy efficiency is closely linked not only to the technical features of the appliances but also to maintenance.

#### ***Energy efficient buildings***

##### *Directive 2002/91/EC on the Energy Performance of Buildings*

The Directive on energy efficiency of buildings was adopted, after a lively discussion at all levels and with overwhelming support from Member States and the European Parliament, on 16th December 2002 and entered into force on 4th January 2003. It is considered as a very important legislative component of energy efficiency activities of the European Union designed to meet the Kyoto commitment and responds to issues raised in the recent debate on the Green Paper on energy supply security.

The buildings sector accounts for 40% of the EU's energy requirements. It offers the largest single potential for energy efficiency. Research shows that more than one-fifth of the present energy consumption and up to 30-45 MT of CO<sub>2</sub>/Y could be saved by 2010 by applying more ambitious standards to new and when refurbishing buildings - which represents a considerable contribution to meeting the Kyoto targets.

The Directive is set to promote the improvement of energy performance of buildings with four requirements to be implemented by the Member States:

- general framework for a methodology of calculation of the integrated performance of buildings;
- setting of minimum standards in new and existing buildings;
- energy Certification of Buildings;
- inspection and assessment of heating and cooling installations.

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<sup>2</sup> Official Journal L 237, 22/9/1993.



The Directive is foremost a measure that concerns a very large number of actors on all levels and with different impacts and different motivations: designer, housing associations, architects, providers of building appliances, installation companies, building experts, owners, tenants, essentially all energy consumers in the European Union.

In January 2006, the EPBD Buildings Platform was created as an information service for helping the implementation of the Buildings' Directive.

An important discussion point in this field is the calculation method of the energy efficiency of buildings, which should take into account, together with insulation, also other factors that are increasingly important, amongst which heating and air conditioning plants, the use of renewable energy and the architectural characteristics of the building.

In 2007, APAT received the mandate from the European Commission for developing European Eco-label criteria for the product group “Buildings”. The project started in January 2008 and consistency with the revision of TAS and CSS criteria will be ensured for the aspects related to the tourist accommodation structures.

*Possible consequences for criteria development and revision:*

- Insertion of a criterion which evaluates the environmental performance of the buildings or parts of it.
- (for the future) Points for achieving the EU Eco-label for buildings, including the automatic absolution of particular criteria (windows isolation, heating and cooling standard, building insulation).
- Incentives for the use of more efficient systems for heating and cooling.

### ***Combined Heat and Power***

*Directive 2004/8/EC* of 11 February 2004 on the promotion of cogeneration based on a useful heat demand in the internal energy market and amending Directive 92/42/EEC.

The use of combined heat and power (CHP) presents a substantial potential for increased energy efficiency and reduced environmental impacts. It is considered to be a priority area for many Member States. The efficient use of fuel, in simultaneous production of heat and power can supply energy savings and avoided CO<sub>2</sub> emissions compared with separate production of heat and power and the development in the use of fuels used in CHP applications show a trend towards cleaner fuels. Nearly 40% of the electricity produced from cogeneration is produced for public supply purposes, often in connection with district heating networks. 60% are generated by auto-producers, normally for industrial processes.

The Communities strategy outlined in the Commission's cogeneration strategy of 1997 sets an overall indicative target of doubling the share of electricity production from cogeneration to 18% by 2010. This was endorsed by the Member States in the form of a Council Resolution in December 1997. The indicative target was taken up in the



Communication on CHP (COM(97)514 final) providing for an analysis of the barriers and strategies for its realisation. Projections show that meeting this target is expected to lead to avoided CO<sub>2</sub> emissions of over 65 Mt CO<sub>2</sub>/year by 2010.

In terms of installed capacity, the share of electricity produced by cogeneration processes has raised to 10% in the EU in 2001. Large differences however are to be noted amongst the Member States with variations of the shares between 2% and 60% of the electricity production.

### ***Energy saving and end-use efficiency***

The *Directive 2006/32/EC* on energy end-use efficiency and energy services of 5 April 2006 stipulates a national indicative energy savings target for the period between the beginning of 2008 and the end of 2016 as an indicative energy end-use savings target. This figure is 9% of the annual average consumption of all energy users within the scope of this Directive over the last five years prior to the implementation of this Directive for which official data are available. Energy services companies, energy distributors, distribution system operators and energy retailers, as well as final customers, are committed to energy saving measures.

The indicative energy savings target must be attained by way of energy services and other energy efficiency improvement measures. In terms of measures, the Directive on energy end-use efficiency and energy services leaves it to the Member States to choose between the various instruments available to improve energy efficiency and promote energy service markets. EU States must inform the European Commission of their approach for transposing the Directive in three successive National Energy Efficiency Action Plans.

In ANNEX III of the directive, a list of examples for improvement measures for acceptable energy efficiency for the housing and tertiary sectors:

- home generation of renewable energy sources reducing the amount of energy bought (for instance thermal applications of solar energy water heating, heating and cooling with solar energy);
- reduction of energy consumption between 1st January 2008 and 1st January 2017, promoting high energy yield plants, promoting renewable energy sources.

### ***Possible consequences for criteria development and revision:***

- An eventual optional criterion or additional measure could be the selection of one of the improvement measures adopted by the own country in the framework of this directive which has not been covered by other criteria yet.
- The directive will have to be mentioned in the relevant criteria.



### ***Eco-Design of appliances- the Ecodesign Directive***

*Directive 2005/32/EC*<sup>3</sup> of the European Parliament and of the Council of 6 July 2005 establishes a framework for the setting of ecodesign requirements for energy-using products and amends Council Directive 92/42/EEC and Directives 96/57/EC and 2000/55/EC of the European Parliament and of the Council

In July 2005, Article 21 of the Ecodesign Directive amended the following directives on minimum energy efficiency requirements of certain products so that they became implementing measures of the Ecodesign Directive. This means that their content did not change (except for an annex of the directive on boilers), however any further change to the directives will be carried out in the framework of the decision-making mechanisms of the Ecodesign Directive.

*Directive 2000/55/EC* of the European Parliament and of the Council of 18 September 2000 on energy efficiency requirements for ballasts for fluorescent lighting.

*Directive 96/57/EC* of the European Parliament and of the Council of 3 September 1996 on energy efficiency requirements for household electric refrigerators, freezers and combinations thereof.

*Council Directive 92/42/EEC* of 21 May 1992 on efficiency requirements for new hot-water boilers fired with liquid or gaseous fuels which determines the efficiency requirements applicable to new hot-water boilers fired by liquid or gaseous fuels with a rated output of no less than 4 kW and no more than 400 kW, hereinafter called 'boilers'.

### ***Energy Labelling***

The EU confronts the growing energy demand by small and medium electrical appliances in two complementary ways:

- *Energy Labelling of household appliances*: Seen that the market of household appliances such as washing machines, dishwasher, oven, air-conditioning systems etc. are highly visible to the consumer, the intention is to increase consumer's awareness on the real energy use of household appliances through a liable and clear labelling in their sales points.
- *Minimum Efficiency Requirements*: Compulsory minimum efficiency requirements will encourage producers of household appliances to improve the product design in view to lower the energy consumption at their use.

The most important Directives dealing with this issue are the following.

The Commission of the European Communities has issued a *Commission Directive 2003/66/EC of 3 July 2003* amending Directive 94/2/EC implementing Council Directive 92/75/EEC, with regard to energy labelling of household electric refrigerators, freezers and their combinations, and all frigo - or mini-bars shall be at least class C. The

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<sup>3</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32005L0032:EN:NOT>





amendment of Commission Directive 2003/66/EC revises energy labelling of household cold appliances (refrigerators and freezers) to take account of improvements in efficiency. Two new classes (A+ and A++) are introduced.

In *Directive 92/75/EEC*, the EU asked for the labelling of products, including household appliances, on their energy consumption. This Directive was implemented in the successive years for refrigerators, freezers, washing machines, dishwashers, lamps, dryers etc. and this enables the consumer to know how much the energy consumption of the appliance is. Directive 92/75/EEC establishes a classification of the efficiency of electrical appliances with respect to standard efficiency. The energy mark is obligatory and the appearance of the mark's label is regulated in the directives. Energy efficiency will be measured on a scale from A (or A+ or A++) to G, in which A means low and G means high energy consumption. The mark label will contain information about the appliance's model designation and its manufacturer or representative, but will also have a large amount of technical data as well as voluntary information about noise levels.

*Commission Directive 2002/40/EC* of 8 May 2002 implementing Council Directive 92/75/EEC with regard to energy labelling of household electric ovens.

*Commission Directive 2002/31/EC* of 22 March 2002 implementing Council Directive 92/75/EEC with regard to energy labelling of household air-conditioners.

This Directive applies to electric mains operated household air-conditioner as defined in European Standard EN 255-1, EN 814-1 or the harmonised standard referred to in Article 2 of the Directive. The directive defines the equipment capacity threshold at 12 kW: equipment with a capacity below 12 kW has to be energy labelled, as a means to influence consumer choice at the moment of purchase.

*Commission Directive 1999/9/EC* of 26 February 1999 amending Directive 97/17/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household dishwashers.

*Commission Directive 98/11/EC* of 27 January 1998 implementing Council Directive 92/75/EEC with regard to energy labelling of household lamps. In the preliminary remarks of the Directive was stated that the scope for reduced energy use by lamps is substantial, because the electricity use by lamps account for a significant part of total Community electricity demand. Definitions and tests follow standards EN 255 and EN 814 for air conditioners. The surveillance authorities in each EU country are responsible for implementing this directive and for ensuring that these directives are being followed.

*Commission Directive 96/89/EC* of 17 December 1996 amending Directive 95/12/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household washing machines.

*Commission Directive 96/60/EC* of 19 September 1996 implementing Council Directive 92/75/EEC with regard to energy labelling of household combined washer-driers.





*Commission Directive 95/13/EC* of 23 May 1995 implementing Council Directive 92/75/EEC with regard to energy labelling of household electric tumble driers.

This Directive excludes appliances that can also use other energy sources, as are combined washer-driers.

*Commission Directive 95/12/EC* of 23 May 1995 implementing Council Directive 92/75/EEC with regard to energy labelling of household washing machines.

*Possible consequences for criteria development and revision:*

- Including ovens into the list of appliances for which to obtain points.
- Research possibilities of applying the household appliance standards also to industrial equipment.
- Update efficiency classes in the criteria.

### ***Office equipment***

*Decision 2001/469/EC* of 14 May 2001<sup>4</sup> officially adopts in Europe the US Energy Star label for office appliances. This label takes into consideration both energy consumption and ergonomic factors, which make the appliance more comfortable for the user. Offices appliances include PCs, monitors, printers, fax, scanners, photocopy machines. All tests and limit values of Energy Star appliances are found on the web site: [www.energielabel.nl/energylabels\\_energystarcriteria.htm](http://www.energielabel.nl/energylabels_energystarcriteria.htm) or [www.energystar.gov](http://www.energystar.gov) and in the approved proposal for the Council Decision concerning the conclusion on behalf of the European Community of an agreement between the US and the European Community on the Co-ordination of Energy Efficient labelling programmes 99/0135 (CNS), signed in Brussels the 1st July 1999.

From the 4<sup>th</sup> March 2008 this has been substituted by the *Regulation (EC) 106/208* of 15 January 2008<sup>5</sup> on a Community energy-efficiency labelling programme for office equipment.

### ***1.2.2. Renewable Energy Sources***

This resolution also follows the European Parliament's adoption, on 14 December 2006, of the European Commission's Green Paper of March 2006 that had called for the EU to produce 25% of its primary energy through renewables. The European Parliament foresaw 25% of primary energy coming from renewables by 2025 and hoped to develop a road-map to have renewables reach 50% of primary energy production by 2040<sup>6</sup>. Although the current target is lower, it is to be achieved sooner and, more importantly, it is binding.

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<sup>4</sup> Official Journal L 172, 26/6/2001.

<sup>5</sup> Official Journal L 31/1, 13/2/2008

<sup>6</sup> Report on a Strategy for Biomass and Bio fuels, (Brussels), 12 October 2006



Finally, the EU has encouraged the development of renewables by providing research funding. On 15 December 2006, the European Council approved €1.175 billion to be used for non-nuclear renewables research over the next seven years.

Further funding for research into renewables was agreed to on 12 October 2006 by the Council of Ministers of the EU, based on a proposal first presented to establish a Competitiveness and Innovation Framework Program (CIP) to devote €384 million to promoting eco-innovation. Other funding for research remains available under the 7th Research Framework Program, the latest edition of previous funding schemes. A Strategic Energy Technology Plan (SET-Plan), will build off of these two programs' funding.

*Directive 2001/77/EC*<sup>7</sup> on the promotion of the electricity produced from renewable energy source in the internal electricity market addresses an obligation to member states to establish a programme to increase the gross consumption of renewable energy based electricity (green electricity) by 2010. The Directive also calls on Member States to adopt and publish a report setting national indicative targets for future consumption of electricity produced from renewable energy sources for the next 10 years.

*Decision 1639/2006/EC* of 24 October 2006 establishing a Competitiveness and Innovation Framework Programme (2007 to 2013) aims to promote businesses' competitiveness, in particular those that are small and middle-sized, promote all types of innovation (including ecological), accelerate the development of a information society and promote efficient energy and sources of renewable energy.

These objectives will be pursued based on the implementation of specific programs: the program for innovation and the entrepreneurial spirit, the program with a strategic emphasis on information and communication technology and the program "Smart Energy — Europe."

The Intelligent Energy Executive Agency was instituted by the Commission's decision 2004/20/CE to lead the community in the field of energy in the "Smart Energy — Europe" program for 2003-2006.

Specifically relevant in this framework is the Article 37 of the Decision:  
Institutions and objectives.

1. Establishing the Europe – Intelligent Energy programme in favour of energetic efficiency of renewable energy sources and of energy diversification. The programme helps to guarantee safe and sustainable energy for Europe, and enhances its competitiveness.
2. The Europe – Intelligent Energy programme includes measures particularly aims at:
  - a) encouraging energetic efficiency and the rational use of energy resources;
  - b) promoting new and renewable energy sources and encouraging energy diversification;
  - c) promoting energy efficiency and the use of new and renewable energy sources in transport.

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<sup>7</sup> Official Journal L 283, 27/10/2001.



Also Article 40:

New and renewable energy sources (Altener).

The actions in favour of new and renewable energy sources are aimed amongst other at:  
a) promoting new and renewable energy sources for the centralised and decentralised production of electricity, heat, cold, and thus sustain the diversification of energy sources with the exception of the actions dealt with in Article 41;

b) integration new and renewable energy sources in the local context and in energy systems;

c) supporting the elaboration and the establishment of legislative measures.

Renewable energy sources are expected to be economically competitive with conventional energy sources in the medium to long term.

Despite a general legal implementation of the privatisation of the electricity market in the member countries, there still are market resistances due to the territorial established market of some retailers and to peculiar geographical context, for examples on islands, with specific local agreements hindering the entrance of alternative energy on the market.

*Possible consequences for criteria development and revision:*

- In order to maintain the standard of “excellence”, the 22% quota of renewable energy should be raised, at least up to 50%.
- More emphasis on alternative means of transportation.
- More emphasis to the RES criteria (mandatory and optional) also in scoring.

### **1.3. Water policy**

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

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.

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



### ***The new Groundwater Directive (2006/118/EC)***

This new directive establishes a regime which sets underground water quality standards and introduces measures to prevent or limit inputs of pollutants into groundwater. The directive establishes quality criteria that takes into account local characteristics and allows for further improvements to be made based on monitoring data and new scientific knowledge. The directive thus represents a proportionate and scientifically sound response to the requirements of the Water Framework Directive (WFD) as it relates to assessments on chemical status of groundwater and the identification and reversal of significant and sustained upward trends in pollutant concentrations. Member States will have to establish the standards at the most appropriate level and take into account local or regional conditions.

The groundwater directive complements the Water Framework Directive. It requires: groundwater quality standards to be established by the end of 2008; pollution trend studies to be carried out by using existing data and data which is mandatory by the Water Framework Directive (referred to as "baseline level" data obtained in 2007-2008); pollution trends to be reversed so that environmental objectives are achieved by 2015 by using the measures set out in the WFD; measures to prevent or limit inputs of pollutants into groundwater to be operational so that WFD environmental objectives can be achieved by 2015; reviews of technical provisions of the directive to be carried out in 2013 and every six years thereafter; compliance with good chemical status criteria (based on EU standards of nitrates and pesticides and on threshold values established by Member States).

*Possible consequences for criteria development and revision:*

- Change of the criterion on Waste water plan (18 CSS, 20 TAS) towards a more active involvement of the guests into the correct waste water disposal.

## ***1.4. Chemical substances policy***

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.

However, in recent years, drawbacks of the current system have been identified and examined. The most important of these are:

- 100.106 existing substances can be used without testing;
- burden of proof on public authorities;
- no efficient instrument to ensure safe use of the most problematic substances;
- lack of incentives for innovation, in particular of less hazardous substitutes.



The *REACH Regulation*<sup>9</sup> addresses the shortcomings of the current system. Through a single legislative text, it replaces to a large extent the legislation currently in force in chemicals and introduces an integrated system for the registration, evaluation, authorization and restrictions. REACH stands for Registration, Evaluation, and Authorisation of Chemicals.

It relates mainly to the following legislation:

- Directive on the Classification, Packaging and Labelling of *Dangerous Substances*<sup>10</sup>;
- Directive on the Classification, Packaging and Labelling of Dangerous Preparations;
- Regulation on the Evaluation and Control of the Risks of *Existing Substances*<sup>11</sup>;
- Directive on Restrictions on the Marketing and Use of certain Dangerous Substances and Preparations.

A report on the operation of these 4 instruments was produced in 1998 (SEC/1998/1986).

Particularly pertinent to the scope of the Eco-label for tourist accommodation and camp site services is the fact that current legislation obliges producers and importers to provide information, but not downstream users which are not involved in the process of analysis of substances they use. Downstream users must assume responsibility in chemical safety report especially if the end use differs from that provided by producers and importers and if exposure scenarios associated with this type of use differ significantly from exposure conditions analysed originally.

The information about the safe use of chemicals must be made available to all users, including end users.

A downstream user has the obligation to:

- examine the using substances safety based on reports from suppliers through the safety data sheet;
- adopt for identified use measures for the risk management prepared by producers or importer after investigation their adequacy with respect to such use;
- prepare a report on chemical safety for each unidentified use of chemicals.

Many other linked measures have been adopted, dealing with Pesticides - divided into two major groups in Community legislation - Plant Protection Products<sup>12</sup> and Biocides<sup>13</sup>; Worker Protection; Prevention of Chemical Accidents<sup>14</sup> and Reduction of Industrial Emissions e.g. Volatile Organic Compounds<sup>15</sup>; Mercury<sup>16</sup>, to form a network

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<sup>9</sup> [http://ec.europa.eu/environment/chemicals/reach/reach\\_intro.htm](http://ec.europa.eu/environment/chemicals/reach/reach_intro.htm)

<sup>10</sup> [http://ec.europa.eu/environment/dansub/home\\_en.htm](http://ec.europa.eu/environment/dansub/home_en.htm)

<sup>11</sup> [http://ec.europa.eu/environment/chemicals/exist\\_subst/index.htm](http://ec.europa.eu/environment/chemicals/exist_subst/index.htm)

<sup>12</sup> <http://ec.europa.eu/environment/ppps/home.htm>

<sup>13</sup> <http://ec.europa.eu/environment/biocides/index.htm>

<sup>14</sup> [http://ec.europa.eu/environment/civil/marin/To be deleted/introduction.htm](http://ec.europa.eu/environment/civil/marin/To%20be%20deleted/introduction.htm)

<sup>15</sup> <http://ec.europa.eu/environment/air/stationary.htm#3>

<sup>16</sup> <http://ec.europa.eu/environment/chemicals/mercury/index.htm>



of environmental legislation concerning chemicals. In addition, work is progressing in particular on Endocrine Disrupting Chemicals<sup>17</sup> and on Dioxins<sup>18</sup>.

### ***Risk management of pesticides***

#### *Plant protection products and biocides.*

Pesticides are chemical products that are used to destroy or otherwise control pests and other harmful organisms. There are significant economic and other benefits related to the use of pesticides, but they also cause concern for human health and the environment. Pesticides contain one or more biologically active substances that have the controlling effect on the unwanted organisms. Unfortunately, these substances are often also harmful to non-target organisms. Therefore, in many countries, pesticides have been subject to strict control for long time already. Specific assessment and approval schemes have been established to prevent unacceptable effects on human health and the environment and to ensure that products are effective and suitable for their purpose.

In Community legislation, pesticides have been divided into two major groups, plant protection products and biocide products. Products belonging to these groups need to be assessed and authorised before they can be placed on the market. In addition, certain pesticides are subject to prohibitions or restrictions and regulations concerning control of international trade. As many pesticides are deliberately released to the environment, they are also a source of surface and ground water pollution. Therefore they are a subject of *water legislation*<sup>19</sup> as well. All in all, the *sustainable use of pesticides*<sup>20</sup> is an issue recognised to be of major importance in the *Sixth Environment Action Program*.

Important in the context of this report might be the mention of Directive 2001/60/CE, an adjustment to the technical progress of directive 1999/45/CE of European parliament and of the Council, concerning the harmonisation of legislative and administration measures of the member states about the classification of packaging types and the labelling of harmful substances, with the scope of classifying dangerous substances to prevent purchasing environmentally hazardous products.

#### *Possible consequences for criteria development and revision:*

In the framework of the new legislation it becomes even more important to ensure that all chemical substances are handled and used with a specific procedure established in the environmental policy. This should be made more evident in the “staff training” criteria.

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<sup>17</sup> [http://ec.europa.eu/environment/endocrine/index\\_en.htm](http://ec.europa.eu/environment/endocrine/index_en.htm)

<sup>18</sup> <http://ec.europa.eu/environment/dioxin/index.htm>

<sup>19</sup> [http://ec.europa.eu/environment/water/water-dangersub/index\\_en.html](http://ec.europa.eu/environment/water/water-dangersub/index_en.html)

<sup>20</sup> <http://ec.europa.eu/environment/ppps/home.htm>





## **1.5. Air quality**

Air quality is one of the areas in which the European Union has been most active. As the result of EU legislation, much progress has been made in tackling air pollutants such as sulphur dioxide, lead, nitrogen oxides, carbon monoxide and benzene. The Sixth Environment Action Programme aims to achieve levels of air quality that do not result in unacceptable impacts on, and risks to, human health and the environment.

With a view to supplementing the specifications for air quality standards provided for in Directive 98/70/EC, on 3 March 2003 the European Parliament and the Council adopted Directive 2003/17/EC, which places an obligation on the Member States to reduce the sulphur content of petrol and diesel fuels by 2005 and to ensure full conversion to zero-sulphur fuels by 2009.

At the moment, there are no Directives regulating the sulphur content of fuels. The general EU policy is oriented towards fuels with a sulphur content lower than 0,1 %, which shows in the Directive 2005/33/CE modifying 1999/32/CE, which establishes limits regarding the sulphur contents for maritime use fuels, prohibiting from 2010 the commercialisation of any fuel for maritime use with sulphur content over 0,1%. (At the moment, ships are one of the leading sources of sulphur dioxide (SO<sub>2</sub>) emissions in the Union. Research has shown that, by 2010, SO<sub>2</sub> emissions from ships could be equivalent to over 75% of the emissions from all land-based sources.)

Further, there is a proposal for a Directive of the European Parliament and of the Council of 31 January 2007 amending Directive 98/70/EC as regards the specification of petrol, diesel and gas-oil and introducing a mechanism to monitor and reduce greenhouse gas emissions from the use of road transport fuels and amending Council Directive 99/32/EC, as regards the specification of fuel used by inland waterway vessels and repealing Directive 93/12/EEC (COM(2007) 18 final – not published in the Official Journal).

This proposal is intended, inter alia, to confirm 1 January 2009 as the date on which all diesel must have a maximum sulphur content of 10 ppm (parts per million); to reduce the polyaromatic hydrocarbon content of diesel to 8% (instead of 11%); to reduce the maximum sulphur content of non-road gas-oil from 1 000 ppm to 10 ppm for land-based uses and from 1 000 ppm to 300 ppm for inland waterways; to increase the oxygenate content and vapour pressure limit for petrol blended with ethanol, in order to enable a higher volume of bio fuels to be used in petrol, with appropriate labelling; and to require fuel suppliers to reduce life-cycle (refining, transport and use) greenhouse gas emissions from these fuels by 1% per year from 2009. The proposal is also designed to simplify Directives 98/70/EC and 99/32/EC and repeal Directive 93/12/EEC, which has become redundant.

*Possible consequences for criteria development and revision:*

- Only fuels with a sulphur content lower than 0,1 % are used.
- Diesel fuel used for the operation of equipment has a maximum sulphur content of 10 ppm.





## **1.6. Noise policy**

Further to its 1996 *Green Paper (COM(96)540)*<sup>21</sup>, the European Commission developed a new framework for noise policy, based on shared responsibility between the EU, national and local level, and including measures to improve the accuracy and standardisation of data to help improve the coherency of different actions. This document leads to a comprehensive set of measures, including:

The creation of a Noise Expert Network, whose mission is to assist the Commission in the development of its noise policy.

The *Directive on Environmental Noise*<sup>22</sup> aimed at requiring competent authorities in Member States to produce strategic noise maps on the basis of harmonised indicators, to inform the public about noise exposure and its effects, and to draw up action plans to address noise issues for four main objectives.

Further to the Commission proposal for a Directive relating to the assessment and management of Environmental noise (COM(2000)468), the European Parliament and Council have adopted *Directive 2002/49/EC*<sup>23</sup> of 25 June 2002 whose main aim is to provide a common basis for tackling the noise problem across the EU. The underlying principles of this text, are similar to those for other overarching environment policy directives:

- monitoring the environmental problem; by requiring competent authorities in Member States to draw up "strategic noise maps" for major roads, railways, airports and agglomerations, using harmonised noise indicators Lden (day-evening-night equivalent level) and Lnight (night equivalent level). These maps will be used to assess the number of people annoyed and sleep-disturbed respectively throughout Europe;
- informing and consulting the public about noise exposure, its effects, and the measures considered to address noise, in line with the principles of the Aarhus Convention;
- addressing local noise issues by requiring competent authorities to draw up action plans to reduce noise where necessary and maintain environmental noise quality where it is good. The directive does not set any limit value, nor does it prescribe the measures to be used in the action plans, which remain at the discretion of the competent authorities;
- developing a long-term EU strategy, which includes objectives to reduce the number of people affected by noise in the longer term, and provides a framework for developing existing Community policy on noise reduction from source. With this respect, the Commission has made a declaration<sup>24</sup> concerning the provisions laid down in article 1.2 with regard to the preparation of legislation relating to sources of noise.

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<sup>21</sup> <http://ec.europa.eu/environment/noise/greenpap.htm>

<sup>22</sup> <http://ec.europa.eu/environment/noise/directive.htm>

<sup>23</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32002L0049:EN:NOT>

<sup>24</sup> [http://eur-lex.europa.eu/pri/en/oj/dat/2002/l\\_189/l\\_18920020718en00260026.pdf](http://eur-lex.europa.eu/pri/en/oj/dat/2002/l_189/l_18920020718en00260026.pdf)



Another important issue is the follow-up and development of existing *EU legislation relating to sources of noise*<sup>25</sup>, such as motor vehicles, aircraft, railway rolling stock and the provision of financial support to different *noise related studies and research projects*<sup>26</sup>.

*Possible consequences for criteria development and revision:*

- At least one criterion which addresses noise reduction, other than isolation (and camp site traffic), from a management point of view: low-noise policy for staff working near guest areas, low-tone cell phone requests, use of noisy equipment only during certain hours, acquisition of low-noise equipment, choice of furniture which does not cause unnecessary noise (for example chairs, wardrobes, beds).
- Eventual points for an acoustic study of the noise pollution in determinate sectors of the structure and consequent measures for diminishing the impact.

### ***1.7. Management of resources policy***

The European Union's approach to waste management is based on three principles:

- *Waste prevention*: waste prevention is closely linked with improving manufacturing methods and influencing consumers to demand greener products and less packaging.
- *Recycling and reuse*: the European Commission has defined several specific 'waste streams' for priority attention, the aim being to reduce their overall environmental impact. This includes packaging waste, end-of-life vehicles, batteries, electrical and electronic waste. EU directives now require Member States to introduce legislation on waste collection, reuse, recycling and disposal of these waste streams. Several EU countries are already managing to recycle over 50% of packaging waste.
- *Improving final disposal and monitoring*: the EU has recently approved a directive setting strict guidelines for landfill management. It bans certain types of waste, such as used tyres, and sets targets for reducing quantities of biodegradable rubbish. Another recent directive lays down tough limits on emission levels from incinerators.

The Commission Communication of 21 December 2005 "Taking sustainable use of resources forward: A Thematic Strategy on the prevention and recycling of waste" [COM(2005) 666 - Not published in the Official Journal]. sets out guidelines for European Union (EU) action and describes the ways in which waste management can be improved.

The aim of the strategy is to reduce the negative impact on the environment that is caused by waste throughout its life span, from production to disposal, via recycling. This approach means that every item of waste is seen not only as a source of pollution to be reduced, but also as a potential resource to be exploited.

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<sup>25</sup> <http://ec.europa.eu/environment/noise/sources.htm>

<sup>26</sup> <http://ec.europa.eu/environment/noise/activities.htm>



The objectives of the Community legislation preceding the adoption of this strategy still apply, namely limiting waste, and promoting the re-use, recycling and recovery of waste. These objectives are integrated into the approach based on environmental impact and on the life cycle of resources.

*Directive 2006/12/EC* of 5 April 2006 on waste applies to all substances or objects which the holder disposes of or is obliged to dispose of pursuant to the national provisions in force in the Member States. It does not apply to gaseous effluents, or to radioactive waste, mineral waste, animal carcasses and agricultural waste, waste water, and decommissioned explosives where these types of waste are subject to specific Community rules.

Member States must prohibit the abandonment, dumping or uncontrolled disposal of waste, and must promote waste prevention, recycling and processing for re-use. They must inform the Commission of any draft rules concerning the use of products which may give rise to technical difficulties and excessive disposal costs and which may encourage a reduction in the quantities of certain wastes, the treatment of wastes for recycling or re-use, the use of energy from certain waste, and the use of natural resources which may be replaced by recovered materials.

Member States must ensure that any holder of waste has it handled by a private or public waste collector or a disposal undertaking, or disposes of the waste himself in compliance with these measures.

Undertakings or establishments treating, storing or tipping waste on behalf of third parties must obtain a permit from the competent authority relating, in particular, to the types and quantities of waste to be treated, the general technical requirements and the precautions to be taken. The competent authorities may periodically check that the conditions of the permit are being complied with. They also monitor undertakings which transport, collect, store, tip or treat their own waste or third parties' waste.

Recovery centres and undertakings disposing of their own waste also require a permit.

In accordance with the "polluter pays" principle, the cost of disposing of waste must be borne by the holder who has waste handled by a waste collector or an undertaking and/or by previous holders or the producer of the product giving rise to the waste.

This Directive consolidates and replaces Directive 75/442/EEC as subsequently amended. The aim of this consolidation is to clarify and rationalise the legislation on waste but it does not change the content of the applicable rules

*Directive 94/62/EC* on packaging and packaging waste<sup>27</sup> requires to Member States to separately collect and dispose of waste in order to reach certain fixed levels of recovery and recycling of waste. Member States usually set up public bodies or cooperatives/consortiums with private bodies responsible for such purposes.

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<sup>27</sup> Official Journal L 365, 31/12/1994.



Council Directive 94/62/EC of 15 December 1994 on packaging and packaging waste requires the Member States to 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.

Council Directive 1999/31/EC of 26 April 1999 on the landfill of waste which requires to reduce biodegradable waste going to landfill to 35% of 1995 waste quantities within eight years of the adoption of the Directive by Member States<sup>28</sup>.

Community list of hazardous waste was established by Council Decision 94/904/EC and this Decision has been replaced by Commission Decision 2000/532/EC<sup>29</sup>. This includes toners, inks, refrigerating equipment, batteries, and pharmaceuticals.

For a definition of waste and hazardous waste see terms and definitions hazardous waste Annex III Directive 91/689/EEC Properties of wastes, which render them hazardous, as shown on the packaging.

RoHS<sup>30</sup> (Restriction of certain Hazardous Substances)

The RoHS Directive bans the use of electrical and electronic equipment containing more than designated maximum allowable levels of lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl (PBB) and polybrominated diphenyl ether (PBDE) flame retardants, from July 1, 2006.

From August 2005, the producers of equipment containing these substances will be responsible for financing the collection of waste of electrical and electronic equipment from central points, specialist treatment, and meeting targets for re-use, recycling and recovery.

The European Waste Electrical and Electronic Equipment Directive<sup>31</sup> (WEEE) applies to a wide range of electronic and electrical products. WEEE encourages the collection, treatment, recycling and recovery of waste electrical and electronic equipment and makes producers responsible for financing most of these activities. After Aug 13, 2005, all EEE put on the market have to be WEEE marked (EN50419).

*Possible consequences for criteria development and revision:*

- Development of a waste plan which contains all the waste criteria.
- Policy for packaging reduction in the environmental program.
- More emphasis on the avoidance of single packaging, disposable containers and objects. Only exceptions for their use should be: guaranteed separate collection and recycling or biodegradable substances (ex: MaterB).

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<sup>28</sup> Official Journal L 182 16/07/1999 P. 0001 – 0019.

<sup>29</sup> Official Journal L 226/3 6/09/2000.

<sup>30</sup> Official Journal L 037 , 13/02/2003 P. 0019 - 0023

<sup>31</sup> Official Journal L 037 , 13/02/2003 P. 0024 - 0039



## **1.8. Consumer information policy**

Consumer policy is central to the EU objective of continuously improving the quality of life of all EU citizens. The aim of promoting the interests, health and safety of consumers in the EU is enshrined in articles 153 and 95 of the Treaty establishing the European Community.

On 13 March 2007 the Commission adopted a *Consumer Policy Strategy*<sup>32</sup> for 2007-2013. The strategy sets out the challenges, role, priorities and actions of EU consumer policy for this period.

The overall objectives of the Strategy are to empower consumers, to enhance their welfare and to protect them effectively. The Commission's vision is to achieve by 2013 a single, simple set of rules for the benefit of consumers and retailers alike.

More broadly, the European Consumer Policy aims at making the European Union a tangible reality for each European citizen through guaranteeing their rights as consumers in their everyday life. Consumer policy can also contribute to alleviate social problems and, thus, contributes to a more cohesive society throughout the 27 Member States.

The priorities of the strategy are to:

- *increase consumer confidence in the internal market* – which contributes to the improvement of business competitiveness – by establishing a uniform regulatory environment that is equally enforced across the European market and which effectively protects consumers;
- *strengthen consumers' position in the marketplace* by developing consumer education tools, the active support of EU consumer organisations, and their involvement in policy making;
- ensure that *consumer concerns are taken into account* in all EU policies;
- *complement Member States' consumer policies*;
- *collect consumer-related data* to support the development of legislative proposals and other initiatives.

*Possible consequences for criteria development and revision:*

- Continuous improvement of the communication strategies regarding the environmental measures of the structure towards the clients.

## **1.9. Smoking**

According to the recent *Eurobarometer Survey* on the “Attitudes of Europeans towards Tobacco” demonstrate that smoke-free policies are popular among EU citizens.

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<sup>32</sup> [http://ec.europa.eu/consumers/overview/cons\\_policy/doc/EN\\_99.pdf](http://ec.europa.eu/consumers/overview/cons_policy/doc/EN_99.pdf) Official Journal L 182 16/07/1999 P. 0001 – 0019.



More than four out of five respondents are in favour of a ban on smoking in the workplace (86%) and any other indoor public place (84%). A majority of Europeans are also in favour of banning smoking in bars (61%) and restaurants (77%). Support for smoke-free pubs (over 80%) and restaurants (over 90%) is highest in the four Member States, which have already banned smoking in hospitality venues. This is another indication that the support for smoke-free policies tends to increase during the build-up to their introduction, and grows still further after implementation.

### *Green Paper*

On 30 January 2007, the Commission adopted a Green Paper *Towards a Europe free from tobacco smoke: policy options at EU level*<sup>33</sup>. This document reviews the health and economic burdens associated with passive smoking, public support for smoking bans and measures taken at national and EU levels. It seeks the views of interested parties on the scope of measures to tackle passive smoking.

Following the dismissal by the European Court of Justice of Germany's action against the tobacco-advertising directive, all Member States have now transposed the directive into their national law. In addition, in the field of tobacco control, a compulsory text for health warnings and the possibility of using pictograms are now in place.

Following, a short update on the actual situation in the EU member countries and some border countries, with the specific situation regarding the TAS/CSS sector evidenced in black (in grey the non European countries).

**Tab. 1.1. Smoking legislation in the EU, EEA and confining countries**

COUNTRY	BACKGROUND
ALBANIA*	The Albanian government approved a bill of law to ban smoking in public places, such as bars and restaurants in the summer of 2006. The law is intended to lower the number of smokers in the country, which has one of the highest smoking rates in Europe.
AUSTRIA	The Austrian Tobacco law (431/1995, updated 98/2001,74/2003) prohibits smoking in class, conference rooms or school sports buildings, in buildings open to the public, schools or similar institutions open to children and young people, universities and other educational institutions, public transport, but not in workplaces. <b>Except for the hospitality industry</b> and similar working rooms used by customers (and not by employees only) smoking is banned at workplaces (§30 AschG 159/2001) in the presence of non-smokers (employees). While the Workers Protection Law is enforced, no sanctions are foreseen in case of violation. Of non-smokers protection (§12,13) of the Tobacco Law (47/2006): labelling of non smoking zones was enforced in 2007. Smoking ban in school buildings (also for teachers) was clarified by 167/2004 and enforced in 2006.
BELGIUM	Since 1 January 2006, smoking has been banned in all enclosed workplaces under the employer's authority and to which workers have access (workplaces and social facilities). The smoking ban also applies in spaces used by self-employed persons working with employees, to which such employees have access. Smoking is only allowed in dedicated and ventilated smoking areas, but the employer has no obligation to provide these. Belgium implemented measures in January 2007 that allowed <b>smoking in restaurants only in separate rooms that are completely closed off from the rest of the building and where no food is served. Bars and cafes are exempt from the ban</b> , though they must have adequate ventilation and a non-smoking zone.
BULGARIA	Smoking has been banned in all enclosed workplaces since January 2005.
CROATIA	The Croatian Government plans to ban smoking in all public closed places (therefore including restaurants and bars) by early 2009.
CYPRUS	Smoking is banned in all public places, including places of entertainment (restaurants, bars etc) in all government buildings, public transport and in private cars carrying any passenger under 16 years old. <b>The owner of bars, restaurants, cafés can, if he so decides, seclude a space for smokers, provided that such space is checked to be well and effectively ventilated.</b> Smoking in workplaces is regulated by special provisions in the Law. which require that the employer shall co-

<sup>33</sup> [http://ec.europa.eu/health/ph\\_determinants/life\\_style/Tobacco/Documents/gp\\_smoke\\_en.pdf](http://ec.europa.eu/health/ph_determinants/life_style/Tobacco/Documents/gp_smoke_en.pdf)





	operate with his/her employees to draw up regulations, which will be posted in conspicuous places, that will protect non-smokers while at work from other persons' smoke.
<b>CZECH REPUBLIC</b>	Anti-Smoking law took effect in Czech Republic in January 2006 The law bans smoking at bus, train and tram stops, schools, cinemas and theatres, sports halls and administrative buildings. <b>Smoking in restaurants is banned by law “in principle”, although the provisions of the law are unclear regarding implementation in terms of ‘dedicated smoking zones’ in the restaurant or in terms of ventilation.</b> The Czech Coalition Against Tobacco has called for the law to be tightened.
<b>DENMARK</b>	Smoking is banned in schools and government buildings open to the public. Transport and council services must have individual smoking policies. As of 2007 the Danish government <b>wanted to ban smoking in bars and restaurants, but allowed larger eateries to have separate rooms where smoking is allowed. Exemptions to the law are bars with a floor space less than 40 sq metres</b> and offices only utilised by a single employee. The law has caused much controversy and is of November 2007 not fully enforced. The law is set for revision in 2009.
<b>ESTONIA</b>	Tobacco Act of 2001 updated and entered into force on 5 June 2005 imposes a complete ban on smoking in any enclosed private or public premises which is open to the public except in designated, closed and separately ventilated smoking rooms or smoking areas (which is not obligatory) in the premises of state and local governments, cultural institutions, recreational facilities, institutions of higher education, the office premises and other public premises of enterprises, local and long-distance trains and passenger ships and in rooms where a game of chance, betting or a totalizator is organized. In bars, restaurants, coffee shops, nightclubs and other recreational facilities, institutions of higher education, the office premises and other public premises of enterprises, local and longdistance trains and passenger ships and in rooms where a game of chance, betting or a totalizator is organized. As of 5 June 2007 in bars, restaurants, coffee shops, nightclubs and other catering establishments imposed a complete ban on smoking. In these facilities smoking is allowed only in closed special smoking room with separate ventilation but the room arrangement is not obligatory. Also the smoking is not allowed in pedestrian tunnels, public transport incl. taxis, public transport shelters and in other places prescribed by legislation
<b>FINLAND</b>	Smoking is completely banned in healthcare, educational and government facilities, indoor workplaces and offices, theatres and cinemas although separate and ventilated areas for smoking may be provided. Smoking is not allowed in outdoor areas primarily intended for persons under the age of eighteen. <b>There are partial restrictions on smoking in restaurants and bars; smoking is allowed although venues with areas over 50m<sup>2</sup> must reserve half their seats for non smokers.</b> Tobacco smoke is not allowed to spread to non-smoking areas. Smoking is completely banned from public transport, although special smoking rooms may be established in trains. In June 2006 Finnish Parliament unanimously approved the bill that banned smoking in bars and restaurants since June 2007. The Act allows setting up a special smoking room with separate ventilation system. Tobacco smoke must not spread from the smoking booth to smoke-free area. Drinking, eating, serving and entertainment such as games are prohibited in the smoking booth. There is a transition period of two years for those bars and restaurants that have arranged the smoking areas so that tobacco smoke does not spread to smoke-free areas. For these restaurants the law will become effective in June 2009.
<b>FRANCE</b>	France, on 1 February 2007, tightened the existing ban on smoking in public places found in the 1991 Évin law, which contains a variety of measures against alcoholism and tobacco consumption. It is named after Claude Évin, the minister who pushed for it. The law leaves certain important criteria on what is allowed or not with respect to smoking sections to executive-issued regulations, and it is those regulations that were altered in 2007. Smoking is now banned in all public places (stations, museums, etc.); an exception exists for special smoking rooms fulfilling strict conditions, see below. However, a special exemption was made for cafés and restaurants, clubs, casinos, bars, etc. until 1 January 2008, although the French government has said it will give a day of reflection on New Year's Day. Opinion polls suggest 70% of people support the ban. Under the new regulations, smoking rooms are allowed, but are subjected to very strict conditions: they may occupy at most 20% of the total floor space of the establishment and their size may not be more than 35 m <sup>2</sup> ; they need to be equipped with separate ventilation which replaces the full volume of air ten times per hour; the air pressure of the smoking room must constantly be lower than the pressure in the contiguous rooms; they must have doors that close automatically; no service can be provided in the smoking rooms; and cleaning and maintenance personnel may enter the room only one hour after it was last used for smoking. Previously, under the former implementation rules of the 1991 Évin law, restaurants, cafés etc. just had to provide smoking and non-smoking sections, which in practice were often not well separated. In larger establishments, smoking and non-smoking sections could be separate rooms, but often they were just areas within the same room.
<b>GREECE</b>	Several pieces of legislation in Greece include complete smoking bans in specific public places, although <b>all allow for special smoking areas.</b> Smoking ban applies in public transport
<b>GERMANY</b>	In August 2007, the states of Baden-Württemberg and Lower Saxony banned smoking in restaurants, bars and clubs. In October 2007 Hessen also passed a law with similar regulations. Most of the other German states followed in January 2008, though many of these bans <b>still allow smoking in separate ventilated rooms.</b> Smoking is banned on public transport and in federal buildings, including the parliament. Every worker is granted the right for a smoke-free workplace, except those working in bars and restaurants.
<b>HUNGARY</b>	Act XCIII of 1993 on industrial safety requires employers to provide adequate protection to non smokers in the workplace. Designated smoking areas may be provided. Act XXXI of 1997 on child protection and management of legal guardianship includes the provision according to which each child has the right to be protected from environmental hazards and substances harmful to health. Act XLII of 1999 is the most important regulation on smoking in public places. The law on the protection of non-smokers and the regulation of tobacco sales, marketing and use stipulates:





	<p>(a) smoking shall be banned with the exception of areas designated for smoking</p> <ol style="list-style-type: none"> <li>1) within any indoor facility of public institutions that is open for the users of services;</li> <li>2) on public conveyances;</li> <li>3) during functions taking place within an indoor facility;</li> <li>4) in the workplace, as provided for by separate legislation and as regulated by the employer's policy;</li> </ol> <p>(b) it shall not be allowed to designate smoking area or smoking room</p> <ol style="list-style-type: none"> <li>1) within primary health care and outpatient specialist care units;</li> <li>2) in retail pharmacies that are open for access by patients;</li> <li>3) within premises of institutions of public education that are accessed by students;</li> <li>4) in day-care or residential care service units for children;</li> <li>5) in social care units;</li> <li>6) on public transport facilities, including commuter trains as well as buses in scheduled domestic interurban public traffic. (In its jurisdiction the management of MALÉV Hungarian Airlines introduced a total ban of smoking on all its flights as of November 1997);</li> <li>7) in indoor areas of sports facilities designed for carrying out sports activities;</li> </ol> <p>(c) a smoking area shall not be designated within the same premises (e.g. in a restaurant), <b>except if the indoor air of such area can be separated from the remaining part thereof, or if separation can be executed by using appropriate ventilation techniques.</b></p>
ICELAND	<p>A complete ban at the workplace, with the possibility of designated and ventilated smoking rooms, has been implemented in Iceland. Smoking is totally banned in schools, pre-schools, day-care facilities for children, on premises intended for children and teenagers, social, sports and leisure activities; at public indoor gatherings which are primarily intended for children on teenagers, in public transport.</p> <p>In June 2007 smoking is banned in all restaurants, bars, cafes, pubs and nightclubs.</p> <p>With the law these places are no longer excluded in the act about smoke-free public places.</p>
IRELAND	<p>In March 2004 became the first country in the world to impose an outright ban on smoking in workplaces. Irish legislation makes it an offence to smoke in workplaces, which has the effect of banning smoking in pubs and restaurants.</p>
ITALY	<p>The Italian legislation enacted in January 2005 provides for smoke-free workplaces, including bars and restaurants, but permits the possibility of designated, closed, sealed-off ventilated smoking rooms (smoke extractors). Businesses face a fine of up to € 2000 if they fail to ensure their customers do not smoke, while smokers themselves could face a € 275 for repeatedly ignoring the new rules. Many bar owners say fitting the automatic doors and forced ventilation systems required by law is too expensive.</p>
LATVIA	<p>Smoking is banned in educational facilities, with exception in universities, where smoking allowed in smoking rooms. Smoking is banned in health care institutions and institutions for rehabilitation, with exceptions mentioned in special regulations for this particular institution (allowed special designated smoking rooms or smoking areas). Complete smoking ban is in 10 meters zone from entrance of the municipal and governmental facilities, in public transport stops and in stairways of residential houses. In the indoor workplaces, offices, theatres and cinemas smoking is banned, with exception in smoking rooms. Smoking is totally banned in public transport. However long distance trains, ships and air transport have dedicated smoking space. <b>In cafes, restaurants and other public catering establishments, gambling halls and casinos owners must set up a no- smoking rooms, no less than 50% of the total area of the establishment.</b> The local municipalities have the right to restrict smoking in parks, squares, beaches and similar public territories by issuing municipal rules.</p>
LITHUANIA	<p>Lithuanian government approved public smoking ban from January 2008: The Lithuanian government approved a law that aims to ban smoking in public places. The law <b>banned smoking in restaurants, cafes, pubs, discos and other public locations.</b> Smoking in the Baltic country, which joined the European Union in May 2004, was allowed in public places in specially designated areas. Smoking was totally banned in public transport. However long distance trains and air transport have dedicated smoking areas.</p>
LUXEMBOURG	<p>Regulation of 1994 concerns minimum health and safety provisions at the workplace. The law applied to smoking at the workplace. Currently the new legislation comprises a total ban on advertising and sponsoring, plus a <b>ban on smoking in certain public places: notably restaurants (although separate smoking rooms are permitted if these account for less than 25% of the total area of the venue) and cafés (with a ban in place during dining hours)</b>, total ban in schools as well as public buildings, buses and trains. With new legislation the employer has the obligation to take all reasonable efforts to ensure that workers are protected from passive smoking. The smoking ban in public places came into effect on 5 September 2006. Individuals contravening the smoking ban face fines of up to € 250 and establishments could be fined up to € 1000.</p>
MALTA	<p>The latest Smoke-free Public Places Regulations are LN 414, which were issued on 14 September 2004. These regulations mention that "smoking is banned in any enclosed private or public premises which is open to the public except in designated smoking rooms and includes workplaces (LN 414, Paragraph 3)." <b>The ban includes bars and restaurants and permits the possibility of designated, closed, ventilated smoking rooms. A document has been published by the Malta Standards Authority, which serves as a guide to how the smoking room should be constructed.</b></p> <p>The designated smoking areas are enclosed smoking areas and should be constructed in a certain way. The regulations to how the smoking room should be constructed were issued by the Malta Standards Authority and anyone wishing to construct a smoking room has to comply with these regulations. Fines of up to approx. € 1250 can be levied in case of contravention. Moreover LN 406 issued on the 23rd December 2005 bans advertising and promotion of tobacco products. No person may advertise on billboards and any other medium intended for communication, any cigarettes, cigars, tobacco or tobacco products. Nor make use of lotteries and other gift schemes intended for promotion and advertising of tobacco products.</p>



<b>NETHERLANDS</b>	A complete ban at the workplace excluding bars and restaurants and with the possibility of designated smoking rooms has been implemented in the Netherlands.
<b>NORWAY</b>	Norwegian smoke-free legislation which was introduced in June 2004, provides the same protection in bars and restaurants as in Ireland but is less strict in other work places, where designated smoking rooms are allowed.
<b>POLAND</b>	Law on the protection of public health against the effects of tobacco use passed in 1995, amended in 1999 and in 2003: this law includes a smoking ban in public places. 1. Smoking is forbidden in the following places, with the exception of areas expressly set aside for smokers: 1) health care establishments (see stipulation in paragraph 2) 2) schools and other educational facilities 3) closed space on the premises of institutions of employment and other public service buildings, as well as in <b>small one-roomed gastronomic buildings, except specially designed places.</b> 1a Responsible for introducing ban on smoking in places, mentioned in par.1 is the owner or lender. 2. In special cases, the attending physician may exempt a patient staying at a health care facility from the ban on smoking tobacco products. 3. The Minister for National Defence, the Minister for Internal Affairs and the Minister of Justice shall issue ordinances stating the rules for permitting tobacco use on the premises of buildings in their charge.
<b>PORTUGAL</b>	A law imposes a total smoking ban in healthcare, education and government facilities, as well as indoor workplaces, offices, theatres and cinemas with dedicated smoking areas. Smoking <b>is banned on busses, trains, taxis if journey lasts less than one hour.</b> Partial restrictions on smoking on domestic air transport.
<b>ROMANIA</b>	Law no. 349/2002 for preventing and combating the effects of the tobacco products use – entered into force in December 2002. Original text and enforcement date (Dec. 2002) were changed for few times (law was re-launched for discussion in the Parliament, which “achieved” the enforcement date: 31st of Dec. 2004 for the law, whilst for some special provisions (including the provisions regarding the ban of smoking in public places): 31st Dec. 2006. The law imposes total smoking ban in health institutions, both private and public. <b>Bars, restaurants, discotheques and all other spaces with similar destination are obliged to mark off smoking and nonsmoking areas and assure ventilation, unless the owner decides that the place is totally smokefree and informs the public in a visible manner.</b> Smoking is banned in the “closed public places”, with the exception of the designated smoking rooms. Act 330/1996 on safety and health protection in the workplace effective 1997 forces employer to ban smoking in workplaces where non smokers work. The Act on Protection of Non-smokers was amended: as of 1 November 2005 schools, health and social facilities, i.e. buildings and their adjacent areas, are fully smoke-free. The hospitality industry has kept its previous arrangement whereby smoke-free zones are only mandatory in restaurants and other facilities serving meals.
<b>SLOVAKIA</b>	Since 1990, employers in Slovakia have been obliged to ban smoking in workplaces where non-smokers work. Schools, health and social facilities are smoke-free, however <b>smoke-free zones are only mandatory in establishments serving food.</b>
<b>SLOVENIA</b>	On 22nd June, 2007, the Slovenian National Assembly approved a law prohibiting smoking in indoor public and work places, effective 5th August, 2007. Exempted from the ban are "open public areas, special smoking hotel rooms, special smoking areas in elderly care centres and jails, and special smoking rooms in bars and other work places. <b>The smoking rooms, which have to meet strict technical standards, however isn't allowed to occupy more than 20% of an establishment.</b> " The law also raised the minimum age to purchase tobacco products from 15 to 18 and mandated that tobacco labels carry the telephone number of a quit-smoking hotline.
<b>SPAIN</b>	<b>On 1 January 2006 Spain introduced a complete ban at the workplace. The law prohibits smoking in bars and restaurants that are larger than 100 m<sup>2</sup>, although these may set up small smoking rooms that are sealed off from the main areas. Restaurants and bars under 100 square meters have to provide clear signs indicating whether they are smoking or smoke-free establishments.</b>
<b>SWEDEN</b>	The Swedish Tobacco Act from 1993 states that employers should ensure that employees are not exposed to tobacco smoke against their will facilities. In schools and similar facilities, smoking may be permitted in designated rooms or areas, provided that children and young people do not have access to them. In practice most workplaces (except for designated smoking rooms) are smoke-free. The same rules apply to other public premises, e. g. those in which cultural or sporting events take place Smoking is also prohibited in healthcare centres and hospitals, in the common areas of homes for the elderly, and in public transportation. <b>Hotels are required to provide some non-smoking rooms for their guests.</b> Before 1 June 2005 eating and drinking facilities were exempted from a regulation in the tobacco law which stated that employers should ensure that employees are not exposed to tobacco smoke against their will. But from 1 June 2005, <b>all restaurants, bars, nightclubs, discos, casinos, bingo-halls, cafes etc. are smoke-free. However, this law does allow for the possibility to build a closed and separately ventilated designated smoking room where no food or drink is to be served. Less than 2 % of all facilities are now having a separate smoking room, mainly nightclubs, casinos or bingo-halls.</b>
<b>SWITZERLAND</b>	Swiss regulation related to the Federal Labour Law 1993 imposes partial restrictions in government facilities and in indoor workplaces and offices. A new law to regulate smoking at workplace is under construction. <b>Voluntary agreements in some cantons have imposed smoke-free restrictions on healthcare and educational facilities, restaurants, bars, pubs, theatres and cinemas. In April 2007 in one canton (Ticino: Italian part of CH) a smoking ban came into force</b> and the Canton of Geneva passed a referendum to ban smoking in public places before the summer of 2008. There is a total smoking ban in all public transportation, such as busses.



	boats, trains etc. The only exception is taxis, but most taxis are smoke-free.
<b>UK (ENGLAND)</b>	<b>A total ban on smoking inside offices, pubs, restaurants and “virtually every enclosed public place and workplace”</b> throughout England came into force in the summer of 2007. The total ban extended to all enclosed areas except private homes, and designated rooms in residential care homes, prisons, hospices, long-stay mental health facilities, hotel bedrooms and offshore installations. Private vehicles also are exempt. Accommodation for under 18s is covered in the legislation.
<b>UK (NORTHERN IRELAND)</b>	<b>A smoking ban encompassing all enclosed public places – including pubs, restaurants and hotels</b> –came into effect since April 2007. Also before smoking was banned in government offices and other institutions. Covers: the vast majority of enclosed places, including pubs and restaurants Exceptions: A consultation on the detail of the legislation and the exceptions is to be launched very shortly. The private residential homes, private vehicles and designated rooms in certain premises are exempt.
<b>UK (SCOTLAND)</b>	Comprehensive smokefree legislation was introduced in Scotland on 26 March 2006. <b>The ban includes all pubs, bars and restaurants.</b> Licensees failing to enforce the ban will faces fines up to GBP 2500 and customers caught smoking could be fined GBP 1000. Covers: enclosed locations that are used by the public, such as work places, clubs or places of entertainment, health and care services. Exemptions: - Private residential homes, private vehicles and designated rooms in care homes, hospices prisons, hotels, mental health facilities and offshore installations
<b>UK (WALES)</b>	The Health Act 2006 enabled the Welsh Assembly to introduce <b>smoke-free legislation and a comprehensive ban is implemented in Wales since April 2007.</b> The regulations are very similar to those introduced in England.

*Source: ENSP (European Network for Smoking Prevention)*

*Possible consequences for criteria development and revision:*

- From these data it can be clearly seen that the criteria dealing with smoke restrictions in the accommodation/camp site have not yet been made superfluous by the application of the laws in some EU countries, although this should happen over the next years.
- It is recommended therefore to eventually restrict or eliminate the percentage of space allowed to smoking, and/or to ask for special ventilation in those areas even in countries where this is not yet obligatory.



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## 2. MARKET ANALYSIS

### ***2.1. Actual situation in Europe – recognizable trends in supply and demand, evolution of the concept of quality and of sustainable tourism.***

It is the prevailing opinion that the awareness on sustainable tourism is increasing, despite the multiple international crises faced since 2000: economic recession, the SARS outbreak, terrorist attacks, and the expanding war on terrorism, the climate change effects, sometimes, become the most dramatically evident factor.

Both consumers and travel companies show strong support for responsible tourism, including stating a willingness to pay more for ethical practices, to contribute to community projects, and to support certification.

Consumers continue to view safety, cost, weather, accessibility, and quality of facilities as paramount when planning vacations. However, their demand for ethical products, social investment, and eco-labels is growing, although most consumers do not actively inquire about business practices. Tour operators are increasingly aware of the demand for socially and environmentally responsible tourism, and are exploring certification programs as a way to market their ecotourism products.

An example of this attitude is The Tour Operators' Initiative for Sustainable Tourism Development (TOI), a network of 25 tour operators that have committed to incorporate sustainability principles into their business operations and work together to promote and disseminate practices compatible with sustainable development. The Initiative was developed with the support of the United Nations Environment Programme (UNEP), the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the World Tourism Organization (WTO/OMT). The Centre for Environmental Leadership in Business is an active partner of the TOI, providing technical and financial assistance.

Supporting this widespread perception, several surveys and studies have been carried out starting from the early 90ies until the first years of the 2000. These efforts in understanding the progress on sustainability have been reviewed in a paper<sup>34</sup> which became a general reference on these topics. The main features outline:

#### ***Consumer demand***

“A majority of tourists are interested in the social, cultural and environmental issues relevant to the destinations they visit. They want to learn about the issues both before they travel, and while they are at their destination.

An increasing number of travellers seek out pristine environments to visit, and it is important to the vast majority of them that their trip not damage local ecosystems. They are interested in patronizing hotels that are committed to protecting the local

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<sup>34</sup> Consumer Demand and Operator Support for Socially and Environmentally Responsible Tourism, CESD, TIES, 2005



environment, and increasingly view local environmental and social stewardship as a responsibility of the businesses they support.

However, only a small percentage of tourists describe themselves as “ethical” or actually ask about hotel policies; even fewer report changing their plans due to responsible tourism issues.”

### ***Operator support to responsible tourism***

Three-quarters of the tour operators surveyed by TOI say they have or are planning to produce a responsible tourism policy. These policies are designed to educate tourists and/or set operating principles. Specialist tour operators targeting “green” consumers are more likely to set and publicize responsible practices, because superior environmental performance may bring them branding and price advantages.

### ***Consumer willingness to pay for responsible tourism***

“At least a third of tourists surveyed say they are willing to pay more to companies that benefit local communities and conservation. Some tourists say they would also be willing to pay more for access to information about the environmental and social aspects of the destinations they visit.

Tourists from a variety of countries advocate the hiring of local employees, and are willing to pay more for their vacation, if they can be assured that the employees are paid a fair wage.”

### ***Support for certification***

“Once educated about ecotourism certification and eco-labels, a majority of tourists support the concept and say that they will use the labels to choose future tour operators. However, there are several challenges to certification and labelling, most of which centre around a lack of funding and strong marketing for the certification programs. Without adequate marketing and education, consumers are unclear about certification and labelling. The abundance of labels has dimmed tourists’ specific recognition of legitimate programs.

Though most certified businesses cite improvements in performance, employee morale, and internal policies as early successes from certification programs, many have not yet seen the market differential that they had anticipated.”

According to the study „Environmental awareness“<sup>35</sup> of the German Ministry of the Environment (BMU, 2004) the majority of Germans retains (92%), that environmental protection is important.

The study investigated also the knowledge about certificates like the “Blaue Engel”, the “EU Flower” and other labels. The “Blaue Engel” for example was well-known to 83% of the participants and about every other participant confirmed, to take this label into account, when buying products. For the “EU-Flower” with a rate of knowledge of at least 17% (regarding all product groups, not only tourist accommodation and camp site services), about every fifth person included the label in the decision of buying products.

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<sup>35</sup> <http://www.umweltbundesamt.de/uba-info-presse-e/2004/pe04-086.htm>





A more recent study of the same Ministry (BMU, 2006<sup>36</sup>) indicates also an interesting trend in the readiness to pay more for guaranteed environmentally friendly products and services: From 2004, when 63% of the interviewed sample declared to possibly spend more for environmentally safe products and services, in 2006 the percentage increased to 66%. The same study also shows a strong increase (from 17% to 27% in only two years) of consumers who affirm to buy *exclusively* fruit and vegetables coming from the own region, which is a very interesting indicator for a similar purchase policy for the HORECA sector.

In general the attitude towards Eco-labels is positive, both from the tourist and operator point of view. Some relevant features emerging from the quoted international review are the following:

- 90% of Italians, in the survey assessing the feasibility of the Eu “Flower”, affirmed they favoured a single eco-label focusing environmental quality on accommodations (2000).
- 60% of German tourists travelling outside of Germany– the first market for Italy-, agree that an unique environmental label for tourism is useful (2000) and 8,5 million of them (14% of the sample, 2002) stated as of peculiar importance the access to information on all tourism products with environmental certification.

Clear information is the main topic also for Dutch tourists: the overwhelming majority of the sample (73%) stated that they would use the information when selecting an accommodation and near all (86%) stated that a star system rating environmental performance would be a good option.

Related to the easy access to information is also the awareness of tourists and their way to choose: though a majority of German tourists are familiar with the concept of an Eco-label, far fewer currently recognize the German national tourism eco-label (Viabono). In Australia as well, it has been found that tourists rarely recalled observing logos; the 61% of tourists said that certification had no meaning for them, however, after learning about it, the 71% reported that they would choose an accredited tour operator in the future, “if they knew that one existed”.

The survey carried out by IHEI in 2002<sup>37</sup>, the first on an international level about the consumer attitudes (UK, US, Australia) towards the roles of hotels in environmental sustainability, explores current consumer views and reports that the 50% of British tourists interviewed are likely to choose hotels with “green” equipment (renewable energy supplies and biological wastewater disposal systems) and with an environmentally responsible hotel management. In general the percentage is high referring to the willingness to book a hotel with a responsible environmental attitude, low when is about an active interest (to ask about the hotel policies before booking) but fairly important in willingness to pay for that (around 30£ for a two week holiday).

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<sup>36</sup> <http://www.umweltdaten.de/publikationen/fpdf-l/3113.pdf>

<sup>37</sup> International Hotels Environment Initiative (IHEI), Consumer Attitudes Towards the Role of Hotels in International Environmental Sustainability 2002. [http://www.hotel-online.com/Neo/News/PR2002\\_3rd/Jul02\\_IHEI.html](http://www.hotel-online.com/Neo/News/PR2002_3rd/Jul02_IHEI.html)



Somewhat surprising results the fact that in recent years less data have been collected about the general attitude of consumers and stakeholders regarding concrete measures and instruments for an environmentally managed tourism supply. From the initial effort in describing the potentialities of a new way to make tourism and investigating it, there seems to have been a shift toward a more strengthened awareness about sustainable tourism and its characteristics, lacking however concrete data in order to confirm the trends and support further development.

Despite the wide and shared perception about the increased consensus that sustainable tourism collected, scarcely any wide and independent surveys have recently been developed, compared to what occurred in the past. This actually seems a change of focus: confronted with the difficulties to sketch the right profile of the global consumers (high economic investment for large surveys, methodological sensitiveness of the results to a very small stock of indicators, consumer awareness changing if pressured by international events, etc.) the trend becomes more focused on the regional and local context - where problems and opportunities appear more immediate and real - linked to specific programmes, strategies or missions.

Often the promoters of these initiatives are connected to the local reality (local institutions, NGOs, universities), instead of being more traditionally related to the tourism sector.

It becomes thus more frequent to find outstanding attention to quality, and environmental quality, in the accommodation sector in contexts where the local policies are starting to implement a positive dialogue with stakeholders and public participation programmes. In these situations, certainly supported by the expectations of market success, it is possible to find the basic principle for implementing sustainability: the personal commitment in environmental quality as a comfortable context for innovation.

This is the case of some protected areas, where certification has become a plot for the dialogue between public and private stakeholders and of some territorial areas where the European policy on Structural Funds put down roots and built the cohesion and trust necessary for a sustainable policy also for the tourism sector.

Some positive examples for such strategies are the Natural Parks Adamello Brenta in Italy and Doñana Park in Spain.

In this context, the Universities are often implied in the field, bridging the gap between market stakeholders and policy makers. At the BIT Fair 2008, IULM University presented the Dossier on sustainability with the results of surveys conducted by master students. The first (December 2006), based on 800 samples of the Italian population, demonstrate that 52% of Italians had never heard of sustainable development, 24% were unfamiliar with any quality trademark or guarantee, while 60% felt that environmental care should also be the concern of local communities and 68% stated that they were very annoyed by those who showed no respect for the environment and public areas. The second survey (February 2007), based on a sample of 150 top-player operators from the public and private sectors, shows that 31% of the institutions declared that they had an internal division which dealt specifically with sustainable development and the



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52% had undertaken initiatives tied to sustainability (however, 63% were able to describe these only partially or confusedly, and 69% were unable to produce any kind of documentation). The majority of operators confirmed the fact that they had witnessed a growing market interest as regards sustainability in tourism. The third survey<sup>38</sup> covers 17 European countries and considers the information available on internet from the national institutional web sites about sustainable tourism.

**Tab. 2.1. Web Policy Performance, overview**

	A U S T R I A	B E L G I U M	D E N M A R K	F I N L A N D	G R E E C E	N O R W A Y	U K	N E T H E R.	S P A I N	G E R M A N Y	F R A N C E	I S L A N D	I R E L A N D	I T A L Y	P O R T U G A L	S W E D E N	S W I T Z E R.
Sustainable/eco/green Tourism Section	x	x	x	x	x												
Sustainable/eco/green Products/Itineraries	x	x	x	x	x	x	x		x	x							
Sustainable/eco/green Hotel Information	x	x	x	x		x	x	x									
<b>WEB POLICY PERFORMANCE</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>100%</b>	<b>23,5%</b>			<b>17,6%</b>			<b>17,6%</b>			<b>41,1%</b>							
	<b>High performance</b>				<b>Medium performance</b>			<b>Medium – Low performance</b>			<b>Low performance</b>						

Source: IULM, 2008

The figures outline different levels of “web policy performance” in EU countries, where 41,1% of national institutional web sites present a low level of information (sustainability in tourism, products, hotels). For the whole sample, 41% gives information about sustainable/eco/green label for hotels.

## 2.2. New trends: global warming

Compelling evidence indicates that global climate has changed compared to the pre-industrial era and is anticipated to continue to change over the 21<sup>st</sup> century and beyond. The Inter-governmental Panel on Climate Change (IPCC)<sup>1</sup> declared that ‘warming of the climate system is unequivocal.’

<sup>38</sup>Tourism and sustainability: an international scorecard, <http://www.mtm.iulm.it/default.aspx?idPage=3046>



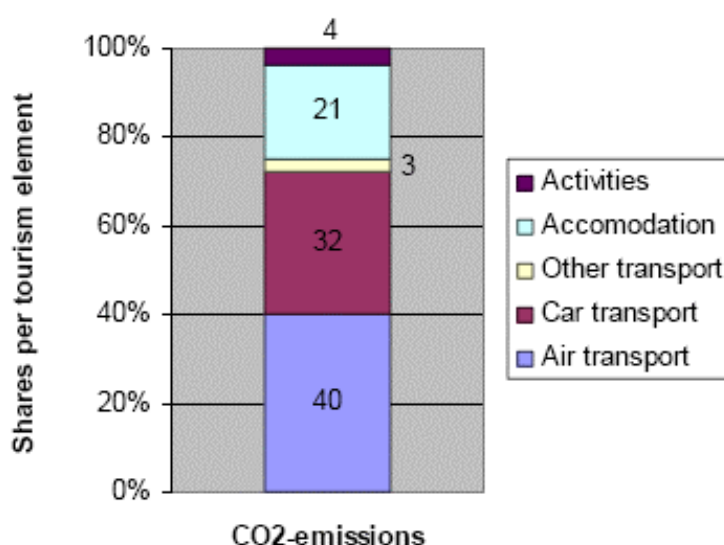
With its close connections to the environment and climate itself, tourism is considered to be a highly climate-sensitive economic sector similar to agriculture, insurance, energy, and transportation.

The regional manifestations of climate change will be highly relevant for tourism destinations and tourists alike, requiring adaptation by all major tourism stakeholders.

Climate change is not a remote future event for tourism, as the impacts of a changing climate are becoming evident at destinations around the world and are already influencing decision-making in the tourism sector.

At the same time, the tourism sector is a non-negligible contributor to climate change through the emissions derived especially from the transport and accommodation of tourists.

**Graph 2.1. Contributions to CO2 emissions by different sectors**



Source: WTO/UNEP 2007

In Europe tourism is a major sector of industry, according to Eurostat<sup>39</sup> “Europe is the most visited destination globally” and 1.38 billion nights were spent in hotels and similar establishments in the EU in 2002<sup>40</sup>. These facts can be seen as an indication that tourism and accommodation have serious environmental impacts in the EU.

In the recent *Statistic in focus*<sup>41</sup> published by Eurostat, the report brings out the fact that the *short holiday trips* are the fastest growing segment of the tourism market. They are increasing by 47% (in the period 1998-2005), compared to 31% for the total n. of holiday trips and 18% of long holiday trips.

Regarding destination, domestic ones are preferred with a 47% of increase, reaching a 45% of the total n. of trips in 2005.

<sup>39</sup> 2005A, 307

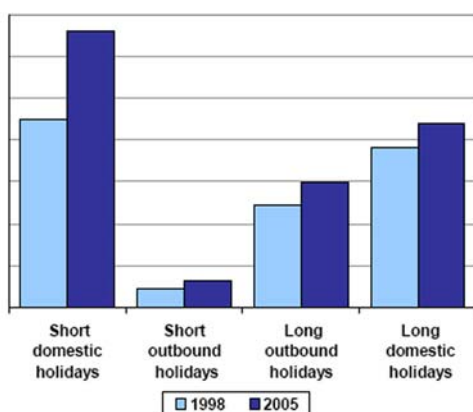
<sup>40</sup> Eurostat 2005B, 255-6

<sup>41</sup> Eurostat, 1/2008, *Statistic in focus. Are the recent evolutions in tourism compatible with sustainable development?*



The behaviour of European tourists has changed in terms of a preference for domestic trips within Europe, compared to trips to other continents. This feature could be really interesting for all domestic destinations that are investing in the environmental quality of local context and supply (ecotourism destination, protected areas, cultural destination, etc.).

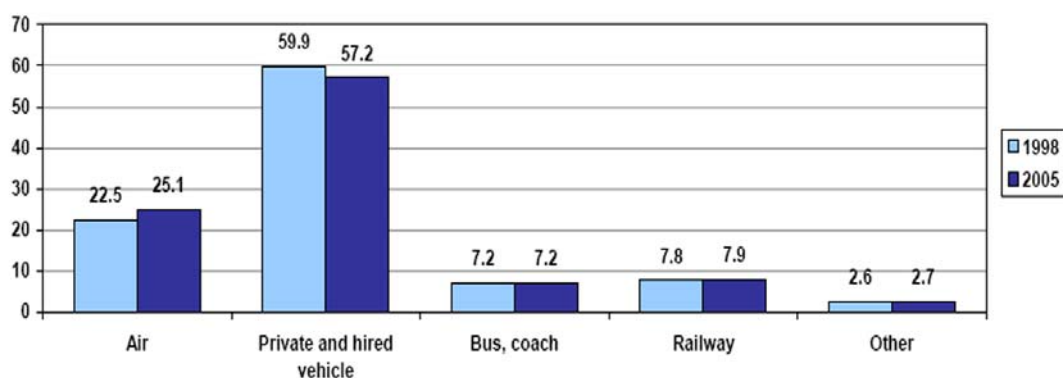
**Graph 2.2. Evolution of the number of holiday trips, by type**



Source: Eurostat, *Statistics in focus*, 1/2008

On the other hand, thinking about the aspects of tourism more related to environmental pressure, over the same period, the number of long outbound holiday travel has increased by 23% (1998-2005) compared to 15% for domestic ones. And, specifically, the number of long holiday trip by airplane has grown by 33% showing the largest growth (25% of total of the different transport modes, by 2005).

**Graph 2.3. Distribution of the different transport modes used as main means of transport for holidays trips**



Source: Eurostat, *Statistics in focus*, 1/2008



## **2.3. Specific trends for the tourist accommodation and camp site sector**

### *2.3.1. Tourist accommodation service*

At the moment, no new pertinent research has been made available regarding tourist accommodation service with environmental certification or management schemes. As a general point of reference, the IHEI study<sup>42</sup> from 2002 still remains valid.

### *2.3.2. Camp site service*

In 2005 in the framework of the project TourBench<sup>43</sup>, which aimed at the development of a monitoring and benchmarking system for the reduction of environmental consumption and costs, a Europe wide guest survey<sup>44</sup> was carried out, with a total of 9218 participating guests on 175 camping sites in six European countries.

The survey took place during summer season 2005 on camping sites. The survey period stretched from July to September. The selection of camping sites in Germany resulted from the contacts of ECOCAMPING e.V. Thus, 90 camping sites have been chosen which at the time, when the survey took place, had acquired the environmental management certification of the association and 26 businesses without a certification. In the other participating countries also businesses with and without an eco-label have been included in the survey.

**Tab. 2.2. Distribution of interviewees in the participating countries**

Participating country	Number of interviewed	Part in %	Number of camping sites
Germany	6210	67,4 %	111
Austria	899	9,8 %	13
Switzerland	85	0,9 %	2
Netherlands	436	4,7 %	9
Italy	1132	12,3 %	25
Scotland	456	4,9 %	15
Altogether	9218	100 %	175

Source: Tourbench, 2005

<sup>42</sup> International Hotels Environment Initiative (IHEI), Consumer Attitudes Towards the Role of Hotels in International Environmental Sustainability 2002. [http://www.hotel-online.com/Neo/News/PR2002\\_3rd/Jul02\\_IHEI.html](http://www.hotel-online.com/Neo/News/PR2002_3rd/Jul02_IHEI.html)

<sup>43</sup> <http://www.tourbench.info>

<sup>44</sup> TourBench Guest Survey on Camping Sites, General European Report 2006, <http://www.tourbench.info> ECOCAMPING e.V. 2006



**Tab. 2.3. Origin of interviewed guests**

Country of origin	Part in %
Germany	67,1
Italy	12,1
Netherlands	11,3
Spain	3,1
Scotland	1,7
Switzerland	1,3
Austria	1,2
France	1,0
Denmark	0,3
Belgium	0,1
Others (e.g. Ireland, Liechtenstein, Sweden)	0,8



Source: *Tourbench, 2005*

**Tab. 2.4. Arrivals according to means of transportation**

Arrival by	Part in %
Car	85,5
Mobile home	9,7
Train/ bus	2,5
Bicycle	1,3
Motorbike	0,7
Others	0,3

Source: *Tourbench, 2005*

**Tab. 2.5. Choice of accommodation**

Accommodation	Part in %
Caravan	60,1
Tent	22,1
Mobile home	12,5
Rental accommodation	5,2

Source: *Tourbench, 2005*



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**Tab. 2.6. Importance of different supply and equipment on camping sites to guests**

Offer / Equipment Data in %	Not important	Less important	Rather important	Very important	No opinion
Rental accommodation	47,8	21,1	13,1	11,2	6,7
Accurate electricity bill	19,7	18,0	22,5	35,2	4,5
Shopping facility	3,2	12,7	35,5	48,0	0,6
Restaurant	11,7	33,9	29,6	23,9	0,9
Possibility to reserve a pitch	13,5	17,7	27,1	37,6	4,1
Pitches for mobile homes in front of the barrier	41,5	22,8	11,3	9,0	15,3
Accessibility for disabled guests	11,7	13,9	29,4	38,4	6,6
Health and wellness facilities	26,7	33,2	18,7	17,7	3,8
Organized leisure programme	21,8	28,0	26,3	21,6	2,3
Internet access	47,4	27,4	12,2	9,1	3,9

Source: *Tourbench, 2005*

The reported data give a general indication about the type of transportation, accommodation and service camping tourists tend to prefer. The vast majority moves by car, most of them with their own caravan, and require shopping facilities and restaurants on site.

There is however a growing interest for rental accommodation. Also of interest, the importance given to accurate account of electricity consumption, an important element also for a successful environmental management of a camp site.

**Tab. 2.7. Evaluation of different environmental protection measures on camping sites**

Environmental protection measures Data in %	Not good	Less good	Rather good	Very good	No opinion
Warm water for showers is charged according to use	36,9	18,1	18,5	19,2	7,3
Few sealed surfaces	13,0	20,4	34,3	27,8	4,5
Separate parking space	28,7	21,3	21,0	23,8	5,3
Eco-friendly products	4,8	13,0	41,4	20,5	20,4
Nature-orientated holiday programme	3,5	8,8	43,5	25,7	18,5
Restriction of driving to particular times	6,6	8,3	27,8	53,1	4,2
Environmental certificate	1,4	3,4	35,3	42,3	17,6

Source: *Tourbench, 2005*

The data show clearly that while there is a strong interest for “green” products and certifications and a holiday programme oriented towards nature and environment, as well as for restrictions which guarantee the absence of noise, a lot less comprehension and consensus are achieved with measures which threaten to diminish the comfort of guests, such as the charge for warm water for showers.





This emphasizes that best programme for the environment does not bring a business forward, if it is not matched with the demands of guests, because the measures must be accepted and approved by them, otherwise it might even happen that some of them feel disturbed by environmental protection. In this case the retention should be dismantled by informing the guests and by trying to explain the advantages to them. If all this does not work, it must be considered, whether the benefits of these measures justify the distrust of the guests, or whether it is better not to realise them. An alternative can certainly be found.

However, most of these measures are not just accepted by the guests but rather highly approved of. Furthermore camping guests are usually strongly connected to nature and value the engagement of the business to environment and nature protection.

The results of this survey are very similar to those of past surveys. In the Ecocamping Guest Survey 2004 81,0% found the *restriction of traffic to particular times*, 71,5% a *nature-orientated leisure programme*, 65,0% *less sealed surfaces* and 63,4% *eco-friendly products*, 50,2% *the charge of warm water according to use* and 40,8% *separate parking spaces* good. (ECOCAMPING e.V., 2004). This is similar to the current results and shows a constant evaluation by the guests.

### **Guest behaviour**

A fundamental acceptance of measures of environmental protection on camping sites has been acknowledged by the interviewed guests. But what kind of attitude do the guests themselves have in order to behave environmentally-friendly?

**Tab. 2.8. Environment-friendly behaviour of camping guests during holidays**

Environmentally-friendly behaviour Data in %	Never	Rarely	Frequently	Always	No opinion
Separate waste as requested	2,8	5,5	24,8	65,5	1,4
Turning off water when soap oneself in shower	11,6	13,4	21,4	52,0	1,5
Try to avoid driving a car on the site	4,0	5,7	29,4	56,1	4,8
Disposing waste water only in the drains intended for this purpose	2,1	3,0	12,0	78,2	4,7
Buy regionally produced food	6,6	24,1	41,1	21,3	6,8

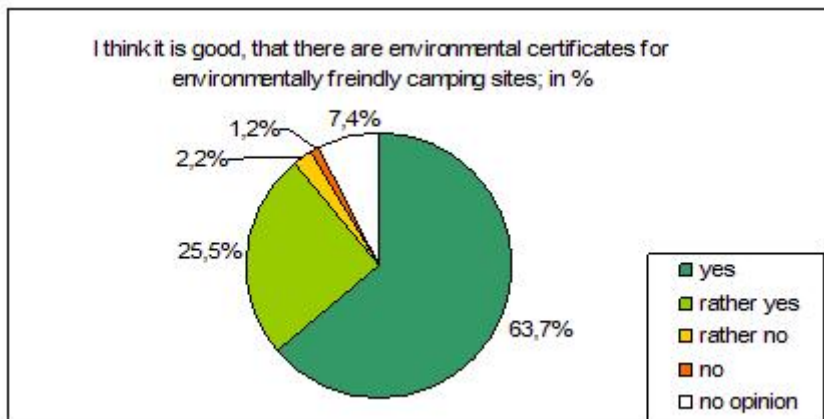
Source: Tourbench, 2005

The data show clearly that most guests are ready to “do their part” for environmental protection. The only measure which achieves less consensus is, again, connected to perceived comfort, such as in turning off the water while soaping oneself in the shower. Certainly relevant, as in previously mentioned studies, the request for regionally produced food.



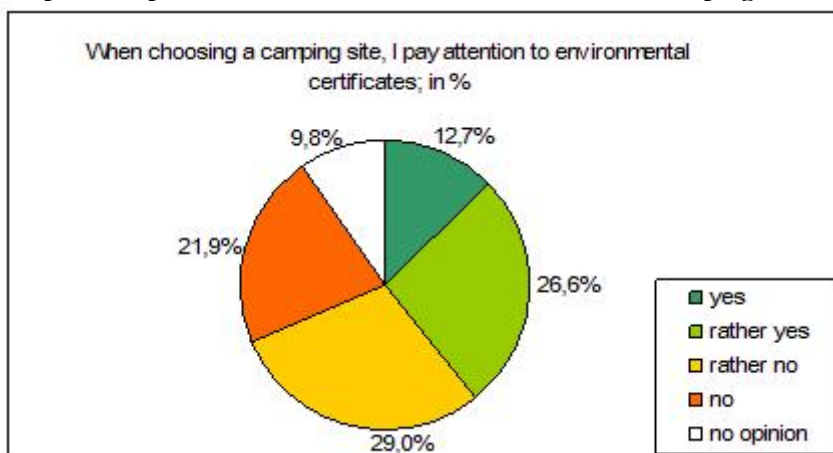
### ***Expectations and knowledge of guests regarding eco-labelled businesses***

**Graph 2.4. Opinions about environmental certificates for camping sites: existence**



Source: Tourbench, 2005

**Graph 2.5. Opinions about environmental certificates for camping sites: importance for the choice**



Source: Tourbench, 2005

As can be ascertained here, eco-labels are highly valued by the camping guests. A great majority is in favour of certificates and consequently appreciates the engagement of the entrepreneur for a sustainable development in the camping industry. Obviously, they appreciate the advantages, e.g. improvement of the quality of the stay, stability of prices and increase of comfort, which are often realised through the preparation for a certificate.

Approval of the guests for eco-labels can be seen by the fact, that over the last ten years the number of those constantly increased, who are in favour of certificates and integrate eco-labels into their planning.

For environment and quality oriented camping sites these results are a confirmation of their work. Camping sites with eco-labels are to the liking of the guests and offer – correctly brought to market – an advantage in competition.



**Tab. 2.9. Expectations on camping sites with an environment certificate**

Expectations Data in %	No	Rather no	Rather yes	yes	No opinion
Eco-friendly cleaning	6,7	8,7	35,3	41,7	7,6
„green power“	8,9	15,4	35,1	29,1	11,0
Information about eco-friendly behaviour	4,4	8,5	35,3	44,7	7,2
Energy-saving lightning	2,7	4,5	30,3	56,7	5,8
Separation of waste	1,4	2,2	18,4	74,7	3,3
No drinking water to flush toilets	4,4	6,2	25,0	57,3	7,1
Solar energy to produce warm water	4,6	9,1	30,6	46,9	8,7

Source: Tourbench, 2005

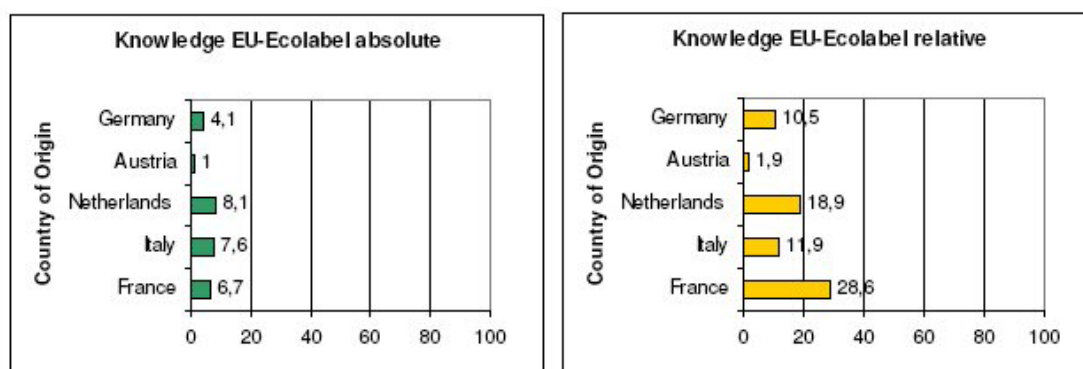
Corresponding to past surveys it appeared, that the biggest expectation to an eco-labelled business is a well working separation of waste. The approval within this context is very high (“yes”: 74,7% and “rather yes”: 18,4%; approval of whole sample: 93,1%) and furthermore the number of those without an opinion is very small (3,3%). If a certified business has a well working waste separation it corresponds to the guest’s expectations.

In addition, the use of drinking water to flush toilets, energy-saving lighting, solar power for warm water, information of guests about environmental-friendly behaviour and eco-friendly cleaning are measures, which are expected from businesses with an eco-label.

There is disaccord regarding the use of “green energy“, for example by using wind or sun power. Possibly, guests find it sensible in certified businesses, but do not expect it absolutely, because 11,0% have “no opinion” in this context.

### Knowledge

**Graph 2.6. Popularity of the EU Eco-label for camping sites among guests of different nationality (absolute: popularity among all interviewed; relative: popularity among those who know at least one certificate)**



Source: Tourbench, 2005

First of all it must be clarified how many guests know one or even more environmental certificate for camping sites. Among all interviewed 43,0% know at least one



environmental certificate for camping sites. This constitutes a growth compared to a past survey, where only 35,5% of the participants affirmed to know at least one certificate (ECOCAMPING 2004).

Regarding the Europe-wide popularity of available certificates for camping sites, there are differences between guests of different nationalities.

ECOCAMPING is the best-known environmental certificate in Europe. According to nationality between one and three guests out of ten know this certificate (absolute popularity).

This popularity is due to the more than 120 camping sites, which have been awarded with the environmental management certification of the association.

The second best-known of the Europe-wide available eco-labels for camping sites results the EU Eco-label.

By the time, when this report was published, only ten camping businesses in Europe were certified with the EU-Eco-label. Based on this amount, the popularity among the guests can be considered high.

#### *Comparison with Former Guest Surveys*

After six successful guest surveys between the years 2000 and 2004, this study shows interesting results. First off, the amount of participants is remarkably higher than in past studies, which compiled a maximum of 2300 participants. Second, for the first time within the European project TourBench other European countries have been involved and the survey was conducted in multiple languages.

The present results are in line with former data. To the extent that the data of the studies are comparable, only minor differences can be detected.

Within all former studies the central issue of environmental protection on camping sites was „waste separation“.

Guests do expect a working waste separation system and in return are more and more willing to contribute to the system by separating their own waste. Other measures for environmental protection and for the improvement of quality on camping sites are normally accepted.

Solely parking of cars on a separate area is a less positive valued issue in all studies. Half of the participants are in favour; the other half prefers to park the car next to their pitch.

When comparing the opinion of guests about charging warm water according to use across the years, there is also a dichotomy of approval and disapproval. When installing a sensible system for water saving, also sceptic guests may be convinced to accept such a system. There are for example other measures than shower coins for charging water by consumption: Modern transponder systems are of much greater comfort to guests.

In conclusion, it is certainly possible to affirm that the environment is highly valued – not only within general opinion of people like it is the case in Germany (BMU, 2004), but also, as shown within the Tourbench study, among camping guests all over Europe. Guests are willing to contribute to environmental protection on camping sites by means



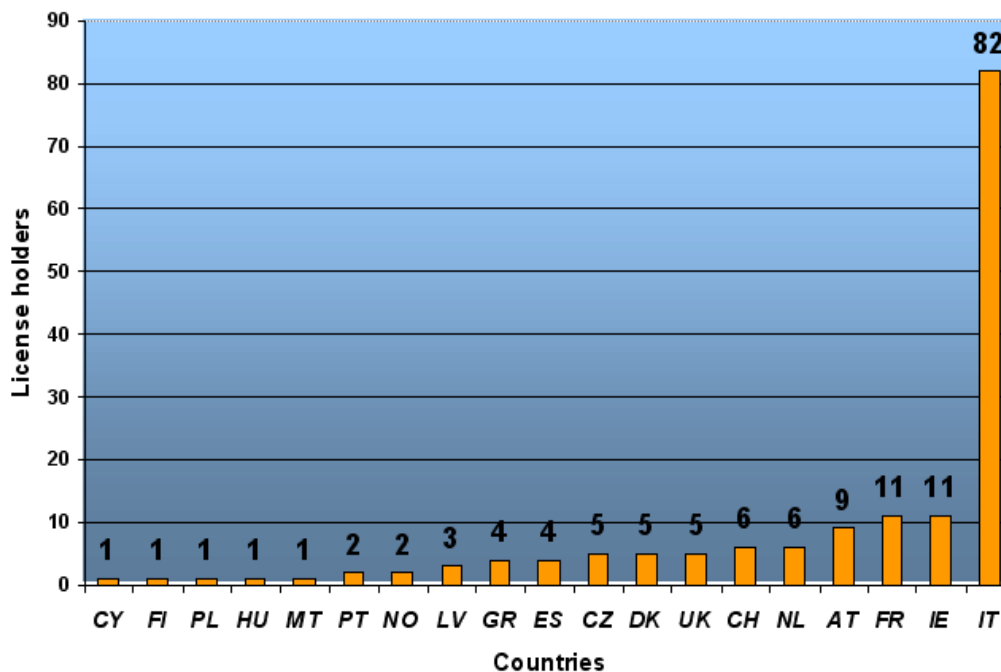
of their own behaviour. And camping sites, that have an eco-protective and quality-enhancing management system, are very popular.

Environmental certificates present a decisive competitive advantage to the business and more and more determine the booking behaviour of guests.

## **2.4. Performance of the EU Eco-label for tourist accommodation and camp site services**

### **2.4.1. Tourist accommodation service 2008**

**Graph 2.7. Distribution of EU Eco-labelled tourist accommodation services, 2008**



Source: [www.eco-label.com](http://www.eco-label.com) 2/08, elaboration: ACTA/APAT

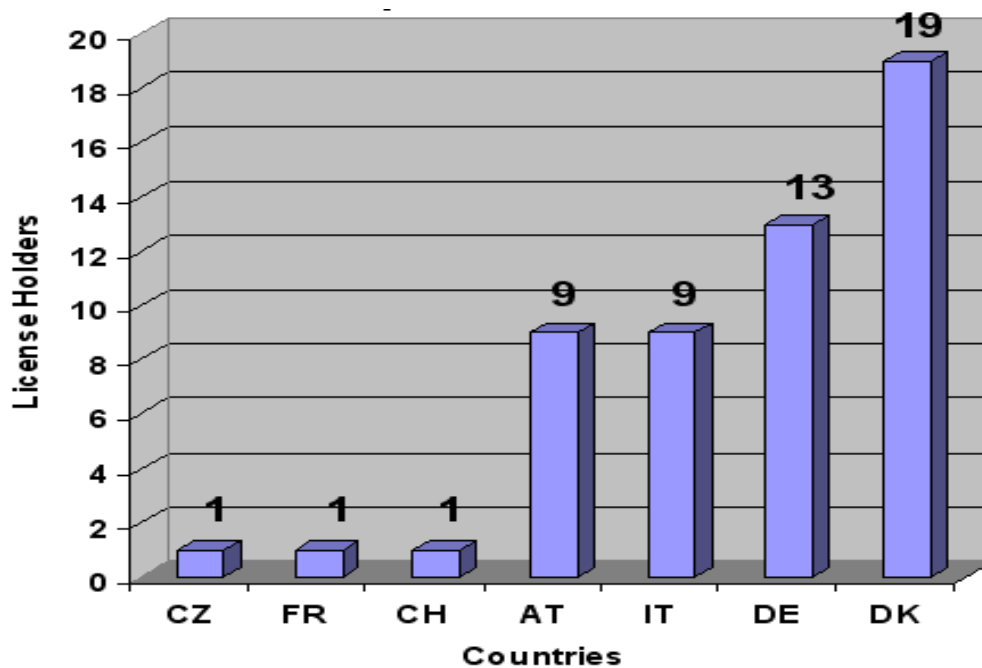


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### 2.4.2. Camp Site Service 2008

Graph. 2.8. Distribution of EU Eco-labelled Camp Sites, 2008



Source: [www.eco-label.com](http://www.eco-label.com) 2/08, elaboration: ACTA



### 3. CRITERIA PERFORMANCE, FEASIBILITY AND ENVIRONMENTAL IMPACT

#### 3.1. Evaluation of existing data regarding certified structures in Europe

Over the last years, an initial analysis has been carried out in order to determine the performance of the EU Eco-label for tourist accommodation and camp site services. This report will bring to discussion two researches carried out by the Danish Competent Body about the use of the optional criteria by the licensees (2006-2007) and their potential environmental impact.

##### 3.1.1. Analysis of the performance of the optional criteria

In 2007, the Danish Competent Body collected the data from 95 licensees in Europe (26 camp sites and 69 tourist accommodations). The purpose of the research<sup>45</sup> was to investigate the way in which the European licensees utilise the optional criteria of the scheme. This meant investigating which optional criteria the licensees fulfil and how many points they achieve, as well as giving suggestions for why they choose to fulfil these particular optional criteria.

Following, an excerpt of the results of the research with its conclusions:

**Tab. 3.1. Geographical distribution of the analysed structures**

<u>Countries</u>	<u>Number of licensees</u>
<i>Tourist accommodation service</i>	
Czech Republic	1
Hungary	1
Malta	1
Greece	2
Norway	2
Portugal	2
Spain	2
Netherlands	5
United Kingdom	5
Denmark	6
Austria/Switzerland	11
Italy	31
<b>Total Tourist Accommodation Services</b>	<b>69</b>
<i>Camp site service</i>	
Italy	2
Germany	3

<sup>45</sup> The European Eco-label Award Scheme – Optional Criteria for Tourist Accommodation services and Camp site service – Utilization by the licensees 2007 Ecolabeling, Denmark



Austria	4
Denmark	17
<b>Total Camping</b>	<b>26</b>

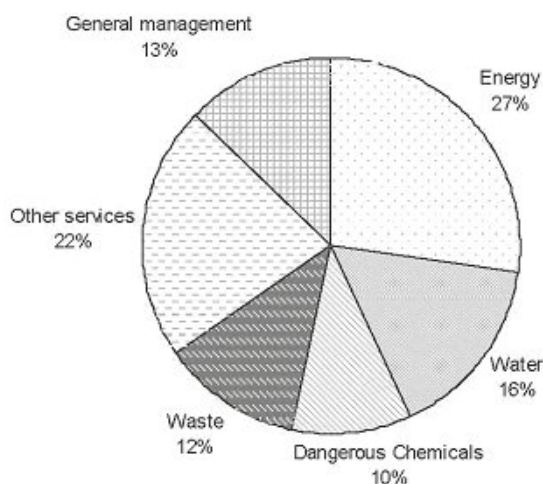
**Total** **95**

Source: Ecolabeling Denmark

For the research, the optional criteria from the two criteria sets were merged into one in order to calculate percentage, set up histograms etc. This was chosen because a large number of criteria are identical however not all, and the campsite criteria have more optional criteria than accommodation. When the optional criteria for accommodation and camping are merged, there are 67 optional criteria.

The points obtainable for the single criteria are distributed on the different areas as follows:

**Graph. 3.1. Distribution of score points available for the optional criteria**



Source: Ecolabeling Denmark

### ***Use of the criteria by the licensees***

Together the 95 licensees in the survey fulfil 1844 optional criteria, meaning that each criterion on average is fulfilled by approximately 19 licensees. This is distributed so that 97% of the optional criteria are fulfilled by one or more of the European licensees, while only two optional criteria are not fulfilled by any of the licensees. When viewing the two sets of criteria separately, 100% of the optional criteria for accommodation and 87% of the optional criteria for camping are fulfilled by one or more licensees. This means that there are no optional criteria that the licensed accommodations do not fulfil, while there are 9 optional criteria which no licensed campsites fulfil.

In total 2573.75 points are awarded to the 95 licensees in the survey, meaning that each licensee on average is awarded approximately 27 points. (Accommodation establishments on average 26 points, camp sites on average 29 points).



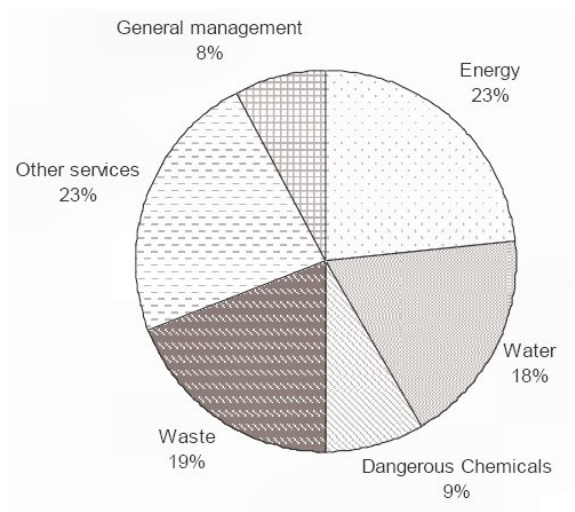
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Seen how accommodations need to achieve from 16,5 to 19,5 points and camp sites from 16,5 to 20 points in order to obtain the Eco-label, it seems that on average licensees are able to achieve much more points than needed. This seems especially the case in middle Europe, where the average of achieved points is of 32, 25.

This figure shows the distribution of the points awarded for the criteria used by the licensees on the six groups the optional criteria are divided into.

**Graph 3.2. Distribution of score points awarded for the optional criteria**



Source: Ecolabeling Denmark

Energy appears clearly to be the area where most points are awarded, and General management the less easy to achieve. Confronted to how many criteria are available for “Other services”, there seems to have been a poor use of this area, while the Waste criteria have seen a quite extensive use compared to the availability of points in this area.

### ***Regional distribution of criteria use***

The research shows that the distribution of the awarded points on the three regions is largely the same. The only difference is that the licensees in northern Europe have been awarded fewer points for energy and more points for water compared to the licensees in middle and southern Europe.

Conclusion: There are slight differences seen in an overall view, but not significant and not enough to advocate for changes in the criteria set-up.

A few specific data are considered relevant:

- Energy: criterion 41 which generally has low utilisation, but a high for southern Europe campsites.
- Water: criterion 65 which generally has a low utilisation has a high utilisation in southern Europe.



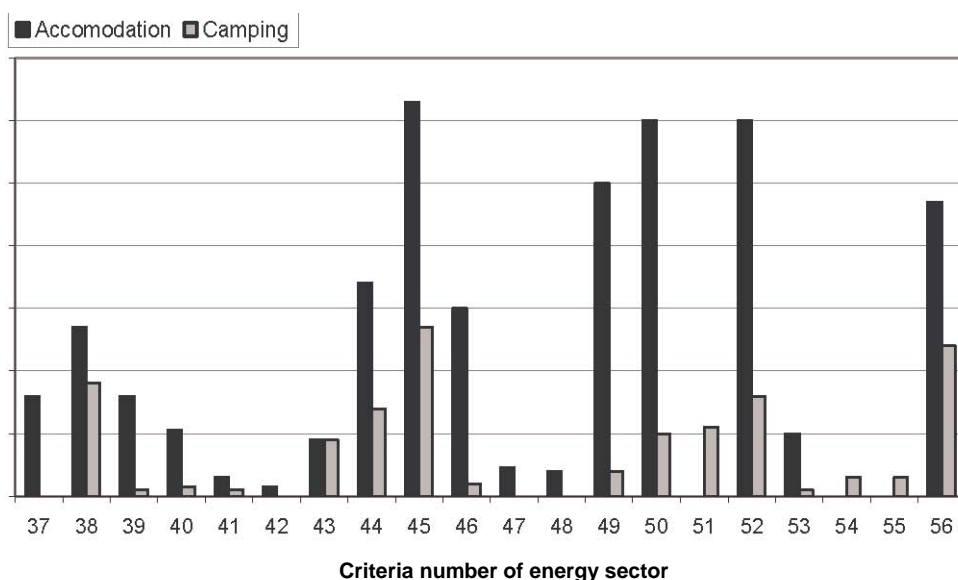
- Chemicals: Criterion 77, which demands that outside areas, should be kept in accordance with the principles for organic gardening. The utilisation of this is high in all regions except from camping in northern Europe.
- Waste: criterion 80 has a high utilisation in all regions, except from the accommodation establishments in northern Europe and the campsites in southern Europe.

The research continues with a detailed analysis of the criteria use for the different areas.

### **Energy**

When the optional criteria from accommodation and camping (see appendix A) are merged, there are 20 optional criteria in the area of energy.

**Graph 3.3. Criteria use in the energy sector**



Source: Ecolabeling Denmark

It can be seen that both accommodation establishments and campsites have a high utilisation of criteria 45, 52 and 56.

For both accommodation and camping, the licensees have a low utilisation of criteria 41, 42, 47, 48 and 55.

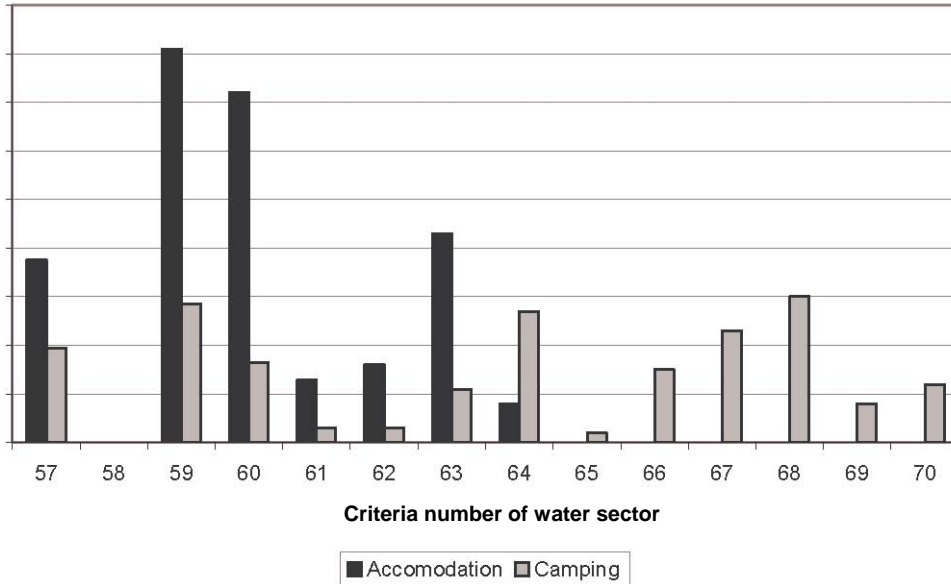
These data show no significant geographical differences, except for criterion 41 concerning district heating, which is more represented in southern European camp sites.



## **Water**

When the optional criteria are merged, there are 14 optional criteria in the group water.

**Graph. 3.4. Criteria use in the water sector**



Source: Ecolabeling Denmark

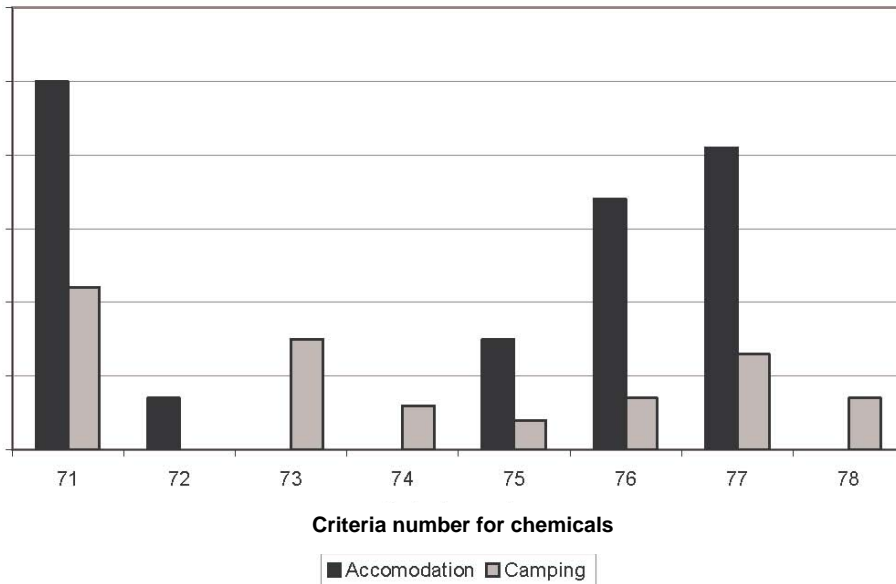
It can be seen that both accommodation establishments and campsites have a high utilisation of criterion 59, which sets demands for the water flow from taps and shower heads. Furthermore criterion 67 which concerns availability of information on water hardness and 68 which demands the use of water saving urinals both have high utilisation in total for camping.

Criterion 58 which addresses water consumption of outside watering and 65 which demands swimming pool cover have low utilisation for camping.

## **Dangerous Chemicals**

When the optional criteria are merged, there are 8 optional criteria in the area of dangerous chemicals.

**Graph. 3.5. Criteria use in the dangerous chemicals sector**



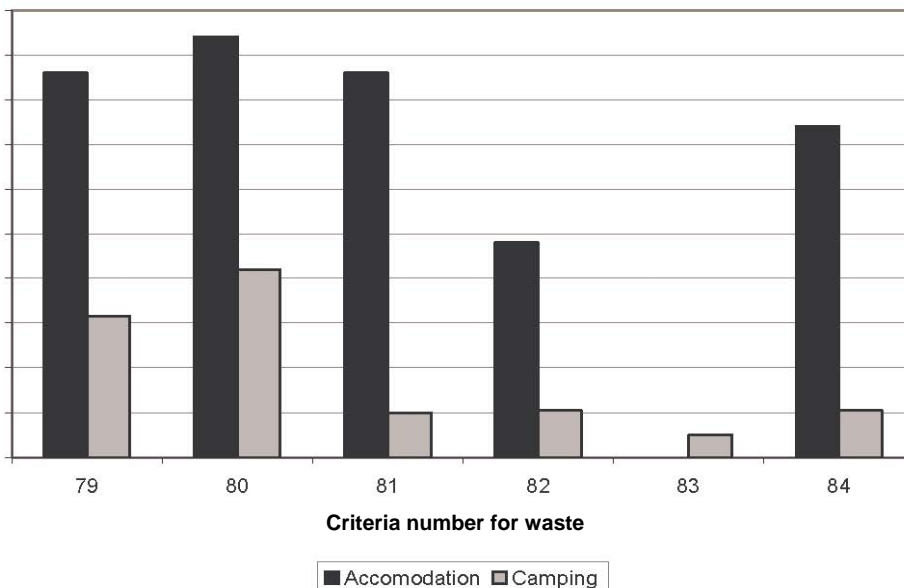
Source: Ecolabeling Denmark

The figure shows that both tourist accommodation and camp site services in total have a high utilisation of criterion 71, which stands for the use of eco-labelled detergents. Frequent in campsites is criterion 73, which demands car washing only in specified areas. Both accommodation establishments and campsites have a high utilisation of criterion 77, which demands that outside areas should be kept in accordance with the principles for organic gardening. The utilisation of this is high in all regions except from campsites in northern Europe.

**Waste**

When the optional criteria are merged, there are 6 optional criteria in the area of waste.

**Graph. 3.6. Criteria use in the waste sector**



Source: Ecolabeling Denmark





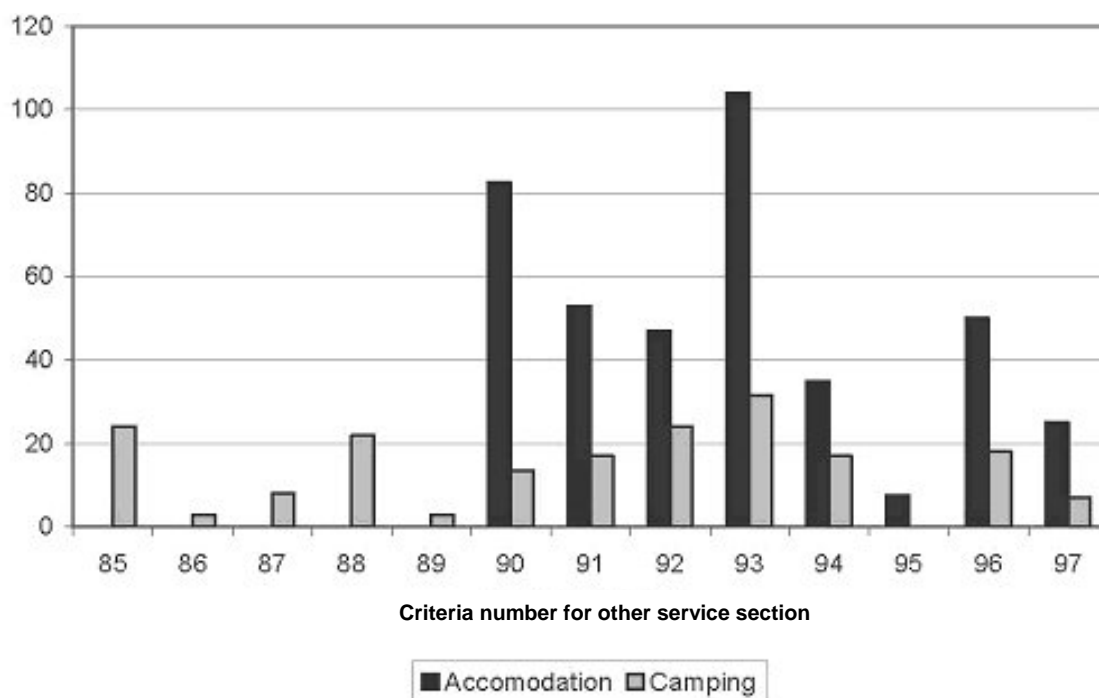
Both accommodation establishments and campsites have a high utilisation of criterion 80, which specifies that disposable drink cans should not be offered. It is also apparent that the criterion 80 has a high utilisation in all regions, except from the accommodation establishments in northern Europe and the campsites in southern Europe.

Equally well used appear criterion 79 on composting, and 81 regarding the avoidance of single packaged products for tourist accommodation. Correct disposal of fat and oils (82), and finding of a new destination for used products (84) seem well received, whereas criterion 83, regarding the run-off from car parks, does not seem to be very popular.

### ***Other Services***

When the optional criteria are merged, there are 13 optional criteria in this area of other services.

**Graph. 3.7. Criteria use in the other services sector**



Source: Ecolabeling Denmark

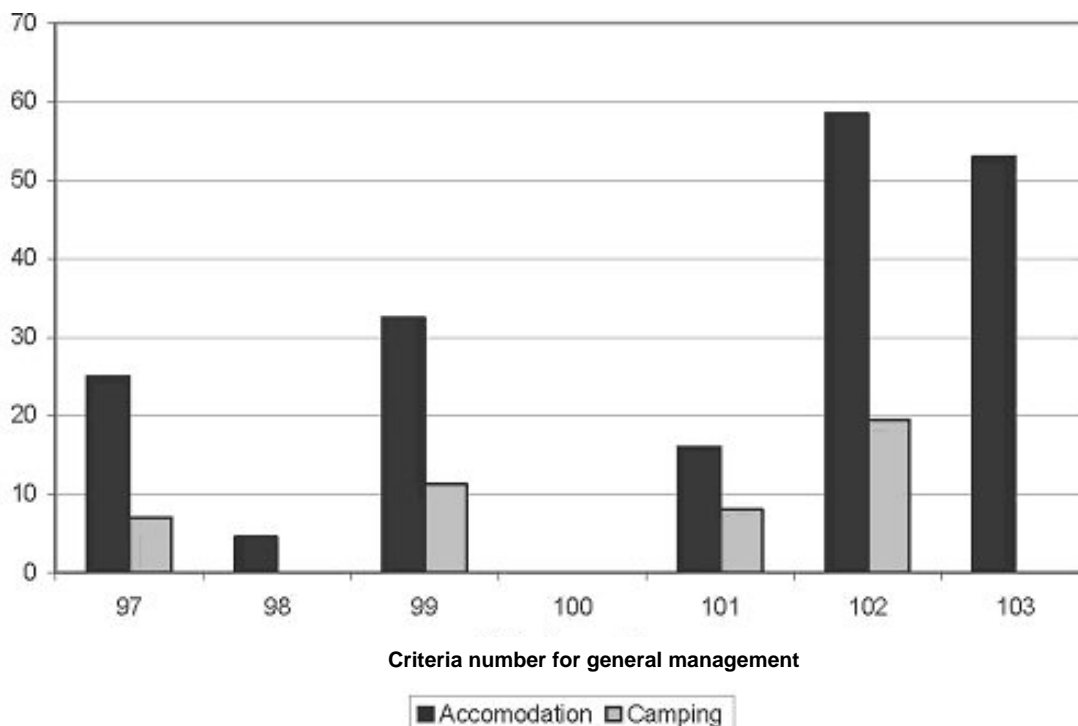
It can be seen that campsites have a high utilisation of criterion 85 which regulates camp site traffic and 88 which concern unsealed surfaces. This high utilisation counts in all regions. Furthermore both accommodation establishments and campsites in total have a high utilisation of criterion 91, which concern less indoor smoking and criterion 92, which demands that bicycles should be made available to guests. These criteria have a high utilisation in all regions with few exceptions. For both accommodation and camping, the licensees have a low utilisation of criterion number 95. This criterion concerns the use of eco-labelled durable goods.



### **General Management**

When the optional criteria are merged, there are 6 optional criteria in the area of general management.

**Graph. 3.8. Criteria use in the general management sector**



Source: Ecolabeling Denmark

It can be seen that both accommodation establishments and campsites have a low utilisation of criterion 98, which demands that the accommodation establishment or camping site should be either EMAS registered or certified according to ISO 14001.

It can also be seen that criterion 100, concerning compliance by subcontractors with the EU Eco-label criteria has no utilisation for campsites. Criterion 99, on the other side, concerning the certification of suppliers, is well received. Many structures also seem to have realized further environmental measures not contained in the criteria, as proved by criterion 102, or be certified with other eco-labels.

Furthermore the accommodation establishments in the survey have a high utilisation of criterion 103, which concerns the use of an environmental questionnaire. This high utilisation counts for the northern and southern region.

### **General use of criteria**

It can be assessed that there are not many differences in how the licensees in the regions of Europe choose to utilise the optional criteria. Furthermore the differences that are found do not seem to have obvious reasons, as for example the difference in climate.



Beside this it is now stated which optional criteria that are popular to fulfil and which are not, as pointed out with the high and low descriptions. From this knowledge it could be interesting to investigate why these criteria are popular or not.

An effort has been made to investigate the motivation of the licensees to eco-label their accommodation or camping site and the choices made in connection with fulfilling the optional criteria, with the help of interviews with Danish licensees.

From the analysis of the answers regarding the reasons for fulfilment of optional criteria a conclusion can be drawn on which optional criteria the licensees prefer. The conclusion is that the licensees generally appear to prefer optional criteria that:

- aim to save resources and thereby money;
- are relatively cheap in investment and easy to fulfil;
- have a positive effect on nature and the environment;
- means a better service for guests;
- makes the environmentally friendly image of the establishment visible to the guests.

On the other hand the licensees have a tendency to not prefer optional criteria that:

- require a large investment or a complicated task;
- are not relevant;
- are difficult to document.

### *3.1.2. Analysis of the environmental impact of the optional criteria*

The research<sup>46</sup> reviews the environmental impacts of accommodation and camping and compares the findings with the design of the criteria. When comparing the environmental impacts with the design of the criteria, it has been chosen to focus on the distribution of points that can be awarded for fulfilling the criteria. This is based on the assumption that the number of points has an influence on which criteria the licensees choose to fulfil and therefore have an influence on the actual environmental effect of the scheme. There are two levels of interest with regard to the relation between environmental impacts and the design of the criteria:

- distribution of points on groups of environmental impacts;
- distribution of points within the groups of environmental impacts.

For viewing the distribution of points on groups of environmental impacts, the environmental impacts of accommodation and camping are studied through relevant literature, see the reference list. The distribution of points on the identified impacts is

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<sup>46</sup> Ecolabeling Denmark, Sanne Vammen Larsen, The European Eco-label Award Scheme- Optional Criteria for Tourist Accommodation Services and Campsite Service- Environmental Impacts November 2006. It has been inserted just an excerpt of the study, the full research can be requested from the Danish CB.



illustrated and discussed on an overall level to uncover whether it is justifiable or whether there are any issues of possible improvement.

Regarding the scope of the identification of impacts, the following limitations were made:

- a geographical limitation to focus on literature that concerns impacts of accommodation in the industrialised world;
- only impacts that come from activities included in the product groups.

No consideration of the studies on which the criteria are originally built in order to avoid that these distort the result in favour of the criteria as they are today.

The matrix of the European Eco-label award scheme (EU 2000, 3, 8) has been taken as an indicator of the definition of environment in the context of the European eco-label award scheme and will be a limitation on the impacts included in the analysis.

The research reviews in detail the environmental impacts of accommodation and camping. Because of the complexity of this product group and a lack of detailed data on environmental effects, an overall analysis was made, which can point to issues of importance for the revision of the criteria. Furthermore the analysis deals not with environmental effects but rather with the environmental impacts. As a limitation the analysis was mainly focused on hotels.

In order to analyse the distribution of points on a more detailed level, within the groups of environmental impacts, more detailed data on the environmental impacts have been sought out. Data of this nature is scarce, however data was found that relates to the hotel chain ACCOR, from their *Environment Guide for Hotel Managers* from 1998 and their *Annual Report* from 2004, in which detailed data can be found for energy consumption, water consumption and waste production<sup>47</sup>. ACCOR has 3,973 establishments worldwide and 463,427 rooms<sup>48</sup>. Because of the size and spread out of ACCOR in Europe, the data they provide is assessed to be fairly representative of hotels in Europe in general.

The report then proceeds to identify and describe the different sectors of environmental impact based on international literature, followed by a figure, which shows the distribution of the points given by the optional criteria on the identified environmental impacts.

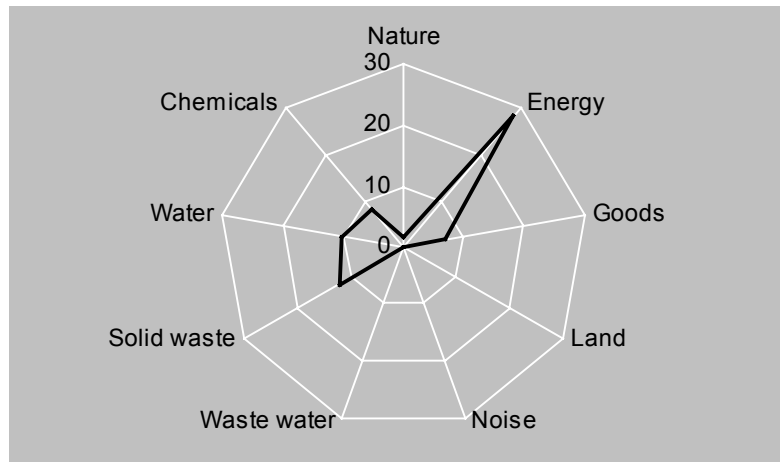
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<sup>47</sup> ACCOR 1998; ACCOR 2004

<sup>48</sup> Eurostat 2005A, 313



**Graph 3.9. Distribution of the points given by the optional criteria on the identified environmental impacts**



Source: Ecolabeling Denmark

(N.B.: Each criterion can have a positive effect on more than one impact; however the points for each criterion is only counted once and assigned to the same impact as in the criteria document.)

The results of this section raised questions on whether it is justifiable:

- that twice as many point can be achieved for limiting the impact of energy consumption as for any of the other impacts?
- that no points can be achieved for limiting the impact of land use?
- that no points can be achieved for limiting the impact of noise on the surrounding environment?

For the camp site service criteria, the situation is similar, with a large number of optional criteria, which deal with energy compared to the other impacts. As it is the case with the criteria for accommodation, in the optional criteria for camping, there are no criteria that deal with the issue of land use, even though this might even be more relevant for camping sites, as it could be argued that they take up more land. Regarding noise there are no direct optional criteria for camping in the area. However, there are criteria for transport within the site, which could also have a positive effect on the impact of noise. Thus it can be argued that the points made regarding the optional criteria for accommodation could also be relevant in relation to the optional criteria for camping, however with the difference that noise indirectly is included in the criteria for camping.

The research then carries out a detailed analysis of the environmental impacts energy consumption, water consumption and waste production.



### Energy consumption

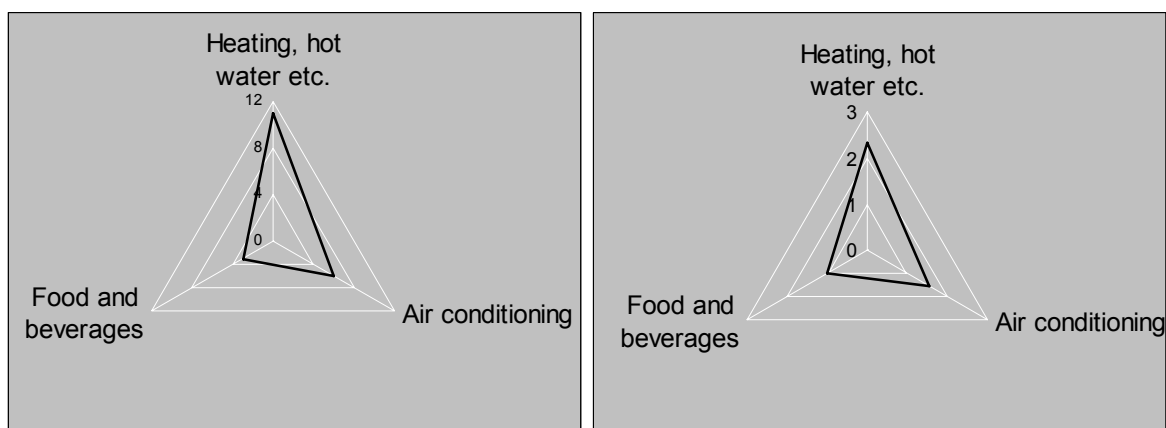
**Tab. 3.2. Average contribution to energy consumption distributed on functions**

Function	Heating hot water etc	Air conditioning	Food and beverages
<b>Average energy consumption</b>	150 kWh per m <sup>2</sup>	99.5 kWh per m <sup>2</sup>	64.5 kWh per m <sup>2</sup>

*Source: based on data from ACCOR 1998, 17; elaboration: Ecolabeling Denmark*

These data represent the distribution of the environmental impact from energy consumption on different functions. Thus they provide for an identification of key impacts among the functions for which data is provided.

**Graph 3.10. Comparison between points in the area of energy savings distributed on the functions (left) and energy consumption distributed on functions (right)**



*Source: Ecolabeling Denmark*

When comparing the two figures an impression of what is emphasised in the criteria and what is important when looking at the consumption of energy can be achieved. In this case the figures show that the areas emphasised are similar in the two figures, meaning that it appears that focus in the criteria is put on key environmental impacts and that, from the data available it appears that the distribution of points for energy within the three functions is on an overall level justifiable. The situation seems to be similar for camp sites, which has not been possible to support by specific data though.





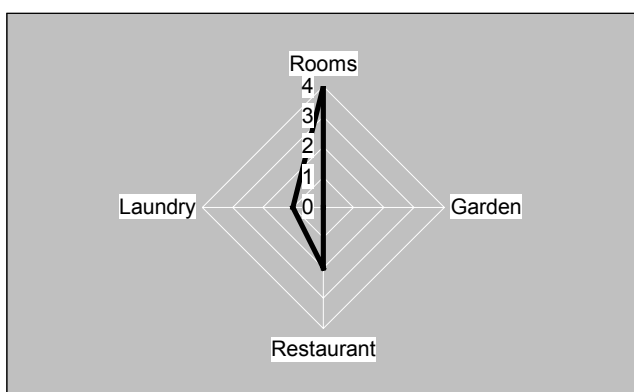
### Water consumption

**Tab. 3.3. Average contribution to water consumption distributed on functions**

Function	Rooms	Garden	Laundry
<b>Average water consumption</b>	305 l per room per nighth	300 l per m <sup>2</sup>	250 l per room per nighth

Source: based on data from ACCOR 1998, 17; elaboration: Ecolabeling Denmark

**Graph 3.11. Comparison between points in the area of water savings**



Source: based on data from ACCOR 1998, 20; EEA 2005A, 49; elaboration: Danish CB

A figure of the distribution of consumptions is not made as the data are computed in different units.

The main questions which emerge from this distribution of criteria (which are concentrated mainly in the “room” area) are the impossibility to obtain points for water savings in the area of gardening and only one point for water savings in the area of laundry.

When viewing the criteria for camping, it can be seen that points can be obtained for water savings in relation to gardening. Regarding laundry, camp sites often offer laundry service and therefore the question of water consumption in this relation is also relevant for camp sites<sup>49</sup>. However, when viewing the criteria for camp site services, there are two points that can be obtained from water saving in relation to laundry, which is more than for accommodation. The criteria for camp site services therefore seem to have already confronted some of the raised issues.

<sup>49</sup> (ANPA 2001B, 36)



### **Waste production**

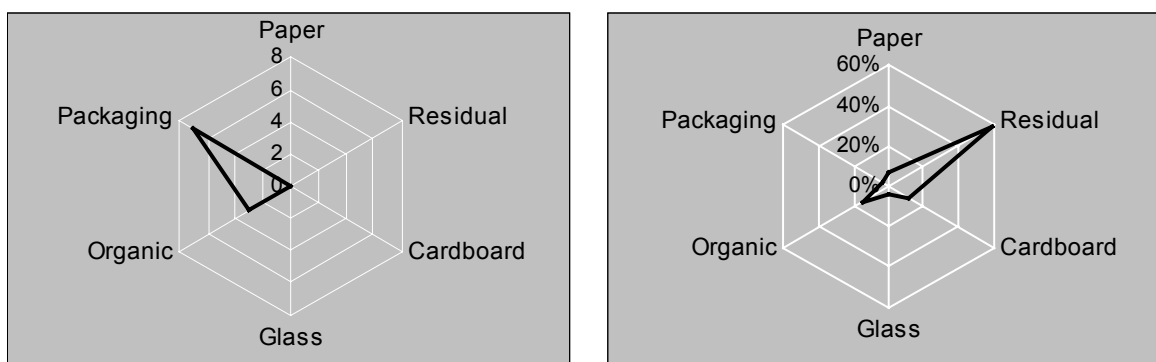
**Tab. 3.4. Production of waste**

<b>Fraction</b>	Paper	Residual	Cardboard	Glass	Organic	Packaging
<b>Percentage of waste production</b>	7%	59%	12%	4%	15%	3%

*Source: based on data from ACCOR 2004, 121; elaboration: Ecolabeling Denmark*

The following figure presents the number of points that can be obtained within the areas where data is available is presented (left) and the data from ACCOR (on the right).

**Graph 3.12. Distribution of points awarded for handling waste distributed on the fractions and distribution of amounts of waste on the fractions**



*Source: based on data from ACCOR 2004, 121; elaboration: Ecolabeling Denmark*

Considering how there are no criteria for residual waste, while from the ACCOR data it can be seen that residual waste is the largest of the fractions included in the data set, it can be questioned whether it is justifiable that no points can be obtained from the way this fraction is handled. Similar issues are raised by the fact that no points can be obtained for handling residual waste for handling paper waste, but relatively many points can be obtained for handling packaging waste.

The study also assesses that the issues raised for accommodation are also relevant for camping, and in the issues related to packaging waste even to a larger extent.

### *3.1.3. Analysis of the criteria and their acceptance*

#### **General comments**

Over the last years, comments have been collected by APAT, from experts, auditors and other Competent Bodies regarding potential modification of the EU Eco-label criteria for tourist accommodation and camp site services.

Following, a synthetic list of these comments.



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*Suggested additions for the mandatory criteria*

- declaration of intent in the environmental programme regarding the reduction of noise (other than the isolation of the windows), for example with notes which ask clients to reduce the volume of their cell phones in common areas.
- supply of water in a percentage to be defined either in returnable glass bottles or in pitchers or from the tap.
- elimination (with exception of butter, chocolate spread and other items where it is requested by law) of single packaged food items for breakfast (this is confirmed also by the results of the Danish research, which shows that this criterion in its optional version is well used)

*Suggested additions for the optional criteria*

- exclusive use of detergents which are sold in concentrated form.
- use of rechargeable containers for detergents.

*Suggested elimination:*

- run off from car parks which is not used (confirmed also by the Danish research).

*Score system*

A major number of points is suggested for criteria which present a good investment costs/environmental benefit ratio, for example:

- isolation of existing buildings;
- district heating;
- energy production with solar or wind power;
- heating with renewable sources;
- boiler efficiency (4 stars).

*Fee system*

There is need of clarification of fees, which are requested by the individual CBs for the on-site audit.

Camping: How to calculate fees taking into consideration different price categories:

- high/low season;
- long term stays;
- all inclusive prices.

*Audit*

Generally a more streamlined procedure is requested, with clear, immediate information:



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- who carries out the audit (preferably independent expert);
- how much costs the audit on site;
- how to calculate fees taking into account the above mentioned points

#### *Application procedure*

There is a general request for a less “bureaucratic” application procedure, possibly with an electronic application form in order to save printed paper.

#### *Criteria harmonization*

The following criteria should be harmonized between tourist accommodation and camp site services criteria (at the moment, they are present only for camp site service).

- 51 Hair dryer with sensors
- 55 Heating of pools
- 58 Automatic watering of outside areas
- 65 Covering pools
- 66 De-icing
- 67 Information about water
- 68 Water saving urinals
- 69 Usage of local plants

#### *Further possible criteria suggestions:*

- Special rates for environmental friendly arrival/departure (optional).
- Social/cultural criteria, e.g. special local products, support regional economy, a certain percentage of local employees (optional).
- Development of a waste concept including relevant waste information (mandatory).
- Guest information criteria to be summarised in one criterion (mandatory).
- Staff training criteria to be summarised in one criterion (mandatory).



## 4. EXISTING INITIATIVES

### ***4.1. Analysis and update on the most important eco-labelling schemes in Europe and the World.***

#### *4.1.1. Sustainable Tourism Baseline Criteria*

The United Nations Foundation, the Rainforest Alliance, the United Nations Environment Programme, the World Conservation Union (IUCN), the United Nations World Tourism Organization, and ECOTRANS, have partnered to develop the Sustainable Tourism Criteria initiative to compare sustainability requirements from over 40 certification, eco-labelling, best practice, codes of conduct as well as other international guidelines, with the purpose of identifying common sustainable tourism requirements from initiatives across the world.

The main product of this effort was the development of a baseline of international criteria for sustainable tourism, developed from the bottom-up by using as inputs the sustainability requirements that are already being assessed around the globe by all participating initiatives.

This baseline set of criteria and indicators was intended to meet the double objectives of providing, for the first time, a common set of criteria that would facilitate the harmonization and accreditation of certification systems, codes of conduct, and sets of best practices around the globe. At the same time, it would provide an opportunity for travel purchasers, the media, and other interested parties to understand and determine what hotels and tour operators have sustainable business practices.

A series of organizations have come together - from the private and NGO sectors - to help coordinate a concerted private sector consultation during the month of January, 2008. Through the website <http://www.sustainabletourismcriteria.org> the tourism industry will have access to resources, links, and take an online survey providing comments on the revised set of criteria. The consultation process will also include phone interviews with a group of selected industry partners to gather more comprehensive feedback.

At the culmination of the private sector consultation phase, the global baseline criteria will go through an in depth expert and public consultation process using the ISEAL Code for Developing Voluntary Standards.

A revised set of criteria is already available for tourism companies, governmental agencies, NGOs and other interested stakeholders to comment, and has been consulted for this report.

4.1.2. *Possible synergies with the EU Eco-Label for tourist accommodation and camp site services*

In the following table, the environmental criteria of the STC are listed, evidencing in the green column those criteria covered also by the EU Eco-label with one or more criteria (CS stands for criteria covered only by the EU Eco-label for camp site service).

**Tab. 4.1. STC Baseline criteria in the environmental sector and their presence in the EU Eco-label for tourist accommodation and camp site services**

Code	STC Baseline criteria	EU Label	Code	STC Baseline criteria	EU Label
D.	<b>Minimizing environmental harm</b>		D.2.4.	The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is properly managed, minimized, and substituted by innocuous products.	X
D.1.	<b>Conserving resources</b>		D.2.5.	The business implements policies to reduce noise, light pollution, runoff, ozone depletion, air pollution, and soil contamination.	X
D.1.1.	Purchasing policy favours environmentally friendly products, for building materials, capital goods, food, and consumables.	X	D.2.5.1	- <i>noise reduction</i>	
D.1.2.	Purchase of disposable and consumable goods is measured, and procedures are implemented to reduce it.	X	D.2.5.2	- light pollution	x
D.1.3.	Non-renewable energy consumption is measured, and procedures are implemented to reduce it.	X	D.2.5.3	- runoff (storm water)	
D.1.3.1	- Electricity, lighting, and electrical appliances	X	D.2.5.4	- air pollution (exc. GHG), ozone depletion, & odours	X
D.1.3.2	- Fossil fuels & vehicles		D.2.5.5	- soil contamination	x
D.1.3.3	- Space heating, cooling, and insulation (HVAC)	X	D.3.	<b>Protecting biodiversity and scenic beauty</b>	
D.1.3.4	- Hot water	X	D.3.1.	Endangered species are not consumed, sold, traded, or displayed.	CS
D.1.3.5	- Firewood & biomass	x	D.3.2.	No captive wildlife is kept, except for licensed breeding, rescue, or reintroduction, in accordance with law and best practices.	
D.1.3.6	- Renewable energy sources	X	D.3.3.	The business uses native species for landscaping and green areas use and takes measures to avoid the introduction invasive alien species.	X
D.1.3.7	* other energy		D.3.4.	The business contributes to the support of natural protected areas or biodiversity conservation.	





D.1.4.	Fresh water consumption is measured, and procedures are implemented to reduce it.	X	D.3.5.	Any disturbance or damage harmful for wildlife animals or plants by tourism activities is avoided.
D.1.5.	* other conserving resources		D.3.6.	* other biodiversity and scenic beauty
<b>D.2.</b>	<b>Reducing contamination</b>		<b>D.4.</b>	<b>General</b>
D.2.1.	<i>Greenhouse gas emissions from all sources are measured, and procedures are implemented to reduce or compensate them (including direct emissions reduction, offsets, and reduced emissions from guest transportation).</i>		D.4.1.	A contingency plan for environmental emergencies is in place.
D.2.1.1	- direct emissions reduction	X	D.4.2.	Environmental interpretation or education is provided to staff and customers.
D.2.1.2	- emissions offset (direct or purchased)			
D.2.1.3	- guest transportation	X		
D.2.2.	Wastewater, including gray water, is treated effectively.	X		
D.2.3.	A solid waste management plan is implemented, with quantitative goals to minimize waste that is not reused or recycled.	X		

Source: STC/ECOTRANS, elaboration: ACTA

*Possible consequences for criteria development and revision:*

- From this comparison too the necessity for more specific noise protection criteria emerges.
- Another important issue, at least for an optional criterion, is the accounting of the emissions, in particular CO<sub>2</sub>.



#### *4.1.3. New aspects and proposals*

##### ***Gradual extension of the EU Eco-label, towards sustainability***

On the basis of the findings of the EVER study<sup>50</sup>, the setting up a new scheme for a ‘sustainability label’ with the forthcoming revision of the EU Eco-label is not recommended, but instead the gradual introduction of some modifications into the scheme that could respond in the long run to the possibility of an EU sustainability label, stimulating the attention of companies and consumers on some related issues.

This is also an aspect, which appears more and more important in most certification schemes in Europe and worldwide.

The above-mentioned Sustainable Tourism Baseline Criteria list those common to most international schemes.

The following table shows very schematically the incidence of general sustainability criteria, based upon the STC Baseline criteria, in some of the more successful European certification or management schemes. No distinction has been made between national labels, ISO type I and other certifications. The common factor between them is a certain notoriety and diffusion among consumers of their own country or interest group. These data are part of a much larger research being carried on by ECOTRANS on a worldwide level, based on the database which has been developed by and which is used for the global baseline "Sustainable Tourism Criteria" initiative.

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<sup>50</sup> EVER study 2005, point B7 Executive Summary





	management issues.																	
A.4.	Customer satisfaction is measured and corrective action taken where necessary.	X		X	X	X				X	X		X			X		
A.5.	Promotional materials are accurate and complete and do not promise more than can be reasonably expected by customers.									X						X		
A.6.	Design and construction of buildings and infrastructure	CS									X					X		
A.6.1.	- comply with local zoning and protected or heritage area requirements							X										
A.6.2.	- respect the natural or cultural heritage surroundings in design and impact,	CS				X				X						X		
A.6.3.	- use locally appropriate principles of sustainable construction,	CS		X		X										X		
A.6.4.	- provide access for the handicapped.			X						X								
A.7.	* other sustainable management			X	X		X	X	X	X	X	X	X	X	X	X	X	X
<b>B.</b>	<b>Maximizing economic benefit to the community</b>							X								X		
B.1.	Contribution to community development and infrastructure.						X			X							X	
B.2.	Employment of local residents, including in management positions.							X								X	X	
B.3.	Purchase of local services and goods by the business.	X		X			X	X	X	X	X	X	X	X	X	X	X	X
B.4.	Assistance to local small entrepreneurs to develop and sell products related to the area's nature, history, and culture (including food, drink, performance arts, crafts, agricultural products, etc.)			X			X				X						X	
B.5.	* other economic benefits			X			X										X	
<b>C.</b>	<b>Minimizing sociocultural harm</b>																	
C.1.	Existence of an appropriate code of behaviour with respect to activities in						X	X								X	X	



	indigenous and local communities, as well as in culturally sensitive sites, established by mutual consent or following established guidelines.																	
C.2.	Cultural interpretation or education for customers.					X	X			X					X	X		
C.3.	Policies against commercial sexual exploitation, particularly of children and adolescents.					X										X		
C.4.	Equal opportunities in hiring women and local minorities, including in management positions.					X											X	
C.5.	Regular contracts and fair wages for all employees.					X											X	
C.6.	Historical and archaeological artefacts are not sold, traded, or displayed, except as permitted by law.																	
C.7.	Contribution to the protection of local historical, archaeological, and cultural properties, and encouraging of access to them by local residents.									X	X							
C.8	Use of elements of local art, architecture, or cultural heritage in design, decoration, food, or shops.		X							X	X	X	X		X			
C.9.	* other sociocultural					X	X		X	X		X			X			

Source: data and elaboration: ECOTRANS, adaptation: ACTA



Elements not present in the EU Eco-label



Elements present in the EU Eco-label



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*Possible consequences for criteria development and revision:*

An important element which is present in many of the national and international certifications is the benchmarking of activities not only concerning direct environmental impact but also factors like customer satisfaction, employee health, satisfaction and fluctuation, safety and legality. In some European countries these are serious issues and could eventually be addressed not only in the general regulation but also in the criteria framework. If these issues remain in the regulation text, they should be expressed in a more explicit matter, making it clear that every firm which requests the EU Eco-label has certain obligations also regarding the regular contracts of their staff, the safety, sanitary and working conditions and similar issues.

Furthermore, the inclusion of socio-cultural elements should be considered, which has been suggested from different sides, particularly regarding the support for the local economy, the respect and support of local culture and the responsibility towards minorities and disadvantaged parts of the population.

A few possible elements for optional criteria addressing these issues could be:

- local employees;
- stronger emphasis on locally bought products, not only in the food sector;
- access/facilities for disabled persons;
- declaration against sexual tourism (this is still an issue in some European countries) and/or hunting of endangered species.



## 5. POSSIBLE SYNERGIES

### 5.1. Synergies with EMAS

#### *Integration and revision outlook*

According to the EVER study<sup>51</sup> for the EU Eco-label revision, a final option on the synergy and integration between EMAS and the EU Eco-label is composed of two possible sets of measures. The first is aimed at fostering and implementing the highest level possible of synergy between the two schemes, while keeping them separate. The second foresees an hypothesis of a new “three steps” environmental certification scheme, promoted and managed by the Commission, of which EMAS and Eco-label are two steps.

- *Mutual reinforcement between EMAS and the EU Eco-label* - The basic concept underlying this first set of measures is that the revision of the schemes should aim as much as possible at pursuing two objectives:
  - on one hand, EMAS and Eco-label must include truly favourable conditions for the organisations that are already participating in one scheme and want to join the other one (and, even more, it must become genuinely convenient to implement them together)
  - on the other hand, the two schemes should be more coherent in principle and consistent in practice, also with respect to their requirements, in order to convey to organisations and to stakeholders an univocal message of ‘environmental excellence’
- *Proposal for a “three level” EU environmental voluntary scheme* - In order to pursue a more intense and effective integration between the two schemes, and to accept some of the suggestions emerging from the EVER study, we propose a possible deeper merging of both EMAS and the EU Eco-label, with the formation of a new scheme, relying on different certification opportunities. The new scheme could be based on a ‘gradual’ approach which foresees three progressive levels of recognition by the European Commission of the organisation’s environmental management. The basic concept of this option is to consider environmental management systems as a first step, concerned with the organisation and the way in which it manages its environmental aspects, and then build on this first level to offer more opportunities for recognising the effort and initiatives relating to the product (good or service) environmental management and communication. Finally, the “top” level of the scheme is a recognition of the environmental quality of the product with respect to its competitors. The new scheme is based on some of the options described previously.

The present criteria for TAS and CSS already foresee synergies between the two tools both in the two sections, mandatory and optional criteria.

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<sup>51</sup> EVER study 2005, point C Executive Summary

### ***The ECOCAMPING experience***

A positive experience with the integration of EMAS and the EU Eco- label is carried on by ECOCAMPING, an association for the promotion of environmental protection, safety and quality in the camping sector, which also contributed to the criteria development for the camp site service label in 2003.

The main activities of association consist in the introduction of an environmental management system following the EMAS II scheme at campsites, with the help of workshops for campsite employees and assistance to the management on the campsite itself.

ECOCAMPING is actually working together with more than 200 campsites in Germany, Austria, Switzerland, Bosnia and Italy.

In the team of the association there are 3 accredited auditors for the EU Eco-label (Germany and Austria), and from 2005 on 12 campsites in Germany, Austria and Switzerland have been brought to certification with the label.

The participation of these camp sites at the environmental management process has facilitated the certification considerably, also because most of the EU Eco-label criteria for camp site service have been integrated into the workshops and support activities. This shows that the two schemes not only can exist along each other, but also are able to integrate each other according to the characteristics of the structures.



## 6. TOWARD REVISED CRITERIA

Based on the first results of this research, a list of proposals for change, with the relative motivation, has been elaborated.

**Tab. 6.1. Proposals for revision of camp site and tourist accommodation services criteria**

nr criteria CSS	Camp Site Services	nr criteria TAS	Tourist Accommodation Services	Proposal for change	Sourcing
	<b>Mandatory criteria</b>				
1	<p>Electricity from renewable sources At least 22 % of the electricity shall come from renewable energy sources, as defined in Directive 2001/77/EC of the European Parliament and of the Council of 27 September 2001 on the promotion of electricity produced from renewable energy sources in the internal electricity market . This criterion only applies to campsites that have access to a market that offers energy generated from renewable energy sources. Assessment and verification: The applicant shall supply a declaration from (or the contract with) the electricity supplier indicating the nature of the renewable energy source(s), the percentage of electricity supplied that is from a renewable source, and an indication of the maximum percentage that can be supplied. According to Directive 2001/77/EC, renewable energy sources shall mean renewable nonfossil energy sources (wind, solar, geothermal, wave, tidal, hydropower, biomass, landfill gas, sewage treatment plant gas and biogases).</p>	1	The same	Enforcement of limits: At least 50 % of energy shall come from renewable energy sources.	Experience from licensees: in Italy for example, the majority of applying companies use already 100% of energy originating from RES

<p><b>2</b></p>	<p>Coal and heavy oils No heavy oils having a sulphur content higher than 0,2 % and no coal shall be used as an energy source. This criterion only applies to campsites that have an independent heating system. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, indicating the nature of the energy sources used.</p>	<p><b>2</b></p>	<p>The same</p>	<p>Enforcement of limits: heavy oil at 0,1% sulphur content (under verification for market availability)</p>	
<p><b>3</b></p>	<p>Electricity for heating At least 22 % of the electricity used for heating common areas, rental accommodation and sanitary hot water shall be from renewable energy sources, as defined in Directive 2001/77/EC. This criterion only applies to campsites that have an independent electrical heating system and have access to a market that offers electricity generated from renewable energy sources. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, indicating the nature and amounts of the energy sources used for heating, together with documentation on the boilers (heat generators) used, if any.</p>	<p><b>3</b></p>	<p>The same</p>	<p>Enforcement of limits: At least 50 % of the electricity used for heating common areas, rental accommodation and sanitary hot water shall be from renewable energy sources.</p>	<p>Experience from licensees: in Italy the majority of companies use 100% of energy originating from RES.</p>



<p><b>4</b></p>	<p><b>Boiler efficiency</b>                  The efficiency of any new boiler (heat generator) bought within the duration of the eco-label award shall be at least 90 %, as measured according to Council Directive 92/42/EEC of 21 May 1992 on efficiency requirements for new hot-water boilers fired with liquid or gaseous fuels (1), or according to relevant product norms and regulations for those boilers not covered by this Directive.                  Hot-water boilers fired with liquid or gaseous fuels as defined in Directive 92/42/EEC shall comply with efficiency standards as stated in the Directive.                  The efficiency of boilers excluded from Directive 92/42/EEC shall comply with the manufacturer's instructions and with national and local legislation on efficiency.                  Assessment and verification: The applicant shall provide technical specification from those responsible for the sale and/or maintenance of the boiler indicating the efficiency. Directive 92/42/EEC defines useful efficiency (expressed in %) as the ratio between the heat output transmitted to the boiler water and the product of the net calorific value at constant fuel pressure and the consumption expressed as a quantity of fuel per unit time.                  Article 3 of Directive 92/42/EEC excludes the following boilers: hot-water boilers capable of being fired by different fuels including solid fuels; equipment for the instantaneous preparation of hot water; boilers designed to be fired by fuels, the properties of which differ appreciably from the properties of the liquid and gaseous fuels commonly marketed (industrial waste gas, biogas, etc.); cookers and appliances designed mainly to heat the premises in which they are installed and, as a subsidiary function, to supply hot water for central heating and sanitary hot water.</p>	<p><b>4</b></p>	<p>The same</p>	<p>Proposal for improvement:                  Increase the efficiency of new boilers to at least four star efficiency (?)</p> <p>values that are foreseen in the new directive for energy savings of buildings as optional criterion (?)</p>	<p>new directive for energy savings of buildings</p>
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<p><b>5</b></p>	<p><b>Air conditioning</b> Any air-conditioning system bought within the duration of the eco-label award shall have at least Class B energy efficiency as laid down in Commission Directive 2002/31/EC of 22 March 2002 implementing Council Directive 92/75/EEC with regard to energy labelling of household air-conditioners, or have corresponding energy efficiency. Note: This criterion does not apply to air conditioners that are either appliances that can also use other energy sources, or air-to-water and water-to-water appliances, or units with an output (cooling power) greater than 12 kW. Assessment and verification: The applicant shall provide technical specifications from the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system.</p>	<p><b>5</b></p>	<p>The same</p>	<p>Introduction of class A instead of B</p>	<p>New directive 2006/32/EC</p>
<p><b>6</b></p>	<p><b>Window insulation</b> All windows in heated and/or air-conditioned common areas and rental accommodation shall have an appropriately high degree of thermal insulation according to local climate, and shall provide an appropriate degree of acoustic insulation. (This does not apply to rental caravans/mobile homes where these are not owned by the campsite management.) Assessment and verification: The applicant shall provide a self-declaration if sufficient or a declaration from a professional technician indicating compliance with this criterion.</p>	<p><b>6</b></p>	<p><b>Window insulation</b> All windows in rooms shall have an appropriately high degree of thermal insulation according to local climate, and shall provide an appropriate degree of acoustic insulation. Assessment and verification: The applicant shall provide a self-declaration if sufficient or a declaration from a professional technician indicating compliance with this criterion.</p>	<p>Introduction of a possible change of window insulation during the duration of the EU Flower as for criterion 4 and 5 according to EE for buildings directive.  Elimination of the wording "in rooms" in order to enlarge the criterion to all windows of the structure.</p>	
<p><b>7</b></p>	<p><b>Switching off heating or air conditioning</b> If the heating and/or the air-conditioning is not automatically switched off when windows are open, there shall be easily available information reminding the guest to close the window(s) if the heating or air conditioning is on. This criterion only applies to campsites that have heating and/or air conditioning. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with the text of the information (if applicable).</p>	<p><b>7</b></p>	<p>The same</p>	<p>no changes</p>	





<p><b>8</b></p>	<p>Switching off lights If there is no automatic off switch for the light(s) in the rental accommodation, there shall be easily available information to the guests asking them to turn off the lights when leaving the accommodation. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with the information procedures.</p>	<p><b>8</b></p>	<p>The same</p>	<p>no changes</p>	
<p><b>9</b></p>	<p>Energy efficient light bulbs (a) Within one year from the date of application, at least 60 % of all light bulbs in the campsite shall have an energy efficiency of Class A as defined in Commission Directive 98/11/EC of 27 January 1998 implementing Council Directive 92/75/EEC with regard to energy labelling of household lamps . This does not apply to light bulbs whose physical characteristics do not allow substitution by energy saving light bulbs. (b) Within one year from the date of application, at least 80 % of light bulbs that are situated where they are likely to be turned on for more than five hours a day shall have an energy efficiency of Class A as defined by Directive 98/11/EC. This does not apply to light bulbs whose physical characteristics do not allow substitution by energy saving light bulbs. Assessment and verification: The applicant shall provide a declaration of compliance with both parts of this criterion, together with an indication of the energy efficiency class of the different light bulbs used.</p>	<p><b>9</b></p>	<p>The same</p>	<p>Elimination of "Within one year from the date...";  Increasing of the limit at point a) at 80% and point b) b) at 100%  Mentioning of directive 2006/32/EC.</p>	<p>The quantities and time spans are difficult to control for the companies; almost all the tourist accommodation already use 100% of energy efficient light bulbs;  Under Directive 2006/32/EC energy efficient light bulbs will become one of the target measures of Art.4, towards the exclusion of incandescent bulbs from the market.</p>
<p>(optional for camp sites, see criterion 54)</p>		<p><b>10</b></p>	<p>Sauna timer control All sauna units shall have a timer control. Assessment and verification: The applicant shall provide a technical report from the professional technicians responsible for the installation and/or maintenance of these systems.</p>		<p>Most saunas have timer control (to be verified with Nordic countries)</p>



<p><b>10</b></p>	<p><b>Water source</b> The campsite shall declare to the water authority its willingness to switch to a different water source (e.g. mains water, surface water) if local water protection plan studies show evidence of a high environmental impact from using its current source of water. This criterion only applies if the campsite is not receiving its water from a mains water pipe. Assessment and verification: The applicant shall provide a declaration as above, together with appropriate documentation including the results of local water protection plan studies (if any), an indication of any necessary action to be taken, and documentation of relevant actions taken.</p>		<p>The same</p>	<p>Elimination</p>	<p>Too bureaucratic Already covered by the Groundwater Directive</p>
<p><b>11</b></p>	<p><b>Water flow from taps and showers</b> The water flow of the taps and showers excluding bath taps shall not exceed 10 liters/minute. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an explanation as to how the campsite fulfils the criterion, and relevant documentation as appropriate.</p>	<p><b>12</b></p>	<p>The water flow of the taps and showers shall not exceed 12 liters/minute. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an explanation as to how the accommodation fulfils the criterion, and relevant documentation as appropriate.</p>	<p>Harmonization and enforcement of the limit to 9 liters/minute</p>	<p>Existence of flow reducers with a capacity up to 7.5 - 8 litres</p>
<p><b>12</b></p>	<p><b>Water saving in the bathroom and toilets</b> In the sanitary areas and bathrooms there shall be adequate information to the guest on how to help the campsite save water. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant information to guests.</p>	<p><b>13</b></p>	<p>The same</p>	<p>no changes</p>	<p>The information in order to be effective needs to be in the appropriate areas; the information on water use can be easily put together with other information i.e. criterion 14</p>
<p><b>13</b></p>	<p><b>Waste bins in toilets</b> Each toilet shall have an appropriate waste bin and the guest shall be invited to use the waste bin instead of the toilet for appropriate waste. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of the information to the guest.</p>	<p><b>14</b></p>	<p>The same</p>	<p>Additional indication in the criterion where the information needs to be put: in the toilette</p>	<p>The information in order to be effective needs to be in the appropriate areas; the information on water use can be easily put together with other information i.e. criterion</p>



					13.
<b>14</b>	<p>Urinal flushing All urinals are fitted with either automatic (timed) or manual flushing systems so that there is no continuous flushing. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation on the urinals installed.</p>	<b>15</b>	The same	Possible elimination for TAS	Not frequently used.
<b>15</b>	<p>Leaks Staff shall be trained to check every day for visible leaks and to take appropriate action as necessary. The guest shall be invited to inform the staff of any leaks. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation on the topics covered in the training, and a copy of the information addressed to the guests.</p>	<b>16</b>	The same	Simplification: Elimination of the part concerning staff training (will be included in criterion n.33)	
	(optional for camp sites, see criterion 70)	<b>17</b>	<p>Changing towels and sheets The guest shall be informed of the environmental policy of the tourist accommodation whereby sheets and towels shall be changed either at his or her request, or by default once a week for lower class accommodation, and twice a week for higher class accommodation. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed.</p>	<p>Reformulation of the text towards a better definition:  The guest shall be informed of the environmental policy of the tourist accommodation at his arrival whereby sheets and towels shall be changed either at his or her request, or by default according to the frequency established by law. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed.</p>	



<p><b>16</b></p>	<p>Watering plants and outside areas Flowers and outside areas shall normally be watered before high sun or after sunset, where regional or climatic conditions make it appropriate. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion.</p>	<p><b>18</b></p>	<p>The same</p>	<p>Possible elimination</p>	<p>In some places already in use</p>
<p><b>17</b></p>	<p>Waste water treatment All waste water shall be treated. If no link is possible to the local sewage treatment plant, the campsite shall have its own treatment system that meets the requirements of relevant local, national or European legislation. Guests shall be informed about the necessities and obligations of correct disposal of the waste water from their mobile means of lodging. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the connection to the local sewage treatment plant or on its own waste water treatment system as appropriate and documentation for guests on waste water disposal.</p>	<p><b>19</b></p>	<p>Waste water treatment All waste water shall be treated. If no link is possible to the local sewage treatment plant, the tourist accommodation shall have its own treatment system that meets the requirements of relevant local, national or European legislation. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the connection to the local sewage treatment plant or on its own waste water treatment system as appropriate.</p>	<p>no changes</p>	
<p><b>18</b></p>	<p>Waste water plan The campsite shall ask the local waste water management for its waste water plan and, if there is one, will follow it. Assessment and verification: The applicant shall provide the letter to the local waste water management requesting the local waste water design plan and the reply received. If there is a plan, the applicant shall provide documentation on the steps taken to follow it.</p>	<p><b>20</b></p>	<p>The same</p>	<p>Change of the criterion: <i>Correct Waste water disposal:</i> The tourist accommodation shall inform guests and staff on the correct use of the waste water discharge, in order to avoid the disposal of substances that might prevent waste water treatment in accordance with the municipal waste water plan. Where a waste water plan from the Municipality is not available, the tourist accommodation/ camp site shall provide a general list of substances that shall not be disposed of with the waste water according to the Groundwater Directive (2006/118/EC).</p>	<p>As for the Groundwater Directive, certain standards will have to be applied in all member countries and taken for granted.</p>



19	<p>Chemical toilet disposal point (CDP) Where the campsite is connected to a septic tank, the waste from chemical toilets shall be separately or otherwise correctly collected and treated. Where the site is connected to the public sewerage system, a special sink or disposal unit aimed at avoiding spillage shall be sufficient. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, including any specific disposal requirement by the local authority together with documentation on the chemical sink.</p>		Not present	No changes	
20	<p>Disinfectants Disinfectants shall be used only where they are necessary in order to comply with legal hygiene requirements. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of where and when disinfectants are used.</p>	21	The same	Elimination and integration with criterion 33	Simplification
21	<p>Staff training on detergent and disinfectant use Staff shall be trained not to exceed the recommended amount of detergent and disinfectant indicated on the packaging. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with details of the relevant training.</p>	22	The same	Elimination and integration with criterion 33	Simplification
22	<p>Waste separation by guests Adequate receptacles shall be provided to allow guests to separate waste according to local or national systems. Clearly available and easy to understand information in the site's different areas, shall ask the guests to separate their waste. Containers for waste separation shall not be more difficult to reach than general waste bins. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with details of the receptacles and a copy of the signs/information and the position of the containers on the campsite.</p>	23	The same	<p>Reformulation towards a better and clearer definition:</p> <p>Guests shall be informed how and where they can separate waste according to local or national systems within the areas belonging to the tourist accommodation.</p>	
23	<p>Hazardous waste The staff shall separate hazardous waste as listed in Commission Decision 2000/532/EC of 3 May 2000 replacing Decision 94/3/EC establishing a list of wastes pursuant to Article 1(a) of Council Directive 75/442/EEC on waste and Council Decision 94/904/EC establishing a list of hazardous</p>	24	The same	Elimination and integration with criterion 33, including the disposal of electrical appliances as of WEEE/ROHS directives.	Simplification



	<p>waste pursuant to Article 1(4) of Council Directive 91/689/EEC on hazardous waste and its subsequent amendments, and appropriate disposal shall be sought. This includes toners, inks, refrigerating and electrical equipment, batteries, pharmaceuticals, fats/oils, etc. Information shall be available to guests regarding the correct disposal of hazardous waste.</p> <p>If the local authority does not provide disposal of hazardous waste, the applicant shall, every year, provide a declaration from the local authority that there is no hazardous waste disposal system in place.</p> <p>Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a list of the hazardous waste produced by the campsite, and an indication of the means by which they are handled, separated, collected and disposed of, including copies of relevant contracts with third parties. Where appropriate, the applicant shall provide, every year, the corresponding declaration from the local authority.</p>				
<p><b>24</b></p>	<p><b>Waste separation</b> The staff shall separate waste into the categories that can be handled separately by the local or national waste management facilities. If the local administration does not offer separate waste collection and/or disposal, the campsite shall write to them expressing their willingness to separate waste, and expressing their concern about the lack of separate collection and/or disposal.</p> <p>The request to local authorities to provide separate waste collection and/or disposal shall be made yearly.</p> <p>Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of the different categories of waste accepted by the local authorities, and the procedures for collecting, separating, handling and disposing of these categories within the campsite, and/or relevant contracts with private agencies. Where appropriate, the applicant shall provide, every year, the corresponding declaration to the local authority.</p>	<p><b>25</b></p>	<p>The same</p>	<p>Elimination and integration with criterion 33</p>	<p>Simplification</p>





<p><b>25</b></p>	<p><b>Waste transportation</b> If the local waste management authorities do not collect waste at or near the campsite, the latter shall ensure transportation of its waste to the appropriate site, reducing transport as far as possible. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of the appropriate sites, transport arrangements and distances involved.</p>	<p><b>26</b></p>	<p>The same</p>	<p>Elimination</p>	<p>Simplification</p>
<p><b>26</b></p>	<p><b>Disposable products</b> Unless required by law, none of the following disposable products shall be made available by the campsite owner in rental accommodation and shops: 'One-portion' or 'one-use' toiletries (such as shampoo, soap, shower caps, etc.). Where any other disposable products are used, specific containers for disposal according to local and national systems shall be made available in the location where such use occurs. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of which such disposable products are used and the legislation requiring this, and description of type and system of waste collection.</p>	<p><b>27</b></p>	<p>The same</p>	<p>Improved formulation:  The guest shall be informed about the waste reduction policy of the tourist accommodation and the use of quality product alternatives. No disposable products such as one portion or one use toiletries, cups, glasses, plates and cutlery shall be used unless required by law.</p>	
<p><b>27</b></p>	<p><b>No smoking in common areas</b> A no smoking section shall be available in all indoor common areas. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion.</p>	<p><b>28</b></p>	<p>The same</p>	<p>Modification of the criterion:  Smoking in not more than 50% of common areas for guests and staff should be only allowed if these are separately ventilated.</p>	<p>Nearly EU wide member state legislation.</p>
<p><b>28</b></p>	<p><b>Public transportation</b> Information shall be made easily available to the guests and staff on how to reach the campsite and other local destinations by public transport. Where no appropriate public transport exists, information on other environmentally preferable means of transport shall also be provided. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with copies of the information material available.</p>	<p><b>29</b></p>	<p>The same</p>	<p>Addition of:  Information and links on the web site shall be made easily available to guests and staff</p>	



<p><b>29</b></p>	<p><b>General maintenance and servicing</b>                  All equipment used to provide the campsite service shall be serviced and maintained in compliance with the law and when otherwise necessary, and the work shall be carried out by qualified personnel only.                  For the equipment included in the criteria, the campsite manager shall have a written declaration from the technician on the frequency with which the law requires maintenance checks.                  Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a list of the equipment and the persons/companies carrying out the maintenance.</p>	<p><b>30</b></p>	<p>The same</p>	<p>Elimination</p>	<p>Simplification</p>
<p><b>30</b></p>	<p><b>Maintenance and servicing of boilers</b>                  (a) Maintenance and servicing of boilers shall be carried out at least yearly, or more often if so required by law or need, by appropriately qualified professionals, following CEI and national standards where these apply, or according to the manufacturer's instructions.                  (b) Testing that the efficiency levels, as defined by Directive 92/42/EEC or national legislation or the manufacturer's indications, are met and that emissions are within legal limits shall be carried out once a year. If maintenance tests show that the above conditions are not met, corrective action shall be promptly taken.                  Assessment and verification: The applicant shall provide a declaration of compliance with both parts of this criterion, together with a description of the boilers and their maintenance program, and details of the persons/companies carrying out the maintenance, and what is checked during the maintenance.</p>	<p><b>31</b></p>	<p>The same</p>	<p>Integration of the criterion with:                   “and air conditioning systems”.                   Frequency of maintenance as of Directive 92/42/CE if not yearly.</p>	



<p><b>31</b></p>	<p><b>Policy setting and action program</b>                  The management shall have an environmental policy and shall draw up a simple environmental policy statement and a precise action program to ensure the application of the environmental policy.                  The action program shall identify targets on environmental performance regarding energy, water, chemicals and waste which shall be set every two years, taking into consideration Section B criteria. It shall identify the person who will act as the environmental manager of the campsite and who is in charge of taking the necessary actions and reaching the targets.                  Comments and feedback from guests shall be invited and taken into account.                  Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a copy of the environmental policy, policy statement and action program, and procedures for taking into account input from guests.</p>	<p><b>32</b></p>	<p>The same</p>	<p>New formulation:                  Policy setting and environmental program.</p> <p>Better specification:                  Comments and complaints from guests received by means of a questionnaire shall be taken into account. (elimination of optional criterion n.82)</p>	
<p><b>32</b></p>	<p><b>Staff training</b>                  The campsite shall provide information and training to the staff, including written procedures or manuals, to ensure the application of environmental measures and to raise awareness of environmentally responsible behaviour. Adequate training shall be provided to all new staff within four weeks of starting employment and for all staff at least once a year.                  Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with details of the training program, its content, and an indication of which staff have received what training and when.</p>	<p><b>33</b></p>	<p>The same</p>	<p>Integration with criterion n.16-21-22-24-25 TAS and related CCS criteria)                  Added information about disposal of electrical and electronic equipment according to WEEE and hazardous substances according to ROHS.</p>	



<p><b>33</b></p>	<p><b>Information to guests</b> The campsite shall provide information to the guests on its environmental policy, including safety and fire safety aspects, the actions taken and the EU eco-label. Information shall be actively given to the guests at the reception, together with a questionnaire covering their views about the environmental aspects of the campsite. Notices inviting guests to support the environmental objectives shall be visible to the guests, especially in the common areas and the rental accommodation. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with copies of the information and notices provided for the guests, and indicate its procedures for distributing and collecting the questionnaire, and for taking the replies into account.</p>	<p><b>34</b></p> <p><b>34. Information to guests</b> The tourist accommodation shall provide information to the guests, including conference participants, on its environmental policy, the actions taken and the EU eco-label. Information shall be actively given to the guests at the reception and notices inviting guests to support the environmental objectives shall be visible to the guests, especially in their rooms. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with copies of the information and notices provided for the guests.</p>	<p>Reformulation for TA: The tourist accommodation shall provide information to the guests including conference participants, on its environmental policy inviting them to contribute to its implementation, the actions taken and about the EU Eco-label.</p>	<p>Simplification</p>
<p><b>34</b></p>	<p><b>Energy and water consumption data</b> The campsite shall have procedures for collecting and monitoring data on overall energy consumption (kWh), electricity and other energy sources consumption (kWh), and water consumption (litres). Data shall be collected with every bill received, or at least every three months, for the period when the campsite is open, and shall also be expressed as consumption per overnight stay and per m2 of indoor area. The campsite shall keep the results available for site inspections by the Competent Body that assessed the application. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a description of the procedures. On application, the applicant shall provide the data for the above-listed consumptions for at least the previous three months (if already available), and thereafter shall provide this data every year for the previous year. For the residential area (long term stay), the number of overnight stays can be based on an estimation by the campsite owner/manager.</p>	<p><b>35</b></p> <p>The same</p>	<p>Area for revision: Simplification with the help of electronic tools</p>	



<p><b>35</b></p>	<p>Other data collection The campsite shall have procedures for collecting and monitoring data on consumption of chemicals expressed in kg and/or litres specifying if the product is concentrated or not and the quantity of waste produced (litres and/or kg of unsorted waste). Data shall be collected at least every six months, and shall also be expressed as consumption or production per overnight stay and per m<sup>2</sup> of indoor area. The campsite shall keep available the results for site inspections by the Competent Body that assessed the application. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a description of the procedures. On application, the applicant shall provide the data for the above-listed consumptions for at least the previous six months (if already available), and thereafter shall provide this data every year for the previous year. The applicant shall specify the services offered and if laundry is cleaned on the premises.</p>	<p><b>36</b></p>	<p>The tourist accommodation shall have procedures to collect and monitor data on consumption of chemicals (grams of dry substance) and the volume of waste produced (litres and/or kg of unsorted waste).  Data shall be collected at least every six months, and shall also be expressed as consumption or production per overnight stay and per m<sup>2</sup> of indoor area. The accommodation shall report the results yearly to the competent body that assessed the application.</p>	<p>Area for revision: Simplification with electronic tools.  Modification of "dry substances" for TAS: Harmonization with the CCS criterion</p>	
<p><b>36</b></p>	<p>Information appearing on the eco-label Box 2 of the eco-label shall contain the following text: — measures taken to save energy and water and reduce waste, — environmental management measures to improve environmental performance, — measures taken to limit environmental impact. Assessment and verification: The applicant shall provide a sample of how they will use the label, together with a declaration of compliance with this criterion.</p>	<p><b>37</b></p>	<p>The same</p>	<p>Modification:  The tourist accommodation/camp site has adopted measures to save energy and water, to reduce waste, to improve the local environment.</p>	



Optional criteria				
<b>37</b>	<p>Photovoltaic, hydroelectric and wind generation of electricity (2 points)</p> <p>The campsite shall have a photovoltaic (solar panel) or local hydroelectric system or wind power electricity generation that supplies or will supply at least 20 % of the overall electricity consumption per year.</p> <p>Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the photovoltaic, hydroelectric or the wind power system and data on both its potential and actual output.</p>	<b>38</b>	<p>The tourist accommodation shall have a photovoltaic system or wind power electricity generation that supplies or will supply at least 20 % of the overall electricity consumption per year.</p>	<p>Addition of “hydroelectric power” to harmonize TAS with CSS</p>
<b>38</b>	<p>Heating from renewable energy sources (1,5 points)</p> <p>At least 50 % of the total energy used to heat either the inside areas or the hot sanitary water shall come from renewable energy sources.</p> <p>Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with data on the energy consumed in heating inside areas and hot water and documentation showing that at least 50 % of this energy comes from renewable energy sources.</p>	<b>39</b>	<p>The same</p>	<p>Proposal for score modification and increase of the percentage up to 70%</p>
<b>39</b>	<p>Boiler energy efficiency (1 point)</p> <p>The campsite shall have a four-star boiler as defined by Article 6 of Directive 92/42/EEC.</p> <p>Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a report from the professional technicians responsible for the sale and/or maintenance of the boiler.</p>	<b>40</b>	<p>The same</p>	<p>Eventual modification in consistency with criterion n.4 towards an increase of efficiency</p>
<b>40</b>	<p>Boiler NOx emissions (1,5 points)</p> <p>The boiler shall be class 5 of the EN 297 prA3 norm regulating NOx emissions, and shall emit less than 70 mg NOx/kWh.</p> <p>Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a report or technical specifications from the professional technicians responsible for the sale and/or maintenance of the boiler.</p>	<b>41</b>	<p>The same</p>	<p>to verify a possible enforcement of the limit</p>



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<p><b>41</b></p>	<p>District heating (1 point) The heating of the campsite shall be provided by district heating. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation showing connection to the district heating.</p>	<p><b>42</b></p>	<p>The same</p>	<p>No changes</p>	
<p><b>42</b></p>	<p>Combined heat and power (1,5 points) All electricity and heating of the sanitary facilities, common areas and rental accommodation shall be provided by a combined heat and power plant. If the campsite service has its own combined heat and power plant this plant shall supply 70 % of the total heat and electricity consumption. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the combined heat and power plant.</p>	<p><b>43</b></p>	<p>All electricity and heating of the accommodation shall be provided by a combined heat and power plant. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the combined heat and power plant.</p>	<p>no changes</p>	
<p><b>43</b></p>	<p>Heat pump (1,5 points) The campsite shall have a heat pump providing heat and/or air conditioning. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the heat pump.</p>	<p><b>44</b></p>	<p>The same</p>	<p>Possible higher score for heat pumps with the EU Eco-label.</p>	
<p><b>44</b></p>	<p>Heat recovery (2 points) The campsite shall have a heat recovery system for one (1 point) or two (2 points) of the following categories: refrigeration systems, ventilators, washing machines, dishwashers, swimming pool(s), sanitary waste water. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the heat recovery systems.</p>	<p><b>45</b></p>	<p>The same</p>	<p>no changes</p>	
<p><b>45</b></p>	<p>Thermoregulation (1,5 points) The temperature in every common area and rental accommodation shall be individually regulated. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the thermoregulatory systems.</p>	<p><b>46</b></p>	<p>The same</p>	<p>no changes</p>	





<p><b>46</b></p>	<p>Insulation of existing buildings (2 points) The heated/air-conditioned buildings on the campsite ground shall have insulation above the minimum national requirements, so as to ensure a significant reduction of energy consumption. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion from the appropriate energy technician, together with documentation on the insulation and on the minimum national requirements.</p>	<p><b>47</b></p>	<p>The same</p>	<p>Area for revision: Directive for energy saving for buildings</p>	
<p><b>47</b></p>	<p>Air conditioning (1,5 points) The air conditioning system shall have Class A energy efficiency as laid down in Directive 2002/31/EC, or have corresponding energy efficiency. This criterion does not apply to appliances that can also use other energy sources, air-to-water and water-to-water appliances, or units with an output (cooling power) greater than 12 kW. Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system.</p>	<p><b>48</b></p>	<p>The same</p>	<p>Enforcement of the limit: To A+ or A++  Possible enlargement to industrial equipment</p>	
<p><b>48</b></p>	<p>Automatic switching-off of air conditioning (1 point) There shall be an automatic system that turns off the air conditioning of rental accommodation when windows are open. Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation, sale and/or maintenance of the air conditioning system.</p>	<p><b>49</b></p>	<p>There shall be an automatic system that turns off the air conditioning when windows are open.</p>	<p>Addition of "heating systems"</p>	
<p><b>49</b></p>	<p>Bioclimatic architecture (2 points) Buildings on the campsite ground shall be built according to bioclimatic architectural principles. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate documentation.</p>	<p><b>50</b></p>	<p>The same</p>	<p>Area for revision: Directive for energy saving for buildings</p>	



<p><b>50</b> Energy efficient refrigerators (1 point), dishwashers (1 point), washing machines (1 point), dryers/tumblers (1 point) and office equipment (1 point) (up to 5 points)                  (a) (1 point): All household refrigerators shall be of Class A, A+ or A++ efficiency according to Commission Directive 2003/66/EC of 3 July 2003 amending Directive 94/2/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household electric refrigerators, freezers and their combinations (1), and all frigo-bars or mini-bars shall be at least class C. The Directive 2003/66/EC will be enforced on 1 July 2004.                  Assessment and verification: The applicant shall provide documentation indicating the energy class of all the refrigerators and frigo-bars or mini-bars, indicating those that have an eco-label.                  (b) (1 point): All household dishwashers shall be of Class A energy efficiency as laid down in Commission Directive 1999/9/EC of 26 February 1999 amending Directive 97/17/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household dishwashers .                  Assessment and verification: The applicant shall provide documentation indicating the energy class of all the dishwashers, indicating those that have an eco-label.                  Note: Dishwashers not covered by Directive 1999/9/EC (e.g. industrial dishwashers) need not comply.                  (c) (1 point): All household washing machines shall be of Class A energy efficiency as laid down in Commission Directive 96/89/EC of 17 December 1996 amending Directive 95/12/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household washing machines (3).                  Assessment and verification: The applicant shall provide documentation indicating the energy class of all the washing machines, indicating those that have an eco-label.                  Note: Washing machines not covered by Directive 96/89/EC (e.g. industrial washing machines) need not comply.                  EN L 108/78 Official Journal of the European Union 29.4.2005                  (d) (1 point): At least 80 % of office equipment (PCs, monitors, faxes, printers, scanners, photocopying machines) shall qualify for the energy star as laid down in Regulation (EC) No 2422/2001 of the European Parliament and of the Council of 6 November 2001 on a Community energy efficiency labelling program for office equipment .</p>	<p><b>51</b> Energy efficient refrigerators (1 point), dishwashers (1 point), washing machines (1 point) and office equipment (1 point)                  (a) (1 point): All household refrigerators shall be of Class A efficiency according to Commission Directive 94/2/EC of 21 January 1994 implementing Council Directive 92/75/EEC with regard to energy labelling of household electric refrigerators, freezers and their combinations , and all frigo- or mini-bars shall be at least class C.                  Assessment and verification: The applicant shall provide documentation indicating the energy class of all the refrigerators and frigo- or mini-bars, indicating those that have an eco-label.                  (b) (1 point): All household dishwashers shall be of class A energy efficiency as laid down in Commission Directive 97/17/EC of 16 April 1997 implementing Council Directive 92/75/EEC with regard to energy labelling of household dishwashers .                  Assessment and verification: The applicant shall provide documentation indicating the energy class of all the dishwashers, indicating those that have an eco-label.                  Note: dishwashers not covered by Directive 97/17/EC (e.g. industrial dishwashers) need not comply.                  (c) (1 point): All household washing machines shall be of class A energy efficiency as laid down in Commission Directive 95/12/EC of 23 May 1995 implementing Council Directive 92/75/EEC with regard to energy labelling of household washing machines .                  Assessment and verification: The applicant shall provide documentation indicating the energy class of all the washing machines, indicating those that have an eco-label.                  Note: washing machines not covered by Directive 95/12/EC (e.g. industrial washing</p>	<p>Verification of possible limits and energy efficiency data for industrial equipment.</p> <p>Update of directives (in particular 2006/32/EC for household equipment and Regulation (EC) 106/208 for office equipment) and classes.</p> <p>Addition of ovens</p> <p>Addition of Tumblers also for TAS.</p>
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	<p>Assessment and verification: The applicant shall provide documentation indicating the qualification for the energy star of the office equipment, and/or indicating those PCs and portables that have an eco-label.</p> <p>(e) (1 point): All electric tumble driers shall be Class A energy efficiency as laid down in Commission Directive 1995/13/EC of 23 May 1995 implementing Council Directive 92/75/EEC with regard to energy labelling of household electric tumble driers .</p> <p>Assessment and verification: The applicant shall provide documentation indicating the energy class of all electric tumble driers, indicating those that have an eco-label.</p> <p>Note: Electric tumble driers not covered by Directive 1995/13/EC (e.g. industrial tumble driers) need not comply.</p>	<p>machines) need not comply.</p> <p>(d) (1 point): At least 80 % of office equipment (PCs, monitors, faxes, printers, scanners, photocopying machines) shall qualify for the energy star as laid down in Regulation (EC) No 2422/2001 of the European Parliament and of the Council of 6 November 2001 on a Community energy efficiency labelling program for office equipment .</p> <p>Assessment and verification: The applicant shall provide documentation indicating the qualification for the energy star of the office equipment, and/or indicating those PCs and portables that have an eco-label.</p>		
51	<p>Electric hand and hair driers with proximity sensor (1 point)</p> <p>All electric hand and hair driers shall be fitted with proximity sensors or have been awarded an ISO Type I eco-label.</p> <p>Assessment and verification: The applicant shall provide appropriate supporting documentation of how the campsite fulfils this criterion.</p>			Addition of criterion also for TAS
52	<p>Refrigerator positioning (1 point)</p> <p>The kitchen, kiosk and shop refrigerator(s) shall be positioned and regulated according to energy saving principles.</p> <p>Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion.</p>	52	<p>The kitchen refrigerator(s) shall be positioned and regulated according to energy saving principles.</p> <p>Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion.</p>	no changes
53	<p>Automatic switching off lights in rental accommodation (1 point)</p> <p>Automatic systems which turn the lights off when guests leave the accommodation shall be installed in 80 % of the campsite rental accommodation.</p> <p>Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.</p>	53	<p>The same</p>	Possible increase to 100%.



54	<p>Sauna timer control (1 point) All sauna units shall have a timer control. Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.</p>		(mandatory criterion)	Elimination	
55	<p>Swimming pool heating with RES (1,5 points) Energy used to heat swimming pool water shall come from renewable energy sources. At least 50 %: 1 point, 100 %: 1,5 points. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with data on the energy consumed in heating swimming pool water and documentation showing the amount of energy used comes from renewable energy sources.</p>			Addition of criterion also for TAS	
56	<p>Automatic switching off outside lights (1,5 points) Outside lighting not needed for security reasons shall be turned off automatically after a defined time, or be activated through a proximity sensor. Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.</p>	54	<p>Automatic switching off outside lights (1 point) Unnecessary outside lights shall be turned off automatically. Assessment and verification: The applicant shall provide a technical report from the professional technicians responsible for the installation and/or maintenance of these systems.</p>	no changes	



<p><b>57</b></p>	<p>Use of rainwater (1,5 points) and recycled water (1,5 points)                  (a) (1,5 points): Rainwater shall be collected and used for non-sanitary and non-drinking purposes.                  Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation, and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.                  (b) (1,5 points): Recycled water shall be collected and used for non-sanitary and non-drinking purposes.                  Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.</p>	<p><b>55</b></p>	<p>The same</p>	<p>no changes</p>	
<p><b>58</b></p>	<p>Automatic watering systems for outside areas (1 point)                  The campsite shall use an automatic system which optimizes watering times and water consumption for outside plants/greening.                  Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			<p>Addition of criterion also for TAS</p>	
<p><b>59</b></p>	<p>Water flow from taps and shower heads (1,5 points)                  The average flow from all taps and shower heads excluding bath taps shall not exceed 8 litres/minute.                  Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>56</b></p>	<p>The average flow from all taps and shower heads excluding bath taps shall not exceed 8,5 litres/minute.                  Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation.</p>	<p>Reduction of the limit to 7,5 litres/minute.</p>	<p>Capacity of flow reducers available on the market.</p>
<p><b>60</b></p>	<p>WC flushing (1,5 points)                  At least 80 % of WCs shall consume six litres per flush or less.                  Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>57</b></p>	<p>The same</p>	<p>Increase to 100%</p>	



<p><b>61</b></p>	<p>Dishwasher water consumption (1 point) The water consumption of the dishwashers (expressed as W(measured)) shall be lower or equal to the threshold as defined in the equation below using the same test method EN 50242 and program cycle as chosen for Commission Directive 97/17/EC (1): <math>W(\text{measured}) \leq (0,625 \times S) + 9,25</math> where: W(measured) = the measured water consumption of the dishwasher in litres per cycle, expressed to the first decimal, S = the applicable number of standard place settings of the dishwasher. Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the dishwashers or evidence that the dishwashers have been awarded the Community eco-label.</p>	<p><b>58</b></p>	<p>The same</p>	<p>no changes</p>	
<p><b>62</b></p>	<p>Washing machine water consumption (1 point) The washing machines used within the campsite by guests and staff or those used by the campsite laundry service provider shall use no more than 12 litres of water per kg of wash-load measured according to EN 60456:1999, using the same standard 60 °C cotton cycle as chosen for Commission Directive 95/12/EC (1). Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the washing machines or evidence that the washing machines have been awarded the Community eco-label. The campsite management shall provide technical documentation from its laundry service provider that their washing machine complies with the criterion.</p>	<p><b>59</b></p>	<p>The same</p>	<p>Indication of standards for industrial equipment.</p>	
<p><b>63</b></p>	<p>Tap water temperature and flow (1 point) At least 80 % of taps shall allow a precise and prompt regulation of the water temperature and of the water flow. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>60</b></p>	<p>The same</p>	<p>Increase to 100%</p>	



<p><b>64</b></p>	<p>Shower timers (1,5 points) All showers in sanitary facilities/common areas shall have a timing/proximity device which interrupts water flow after a defined time or if not in use. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>61</b></p>	<p>Shower timers (1 point) Showers in kitchens or outdoors shall have a system to stop the flow of water automatically after a certain time or if not in use. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation.</p>	<p>Harmonization of text between TAS and CSS</p>	
<p><b>65</b></p>	<p>Swimming pool cover (1 point) At night or when the filled swimming pool is not used for more than a day, it shall be covered to prevent the cooling of the water in the pool and to reduce evaporation. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			<p>Addition of criterion also for TAS</p>	
<p><b>66</b></p>	<p>De-icing (up to 1,5 points) Where de-icing of roads is necessary, mechanical means or sand/gravel shall be used in order to make roads on the campsite ground safe in case of ice/snow (1,5 points). If chemical de-icing is used, substances which do not contain more than 1 % chloride ion (Cl-) (1 point) or de-icers that have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1,5 points) shall be used. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			<p>Addition of criterion also for TAS</p>	
<p><b>67</b></p>	<p>Indications on water hardness (1 point) In proximity to sanitary areas/washing machines/dishwashers there shall be displayed explanations on local water hardness to allow better use of detergents by guests and staff or an automatic dosage system shall be used which optimizes detergent use according to water hardness. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed.</p>			<p>Addition of criterion also for TAS</p>	





68	<p>Water-saving urinals (1,5 points)                  At least 50 % of all urinals shall use a waterless system or all urinals shall have a manual/electronic flushing system which permits single flushing of every urinal only when used.                  Assessment and verification: The applicant shall provide detailed supporting documentation of how the campsite fulfils this criterion.</p>			Possible increase of the percentage in CCS	
69	<p>Indigenous species used for new outdoor planting (1 point)                  Any planting of outdoor areas with trees and hedges shall be composed of indigenous species of vegetation.                  Assessment and verification: The applicant shall provide the relevant specification of how the campsite fulfils this criterion, together with appropriate supporting documentation by an expert.</p>			Addition of criterion also for TAS	
70	<p>Changing towels and sheets (1 point)                  The guest shall be informed of the environmental policy of the campsite whereby sheets and towels in rental accommodation shall be changed either at his or her request, or by default once a week for lower class accommodation, and twice a week for higher class accommodation. This applies only to rental accommodation where the service includes the provision of towels and/or sheets.                  Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed.</p>	17	(mandatory criterion)	Harmonization with TAS as mandatory criterion Or elimination for CSS	
71	<p>Detergents (up to 4 points)                  At least 80 % by weight of hand dishwashing detergents and/or detergents for dishwashers and/or laundry detergent and/or all-purpose cleaners used by the campsite shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of these four categories of detergents).                  Assessment and verification: The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an eco-label.</p>	62	The same	Addition of soaps and shampoos with the EU Eco-label.	
72	<p>Indoor paints and varnishes (1 point)                  At least 50 % of the indoor painting of structures and rental accommodation, excluding rental caravans and mobile homes, shall be done with indoor paints and varnishes awarded the Community eco-label or other national or regional ISO Type I</p>	63	The same	no changes	



	eco-labels. Assessment and verification: The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an eco-label.				
<b>73</b>	Car washing only in specially outfitted areas (1 point) Car washing shall not be allowed, or shall be allowed only in areas which are specially equipped to collect the water and detergents used and channel them to the sewerage system. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.		Not present	no changes	
<b>74</b>	Support to alternatives to artificial barbecue lighter (1 point) Excluding artificial barbecue lighting products, alternative products such as rape seed oil, hemp products, shall be sold in shops. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion.		Not present	no changes	
<b>75</b>	Dosage of swimming pool disinfectant (1 point) The swimming pool shall have an automatic dosage system that uses the minimum amount of disinfectant for the appropriate hygienic result. Assessment and verification: The applicant shall provide a technical documentation concerning the automatic dosage system.		The same	Addition of criterion also for TAS	
<b>76</b>	Mechanical cleaning (1 point) The campsite shall have precise procedures for conducting chemical-free cleaning, such as use of micro-fiber products or other non-chemical cleaning materials or activities with similar effects. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation if relevant.	<b>65</b>	The same	no changes	



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<p><b>77</b></p>	<p>Organic gardening (2 points)                  Outside areas shall be managed either without any use of pesticides or according to organic farming principles, as laid down in Council Regulation (EEC) No 2092/91 of 24 June 1991 on organic production of agricultural products and indications referring thereto on agricultural products and foodstuffs (1) and its subsequent amendments, or as laid down in national law or recognized national organic schemes.                  Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation if relevant.</p>	<p><b>66</b></p> <p>Organic gardens (1 point)                  Green areas shall be managed either without any use of pesticides or according to organic farming principles, as laid down in Council Regulation (EEC) No 2092/91 of 24 June 1991 on organic production of agricultural products and indications referring thereto on agricultural products and foodstuffs (1) and its subsequent amendments, or as laid down in national law or recognized national organic schemes.                  Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.</p>	<p>no changes</p>	
<p><b>78</b></p>	<p>Insect and pest repellents (up to 2 points)                  Architectural design of the accommodation and hygiene practices (such as building on stilts to prevent rats entering premises, use of mosquito nets and coils) shall ensure that the use of insect and pest repellents in the campsite is kept to a strict minimum (1 point).                  If insect and pest repellents are used, only substances which are allowed for organic farming (as laid down in Regulation (EEC) No 2092/91) or that have been awarded the Community eco-label or other national or regional ISO Type I eco-labels shall be used (1 point).                  Assessment and verification: The applicant shall provide a detailed explanation how the campsite fulfils this criterion, together with appropriate supporting documentation if relevant.</p>		<p>Addition of criterion also for TAS</p>	



<p><b>79</b></p>	<p>Composting (up to 3 points) The campsite shall separate relevant organic waste (garden waste 2 points; kitchen waste 1 point) and shall ensure that it is composted according to local authority guidelines (e.g. by the local administration, in-house or by a private agency). Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation if relevant</p>	<p><b>67</b></p> <p>Composting (2 points) The tourist accommodation shall separate relevant organic waste (garden waste 1 point; kitchen waste 1 point) and shall ensure that it is composted according to local authority guidelines (e.g. by the local administration, in-house or by a private agency). Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.</p>	<p>Harmonization of CSS and TAS</p>	
<p><b>80</b></p>	<p>Disposable drink cans (2 points) Except where required by law, disposable drink cans shall not be offered in the areas under the ownership or the direct management of the campsite. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of which such disposable products are used, if any, and the legislation requiring this.</p>	<p><b>68</b></p> <p>The same</p>	<p>Elimination of “except where required by law”.</p>	<p>This is an optional criterion, where disposable drink cans are present, no points should be awarded.</p>
<p><b>81</b></p>	<p>Breakfast/food packaging and disposable goods (2 points) Single dose packages and disposable cups, plates and cutlery shall not be used for breakfast or other food service. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>69</b></p> <p>Breakfast packaging (2 points) Except where required by law, single dose packages shall not be used for breakfast. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation.</p>	<p>Mandatory criterion with the exception of butter, diet jam and chocolate spread.</p>	



<p><b>82</b></p>	<p>Fat/oil disposal (up to 3 points) Fat separators shall be installed and pan fat/oils and deep-frying fat/oils shall be collected and disposed of appropriately (2 points). Proper disposal of own fat/oil is offered to guests (1 point). Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>70</b></p> <p>Fat/oil disposal (2 points) Fat separators shall be installed and pan fat/oils and deep-frying fat/oils shall be collected and disposed of appropriately. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation.</p>	<p>no changes</p>	
<p><b>83</b></p>	<p>Run-off from car parks (1 point) Oil and similar run-off from vehicles on the car park shall be collected and correctly disposed of. Assessment and verification: The applicant shall provide a detailed explanation on how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>		<p>no changes</p>	
<p><b>84</b></p>	<p>Used textiles, furniture and other products (up to 3 points) Used furniture, textiles and other products such as electronic equipment, shall be sold or given to charity or to other associations which collect and redistribute such goods. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation from the associations.</p>	<p><b>71</b></p> <p>Used textiles and furniture (2 points) Used furniture, textiles and other material shall be sold or given to charity or to other associations which collect and redistribute such goods. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation from the associations.</p>	<p>Addition of “other products” also for TAS.</p>	
<p><b>85</b></p>	<p>Regulation of campsite traffic (1 point) All traffic (guests and maintenance/transport) inside the camp ground shall be limited to defined hours and areas. Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>		<p>no changes</p>	



86	<p>Campsite generated traffic (1 point)                  The campsite shall not use combustion motor vehicles for transport and maintenance on the camp ground.                  Assessment and verification: The applicant shall provide an explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			no changes	
87	<p>Trolleys for guests on the campsite (1 point)                  For transportation of luggage and shopping on the site, trolleys or other non-motorised means of transport shall be at guests' disposal, free of charge.                  Assessment and verification: The applicant shall provide an explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			no changes	
88	<p>Unsealed surfaces (1 point)                  At least 90 % of the campsite area surface is not covered with asphalt/cement or other sealing materials, which hinder proper drainage and airing of the soil.                  Assessment and verification: The applicant shall provide an explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			no changes	
89	<p>Roof landscaping (1,5 points)                  At least 50 % of campsite buildings which have sui Tab... roofs (flat roofs or roofs with a small angle of inclination), shall be grassed or planted.                  Assessment and verification: The applicant shall provide an explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>			no changes	



<p><b>90</b></p>	<p>Environmental communication and education (up to 3 points) The campsite shall provide environmental communication and education notices on local biodiversity, landscape and nature conservation measures to guests (1,5 points). Guest entertainment includes elements of environmental education (1,5 points). Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation.</p>	<p><b>72</b></p> <p>Environmental communication and education (1,5 points) The tourist accommodation shall provide environmental communication and education notices on local biodiversity, landscape and nature conservation measures to guests. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation.</p>	<p>Addition of extra points for environmental guest animation also for TAS.</p>	
<p><b>91</b></p>	<p>No smoking in common areas and rental accommodation (1 point) Smoking shall not be allowed in at least 50 % of indoor common areas and 50 % of rental accommodation. Assessment and verification: The applicant shall indicate the number and nature of the areas and shall indicate which of these are non-smoking.</p>	<p><b>73</b></p> <p>No smoking in rooms (1 point) Smoking shall not be allowed in at least 50 % of rooms. Assessment and verification: The applicant shall indicate the number and nature of the rooms and shall indicate which of these are non-smoking.</p>	<p>Increase of percentage to 100%</p>	
<p><b>92</b></p>	<p>Bicycles (1.5 points) Bicycles shall be made available to guests (At least 2 bikes for every 50 pitches and/or rental accommodation units)</p>	<p><b>74</b></p> <p>Bicycles (1 point) Bicycles shall be made available to guests. Assessment and verification: The applicant shall provide an explanation of how the accommodation fulfils this criterion.</p>	<p>no changes</p>	
<p><b>93</b></p>	<p>Returnable or refillable bottles (up to 3 points) The campsite shall offer beverages in returnable/refillable bottles: soft drinks (1 point), beer (1 point), water (1 point). Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with appropriate supporting documentation from the suppliers of the bottles.</p>	<p><b>75</b></p> <p>Refillable bottles (2 points) The tourist accommodation shall offer at least one of the following beverages in refillable bottles: soft drinks, water and beer. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with appropriate supporting documentation from the suppliers of the bottles.</p>	<p>no changes</p>	





<p><b>94</b></p>	<p>Paper products (up to 2 points) At least 50 % of toilet/tissue paper and/or office paper used shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of these two categories of paper products). Assessment and verification: The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an eco-label.</p>	<p><b>76</b></p>	<p>The same</p>	<p>Addition of eco-labelled paper for printed products (brochures, menus)</p>	
<p><b>95</b></p>	<p>Durable goods (up to 3 points) At least 10 % of any category of durable goods (such as bed linen, towels, Tab... linen, PCs, portables, TVs, mattresses, furniture, washing machines, dishwashers, refrigerators, vacuum cleaners, hard-floor coverings, light bulbs) present in the campsite, including rental accommodation, shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of up to three categories of durable goods). Assessment and verification: The applicant shall provide data and documentation indicating the quantities of such products owned and the quantities that have an eco-label.</p>	<p><b>77</b></p>	<p>The same</p>	<p>no changes</p>	
<p><b>96</b></p>	<p>Local food products (up to 4,5 points) At least two locally sourced food products shall be offered at each meal, including breakfast (1,5 points) and in the shop (1,5 points). Where applicable, consumption of local endangered species such as specific fish and crustacean species and 'bushmeat' shall be forbidden (1,5 points). Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.</p>	<p><b>79</b></p>	<p>Local food products (1 point) At least two locally sourced food products shall be offered at each meal, including breakfast. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.</p>	<p>Addition of the interdiction of consumption of local endangered species also for TAS.</p>	



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<p><b>97</b></p>	<p>Organic food (up to 2 points) The main ingredients of at least two dishes (1 point) and at least 4 products sold in the shop (1 point) shall have been produced by organic farming methods, as laid down in Regulation (EEC) No 2092/91. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.</p>	<p><b>78</b></p>	<p>Organic food (1 point) The main ingredients of at least two dishes shall have been produced by organic farming methods, as laid down in Regulation (EEC) No 2092/91. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.</p>	<p>no changes</p>	
<p><b>98</b></p>	<p>EMAS registration (3 points), ISO certification (1,5 points) of the campsite The campsite shall be registered under the Community eco-management and audit scheme (EMAS) (3 points) or certified according to ISO 14001 standard (1,5 points). Assessment and verification: The applicant shall provide appropriate evidence of EMAS registration or ISO 14001.</p>	<p><b>80</b></p>	<p>The same</p>	<p>no changes</p>	
<p><b>99</b></p>	<p>EMAS registration (1,5 points) or ISO certification (1 point) of suppliers At least one of the main suppliers or service providers of the campsite shall be registered with EMAS (1,5 points) or certified according to ISO 14001 (1 point). Assessment and verification: The applicant shall provide appropriate evidence of EMAS registration or ISO 14001 certification by at least one of his main suppliers.</p>	<p><b>81</b></p>	<p>The same</p>	<p>no changes</p>	
<p>(mandatory for camp sites, present in criterion 33)</p>		<p><b>82.</b></p>	<p>Environmental questionnaire (1 point) The accommodation shall provide its guests with a questionnaire covering their views about the environmental aspects of the accommodation. Assessment and verification: The applicant shall provide a copy of the questionnaire and indicate its procedures for distributing and collecting it, and for taking the replies into account.</p>	<p>Elimination (integrated into guest information as mandatory)</p>	



<p><b>100</b></p>	<p>Compliance by subcontractors with Section A criteria (up to 2 points) All subcontractors for the two additional services (food services, leisure activities) shall comply at least with Section A criteria of the present eco-label which apply to the specific services (1 point for each service which is present on the campsite). Assessment and verification: The applicant shall provide appropriate documentation of contractual agreements with his subcontractors regarding their compliance with Section A criteria.</p>		<p>no changes</p>	
<p><b>101</b></p>	<p>Energy and water meters (up to 2 points) The campsite shall have installed additional energy and water meters so as to allow data collection on consumption of different activities or machines (1 point). Every pitch has its own energy and water meter (1 point). Assessment and verification: The applicant shall provide a detailed explanation of how the campsite fulfils this criterion, together with an analysis of the data collected (if already available).</p>	<p><b>83</b> Energy and water meters (1 point) The accommodation shall have installed additional energy and water meters so as to allow data collection on consumption of different activities or machines. Assessment and verification: The applicant shall provide a detailed explanation of how the accommodation fulfils this criterion, together with an analysis of the data collected (if already available).</p>	<p>no changes</p>	
<p><b>102</b></p>	<p>Additional environmental actions (maximum 3 points) Either: (a) Additional environmental actions (up to 1,5 points each, to a maximum of 3 points): The management of the campsite shall take actions, additional to those provided for by way of criteria in this Section or in Section A, to improve the environmental performance of the campsite. The Competent Body assessing the application shall attribute a score to these actions not exceeding 1,5 points per action. Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with a full description of each additional action the applicant wishes to be taken into account; or: (b) Eco-label award (3 points): The campsite shall be awarded one of the national or regional ISO Type I eco-labels. Assessment and verification: The applicant shall provide appropriate evidence of having been awarded an eco-label.</p>	<p><b>84</b> The same</p>	<p>no changes</p>	

Source: Elaboration by ACTA/APAT



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