ECO LABEL CRITERIA FOR HOTELS

ECO LABEL SRI LANKA

National Cleaner Production Centre, Sri Lanka

Introduction

1. The Certification Scheme for Eco Labeling of Products/Services of the National Cleaner Production Centre, Sri Lanka (NCPC-SL) is based on the requirements laid down in the ISO 14024:2018 Environmental labels and declarations - Type 1 environmental labeling – Principles and procedures.

2. ISO 14024 specifies the requirements for eco-labeling certification. The Eco Labelling criteria /s of NCPC SL satisfy the ISO 14024 requirements as required by the eco-labelling certification schemes. Here are the key requirements fulfilled accordingly;

   Scope: The eco-labeling certification scheme covers specific product categories/services with a significant impact on the environment.

   Product/service Criteria: Clear and transparent environmental criteria have been established for products/ services to be eligible for the eco-label. These criteria have been based on scientific evidence and consider the entire product life cycle.

   Independent Third-Party Verification: NCPC SL conducts independent third-party verification of compliance with the eco-labeling criteria.

   Impartiality: The certification process is impartial and free from any conflicts of interest that could undermine its credibility.

   Transparency: The eco-labeling scheme has provided transparent information about the certification process, criteria, and verification procedures.

   Continuous Improvement: The scheme encourages continuous improvement in the environmental performance of certified products /services.

   Stakeholder Involvement: Stakeholders, including businesses, NGOs, consumers, and government representatives, have been involved in the development and revision of the eco-labeling criteria.

   Non-Discrimination: The certification scheme has not discriminated against products or services from different sources based on factors unrelated to environmental performance.

   Compliance Monitoring: Regular monitoring and surveillance of certified products or services has been conducted to ensure ongoing compliance with eco-labeling criteria.

   Public Access to Information: Information about the eco-labeling scheme, certified products, and their environmental criteria shall be accessible to the public.

   Environmental Labeling and Advertising: The use of the eco-label in advertising or labeling has been controlled and subject to the certification scheme's rules.

   Review and Revision: The certification scheme should undergo periodic review and revision to ensure its relevance and effectiveness.

3. This document sets out specific managerial and technical criteria for Eco friendly hospitality management, resource consumption & conservation, waste management, legal requirements…

etc. Terminologies and aspects related to the concepts of sustainability management are covered during the involved processes. The aspects related to sustainability management described in this

document can include environmental impacts, energy, and water security or socio-economic development, or any combination thereof.

4. The certification of Eco Labeling of Hotel sector is implemented through a set program operated over a specified period as agreed with relevant parties. The NCPC-SL functions as the scheme owner of this certification scheme. This document includes environmental criteria, function characteristics, and legal requirements related to the hotel sector.

5. This specific environmental criteria document has been prepared by the Expert Committee on Eco Labeling appointed by the NCPC-SL and authorized for adoption by the Governing Council of NCPC-SL. The Hotels who are seeking eco-labeling certification are required to meet the following requirements.

i. Comply with the requirements given in the below NCPC-SL guidelines;

and

ii. Comply with relevant regulations mentioned in this document and enforced in the country, as applicable;

and

iii. Conform to the relevant national, regional, and internationally recognized standards

6. This document supplements the below guidelines and provides guidance for the certification of Hotel sector who are preparing for certification. Each criterion mentioned herein is categorized depending on the significance of its impact on the service environmental criterion

Mandatory requirements (M) – Related to the legal requirements for product functional characteristics

Critical requirements (C) – Significant to product environmental criteria
Non-critical requirements (NC) – Not so significant to product environmental criteria when compared to critical requirements

7. This document should also be read in conjunction with the Rules and Procedures of NCPC-SL as applicable to the Eco Labeling Certification scheme.

8. This document will be periodically reviewed and updated based on the experience gained and the developments that have taken place in technology and the use of energy, water, material and the environment. The term '**shall**' is used in this document to indicate those provisions which are mandatory. The term '**must**' is used to indicate the guidance which, although not mandatory, is provided by NCPC-SL as a recognized means of meeting the requirements of the standard. The term '**should**' is used to indicate recommendations for implementation.

9. The client should submit the relevant pieces of evidence for conformity verification for the last calendar year.

References

In the preparation of this criteria document, the following documents were referred.

- ISO 14020 – Environmental labels and declarations - General principles
- ISO 14024 – Environmental labels and declarations- Type 1 environmental labeling– Principles and procedures
- Guidelines for Providing Product Sustainability Information, UN Environment Programme, 2017
- Eco Mark Product Category No. 503 "Hotels and Inns Version 2.3" Certification Criteria

Terms and definitions

For the purpose of this document, the terms and definitions given in the referred standards and the following shall apply.

a. **Conformity**: fulfillment of a requirement

   Note: Conformance and compliance are synonymously used for conformity but deprecated.

b. **Verification:** Confirmation through the provision of objective evidence that specified requirements have beenfulfilled.

c. **Organization:** The Applicant organization hereinafter referred to as an organization.

d. **Tourist Hotel:** an establishment or place which provides or holds itself out as providing to tourists for fee or reward sleeping accommodation with or without food and has not less than ten bedrooms

Scope

The product group "Hotel" shall comprise the commercial establishment providing at least reception, accommodation and guest services, recognized or registered as such in the applicable legislation. A hotel might also offer food and beverage services and/or other ancillary services (Reference: ISO 22483:2020). Applies to hotels, focusing on energy and water efficiency, waste management, sustainable sourcing, carbon reduction, biodiversity protection, environmental awareness, and regular monitoring.

Certification Criteria Requirements

Certification Criteria Requirements	Weighting Factor	Marks Allocation
1. Legal Requirements		
a) The hotel shall obtain and implement the Environmental Protection License (EPL) Conformity verification ➢ Valid Environmental Protection License (EPL)	M	
b) The hotel shall comply with relevant national legislations and Regulations for the hotel sector in Sri Lanka. Conformity verification ➢ A complete compilation ➢ Evidence of compliance including permits and certificates (EPL, Sea dumping license, …)	M	
c) The hotel should be registered under Sri Lanka Tourism Development authority (SLTDA) Conformity verification ➢ Valid license from SLTDA	M	
2. General Requirements		
a) Effective Environmental Management Systems (EMS) should be implemented to systematically identify, assess, and manage the environmental impacts, main compliance obligations, risks and opportunities. Conformity verification ➢ Valid ISO 14001 EMS Certificate ➢ Records of environmental management policies, procedures, and programs. ➢ Any other relevant environmental/private certificates Ex: sustainable certifications for hotels (Ex: LEED, Green Globe)	NC	
b) The comprehensive Environmental Management Roadmap should be developed to address the potential environmental challenges and opportunities. Conformity verification ➢ Documents of the Environmental Management Roadmap ➢ Evidence of the management approval of the road map (Top Management's commitment) ➢ Evidence on stakeholder engagement including employees, regulators, and local communities.	NC	
c) Building Plan shall be approved by the Local Authority or Urban Development Authority because the physical structure respects to the national and local laws and regulations regarding energy efficiency and thermal insulation, water sources, water treatment and disposal (including chemical toilets), waste collection and disposal, maintenance and servicing of equipment, safety and health dispositions and any relevant laws or regulations of the area related to landscape and biodiversity conservation.	M	

Conformity Verification ➢ Approval from the relevant authority		
3. Raw Material Acquisition & Consumption		

a) Ecolabel-Certified Products: Ecolabel certified foodstuff should be used
 	
Conformity Verification:
    ➢ Supplier evaluation records
    ➢ Certifications of supplier (e.g., organic, GAP, Fairtrade) for all foodstuffs and materials used in the hotel.
	NC	

b) Environmentally Conscious Food: Hotels should prioritize and communicate the use of sustainable foodstuffs (organic, locally sourced, etc.)
(Examples)
・Organic agricultural products, or their processed products
・Foodstuff grown with food-recycled feedstuff and fertilizers
・Sustainability related certified foodstuff
・Agricultural and livestock products produced with GAP (Good Agricultural Practice) certificate
・Foodstuff transported in environmental-friendly ways (local production for local consumption, etc.)
    ▪ Good Manufacturing Practice (GMP)
 	
Conformity Verification;
    ➢ Menu descriptions
    ➢ Procurement Policy & records
    ➢ Supplier certifications/declarations for sustainable food sources
	NC	

c) Dispensers for soaps, shampoos, conditioners, and shower gels should be refilled as a sustainable alternative to sachet packets.
 	
Conformity verification:
    ➢ Records of the purchase and refilling of bulk soaps, shampoos, and other personal care products, including invoices showing the bulk purchase quantities.
    ➢ Photographic Evidence
	NC	

d) The supplies and fixtures (toilet papers, stationery, dishes, linen, etc.) used in the guestrooms should be eco-friendly products or products that are certified as eco-friendly or sustainability products.
 	
Examples of eco-friendly products: Products using recycled materials, plant-based plastics, thinned wood, and/or organic cotton
 	
Conformity Verification:
    ➢ Product certifications (e.g., Green Label, Forest Certification) for all guest room supplies and toiletries
    ➢ Supplier declarations for all guest room supplies and toiletries
	NC	

e) Food waste control: Stock of foodstuffs and amount of order must be controlled and the amount of cooking must be adjusted according to the number of lodging reservations, to reduce the generation of food waste.	C	

Conformity Verification: ➢ Foodstock control system records		
f) Single-use cutlery and containers should be avoided; reusable alternatives should be used. Conformity Verification: ➢ Inventory lists and purchase records of reusable cutlery, dishes, and containers ➢ Onsite- Visit	NC	
g) Beverages should be purchased in returnable bottles and avoid individually packaged items for butter, jam and sugar not being individually packaged, etc. Conformity Verification: ➢ Supplier agreements ➢ Purchase invoices for returnable bottles and bulk packaging products ➢ Onsite visit – Storage area ➢ Use of Environmental friendly packaging (Paper & other innovations…)	NC	
h) Returnable boxes and reusable containers for food delivery should be used. Conformity Verification: ➢ Contracts or agreements with suppliers specifying the use of returnable or reusable containers ➢ Onsite visit – Storage area ➢ Photographic evidences	NC	
4. Energy Consumption & Conservation		
a) Eco-friendly Transportation: the use of bicycles, bicycle sharing, or public transportation for guests should be promoted. Conformity Verification: ➢ Information brochures, maps, and promotional materials showing eco-friendly transportation options	NC	
b) A message should be displayed promoting the customers to save energy or save water. (It is effective to add a statement like "Thank you for helping us protect XXX of this area".) Conformity Verification: ➢ On-site visit ➢ Photographic evidences	NC	
c) Air-conditioners in the guest rooms should be individually controlled Conformity Verification: ➢ On-site visit	NC	
d) The guestroom should be a system that turns power off by pulling out the key when leaving the guestroom Conformity Verification: ➢ On-site visit	NC	

e) Energy-saving equipment such as refrigerators, celling fans, and air conditioners should be installed or will be installed in guestrooms when purchasing new equipment or replacing the equipment used in the restaurant. (Energy-saving equipment means that refrigerators obtain energy label, celling fans are recognized as the two stars or more of energy label, and air conditioners use inverter system.) Conformity Verification: ➤ Product specifications ➤ Energy labels ➤ Purchase receipts for energy-saving devices	NC	
f) Infrastructure must be established to quantify the Electricity, fuel, and gas consumption must be maintained. Conformity verification ➤ Electricity sub-metering facilities ➤ Infrastructure for measuring fuel usage and gas usage	C	
g) Regular monitoring and analysis of the energy and fuel consumption data must be done to identify trends, anomalies, and opportunities for energy conservation. Eg: specific energy use (kWh/room night(of indoor area)year - Conformity verification ➤ Daily/monthly records of electricity and fuel consumption ➤ Records and reports on areas of identified trends, anomalies, and opportunities for energy conservation ➤ Reports on measures taken to reduce energy consumption and improve energy efficiencies in the areas identified.	C	
h) The hotel must establish clear and achievable targets for reducing energy consumption and improving its efficiency across its operations from the benchmark (International/ National/ Organization). Conformity verification ➤ Details of benchmarks ➤ Documents on established targets for energy consumption reduction and efficiency ➤ Records on the implementation of corrective actions and continuous improvement initiatives	C	
i) The hotel should aim to reduce its electricity consumption by a minimum of 3% annually compared to the previous year's consumption. [Reduction in specific electricity consumption ≥ 3% (1 mark), Reduction in specific electricity consumption ≥ 5% (2 marks), Reduction in specific electricity consumption ≥ 10% (3 marks)] Conformity verification ➤ Detailed data on annual production, annual electricity consumption, and specific electricity consumption for the past three years	NC	

j) The equipment concerning heat source, lighting, and air conditioning must be periodically maintained with developing a manual and record to ensure efficient operation such as the followings. - Heat insulation of piping - Seasonal temperature adjustment with cold or hot water - Adjustment of the flow rate and pressure of pumps and fans - Review of temperature settings of the water heater being suitable for the season Conformity Verifications: ➢ Records of periodic monitoring of each equipment	C	

k) The facility's temperature settings should be appropriately managed. For guestrooms, the temperature must be reset to a preset value of 24°C to 26°C after guest checkout. In facilities with centralized air conditioning, the cold water outlet temperature should be set higher in hot climates, while the hot water outlet temperature should be set lower in cool climates, ensuring an optimal room temperature is consistently maintained.
 	
Conformity Verification:
   ➢ Logs or system-generated reports showing the temperature settings for different areas of the facility, including the guestrooms, during different seasons
   ➢ Reports from the building's automated temperature control system showing that room temperatures are reset to preset values after guest checkout and that temperature adjustments are seasonally appropriate.
	C	

l) In the benchmark system by the government for energy consumption, the hotel should be placed in the upper class above the average. Conformity Verification: ➢ Details of benchmark	NC	
m) Operation should be improved that would lead to energy-savings of a heat source and heat supply as follows, - Heat insulation of piping - - Adjustment of the flow rate and pressure of pumps and fans - Review of temperature settings of the water heater being suitable for the season - Temperature adjustment according to rainy and dry period Conformity Verification ➢ Records or logs showing regular maintenance activities such as heat insulation checks on piping, adjustment of pump and fan flow rates and pressure, and seasonal temperature adjustments for heating or cooling systems.	NC	

n) Heat source equipment with high energy efficiency such as the followings should be introduced. Or, there is a specific introduction plan (timing, quantity, type, etc.) - Equipment for boiler waste heat utilization - Micro gas turbine* - Cogeneration (combined heat and power) system - Fuel cell - Heat-pump-type water heater - Magnetic bearing chiller Conformity Verification ➢ Invoices, installation records, and technical specifications of the high-efficiency heat source equipment installed	NC	

o) Renewable energy should be used or those equipment is being implemented. Or, have a clear plan for future implementation.
 	
- Solar power, wind power, small hydraulic power generation
- Utilization of biomass, energy recovered from waste
- Utilization of exhaust heat energy, river, ocean, groundwater heat
 	
Conformity verifications:
  ➢ Percentage of final energy use met by renewable energy generated on site (%)
  ➢ Details of renewable energy sources
  ➢ Renewable energy certificates
  ➢ Detailed implementation plan
	NC	

p) The buildings should be installed heat-insulated such as the followings. Or, there is a specific introduction plan (timing, quantity, type, etc.)
 	
- Installation of double-entry doors or a pivoted door
- Use of insulation sash
- Use of light shielding film
- Installation of double-glazed glass, heat absorbing glass, heat reflection glass
- Greening of the rooftop or wall surface
- Prevention of solar radiation of the roof using heat reflective paint, etc.
 	
Conformity verifications:
  ➢ Building plans
  ➢ Detailed implementation plan
  ➢ On-site verification
  ➢ Photographs showing the installation of insulation measures
  ➢ Building Certifications (Ex: LEED)
	NC	

q) Air conditioners and ventilators with high energy efficiency should be introduced such as the followings. Or, there is a specific introduction plan (timing, quantity, type, etc.) - Inverter control of pumps, fans, etc - Total heat exchanger (Lossnay etc.) - Local cooling and/or local ventilation equipment - Ventilation control unit in indoor parking space	NC	

Conformity verifications: ➢ Detailed implementation plan ➢ On-site verification		
r) LED lamps or LED lighting equipment, or lamp equipped with solar panel must be introduced. Or, there is a specific introduction plan (timing, quantity, type, etc.) Conformity verifications: ➢ Detailed implementation plan ➢ On-site verification	C	
s) The facility must implement energy-saving engineering controls, including: o Automation Systems: Smart controls for lighting, HVAC, and other utilities. o Energy-Efficient Equipment: Use appliances certified under recognized energy standards. o Monitoring Systems: Track and analyze energy use for optimization. o Temperature Regulation: Programmable thermostats or centralized controls for efficient climate management. o Building Design Features: Insulation, energy-efficient windows, and natural lighting to reduce energy demand. Conformity Verification ➢ Documentation: Submit records of installed systems, equipment certifications, and operational guidelines. ➢ Site Inspection: Verify functionality of automation systems, energy-efficient features, and building design elements. ➢ Monitoring Records: Provide energy management system logs showing usage and optimization. ➢ Maintenance Records: Present evidence of regular maintenance for energy-saving systems. ➢ Temperature Compliance: Confirm preset temperature ranges and system settings during inspections.	C	
t) Refrigerants used in refrigerators/freezers and air conditioners must be had a low GWP. Or, there is a specific introduction plan (timing, quantity, type, etc.) o Air conditioners for residential fluorocarbons are not used as refrigerant o Air conditioners for commercial GWP 2090 or less (Type: R32, R410A) o Refrigerators/freezers for residential GWP750 or less o Refrigerators/freezers for commercial GPW1430 or less (Type: R134a) Conformity verifications: ➢ Specification documents of refrigerators	C	
u) The Hotel should implement an effective energy management system (EnMS) consisting of policies, procedures, and energy management programs aimed at optimizing energy usage and energy efficiency.	NC	

Conformity verification ➢ Submission of a valid Energy Management System (EnMS) certificate or a certification demonstrating compliance with a recognized standard such as the ISO 50001 ➢ Records of Energy Management Policy, procedures, and energy management programs implemented within the organization	
5. Water Consumption & Conservation	
a) Water saving equipment must be introduced for the faucet, shower, toilet, etc. in the guest rooms. & back of house. Conformity Verifications: ➢ Product specifications ➢ Installation records ➢ On-site verification to assess the implementation of water conservation techniques and technologies (ex; Dual flushing system) ➢ Photographic evidences	C
b) Infrastructure must be maintained to quantify the water usage for industrial processes and domestic purposes Ex: water consumption per guest-night (litres/guest-night) Conformity verification ➢ Water supply metering and submetering facilities established in the organization ➢ Water consumption records are maintained on a daily/monthly basis ➢ Records and reports on identified areas of high consumption or leaks	C
c) The hotel must implement a water balance/water assessment/audit, internally or externally to evaluate the overall water intake versus usage within the facility. Conformity verification ➢ Review of the water assessment/analysis reports conducted by internal or external auditors ➢ Records on tracking and reporting programs including all relevant water sources of the organization, and consumption trends, implemented by the organization.	C
d) The documented Water distribution system/Plan must be available for the facility level Conformity verification ➢ Documented water distribution system/Plan	C
e) The hotel should incorporate a rainwater harvesting system to supplement the water supply. Conformity verification ➢ Site inspection to assess the functionality and operation of the rainwater harvesting system. ➢ Installed capacity of the tank vs. consumption data ➢ The volumes of rainwater collected per month and annually	NC

f) The hotel should calculate, record, and maintain the water footprint of the organization . Conformity verification ➤ Transparent and verifiable calculation method for determining the organizational water footprint.	NC	
g) The water-saving efforts, and how they have been effective in water consumption and efficiency, the progress made must be communicated to the top management Conformity verification ➤ Progress reports, impact/water assessment reports, management review meeting minutes, and any other supplementary evidence.	C	
6. Waste Management		
a) An initiative reducing food waste must be carried out. Ex: For instance, plates are of proper shape and size, small-size menu is provided, or stickers and posters promoting users to cooperate in finishing their food are posted, or the ways to serve food are devised such as cook on demand at buffets. Ex: Staff canteens Conformity Verifications: ➤ Waste audit reports ➤ On-site verification	C	
b) An initiative encouraging guests to reduce consumption of disposable amenities must be carried out. Conformity Verification: ➤ Samples of signage, brochures, or digital materials (e.g., in-room displays, mobile apps, websites) that inform guests about the initiative to reduce disposable amenities	C	
c) Trash boxes allowing for waste sorting in the guestroom should be used. Conformity Verification: ➤ On-site verification	NC	
d) Four types of waste, such as papers (copy paper, newspapers, magazines, cardboard), plastics, cans and glass bottles must be sorted and recycled. Conformity verifications: ➤ Photos of waste sorting bins, signage ➤ Recycling collection reports	C	
e) Food waste must be separated to prevent foreign matter, such as packaging, mixing in with food waste. Conformity verifications: ➤ Photos of waste sorting bins ➤ Recycling collection reports	C	

f) The amount of waste must be kept track of Ex: waste generation per guest-night (kg/guest-night) Conformity Verification: ➤ Records of waste quantities	C
g) The generation of food waste must be evaluated as a year-to-year ratio or per-unit reduction (generation per sales, etc.) and set specific goals / plans to reduce waste generation Conformity Verification ➤ Evaluation reports of food waste generation ➤ Details of targets to reduce waste generation	C
h) An applicant should made efforts to recycle food waste by the means of food donation (Animals), composting, proceeding feed or other ways Conformity Verification: ➤ Contracts with third-party waste recycling services or composting logs.	C
i) Food waste should be reduced in volume by dewatering with drain nets, drying, or using a food waste disposer before disposal Conformity Verification ➤ Photographic evidence of the installed equipment and procedures used for reducing food waste, such as images of dewatering systems, food waste disposers, or drying setups	NC
j) Used amenity, consumables and supplies in guest rooms should be reused or recycled outside guest rooms. Conformity verification ➤ Records of staff training programs on the proper procedures for collecting and handling used amenities and consumables for reuse or recycling. ➤ photographs of recycling bins, collection areas, or processing facilities where used amenities and supplies are sorted and managed for recycling or reuse.	NC
k) The facility must inform and train employees on the proper implementation of waste-related initiatives such as reducing, reusing, recycling, sorting, and composting. Conformity Verifications: ➤ Evidences of awareness sessions ➤ Interview the workers	C
l) The hotel must conduct regular analysis of wastewater composition Conformity verification ➤ Waste water test reports by accredited laboratory ➤ Records on regular waste water quantity	C
m) The wastewater discharged into the environment shall be within the limits stipulated by the Central Environmental Authority (CEA) Conformity verification ➤ Wastewater-treated lab reports which are issued by CEA-registered/accredited laboratory	M

n) Facilities intending to conduct sea dumping activities must obtain a license from the Marine Environment Protection Authority (MEPA) (For coastal Region) Conformity verification ➤ Valid license from MEPA	M	

o) Untreated wastewater must not be discharged into nearby streams, paddy fields or other sensitive ecosystems (prevent wastewater from mixing with stormwater in the storm drain systems)
 	
Conformity verification
  ➤ Onsite verification
  ➤ Plan of waste water treatment plant
  ➤ Details/plan of waste water discharging
	C	

p) Environmentally friendly biological treatment processes, such as high-rate anaerobic/aerobic systems or treatments should be implemented, if no toxic substances are present in the wastewater.
 	
Conformity verification
  ➤ Records/reports/procedures on such investments
  ➤ Onsite verification
	NC	

q) A baseline for the volume of water discharged should be defined by the hotel
 	
Conformity verification
  ➤ Developed benchmark
  ➤ Records of wastewater generated and disposed
    Practicability?
	NC	

r) Facilities must establish and implement effective e-waste management practices to minimize environmental impact and ensure compliance with regulations. The following requirements must be met:
 	
  o E-Waste Collection and Segregation: Set up systems for the collection, segregation, and storage of e-waste in a safe and organized manner.
  o Authorized Disposal or Recycling: Ensure e-waste is handed over to authorized recyclers or disposal facilities certified by relevant environmental authorities.
  o Prohibited Practices: Avoid illegal dumping, burning, or landfilling of e-waste.
  o Employee Awareness: Conduct training and awareness programs on proper e-waste handling and disposal procedures.
  o Monitoring and Reporting: Maintain records of e-waste generation, storage, and disposal.
  o Compliance with Standards: Follow national and international standards for e-waste management, such as the Basel Convention or other applicable frameworks.
  o Encourage Circularity: Promote reuse, refurbishment, or donation of electronic items in good condition to extend their lifecycle.
	C	

Conformity Verification ➢ Records of e-waste collection ➢ Agreement with authorized e-waste collector		
7. Health & Safety		
a) Smoking must be prohibited in common areas and back areas (a smoking room may be provided), and guestrooms should be non-smoking rooms. Conformity Verifications: ➢ Non-smoking policy document ➢ Floor plans ➢ Guestroom designations	C	
➢ Emergency preparedness plan and a fire safety management plan must be effectively implemented within the facility. Conformity verification ➢ Emergency preparedness plan ➢ Fire safety management plan ➢ Expiry date of fire extinguishers ➢ Evidences of fire training & fire drills ➢ Inspection records of fire related equipment ➢ Accident Registry ➢ Records of Fire safety Drills – Once in 6 months	C	
b) Medical test for food handlers must be conducted annually Conformity Verifications: ➢ Detailed schedule of medical testing ➢ Reports of employees	C	
8. Specific Requirements		
a) The hotel should taken effort to use of carbon offset, purchase of green power certificate, participation in RE100, establishment of Initiative policy for the UN's "Sustainable Development Goals (SDGs)", to education of environmental awareness of employees, etc." Conformity Verification ➢ SDG initiative reports ➢ SBTi reports ➢ Activity schedules, promotional materials, and guest participation records ➢ green power certificate	NC	
b) An applicant must be undertaken social activities and considers SDGs linked with its hotels and try to implement it. Conformity Verification ➢ Detailed descriptions of social activities undertaken by the facility, including their objectives, scope, and alignment with specific Sustainable Development Goals (SDGs) ➢ Partnership Agreements	C	

c) **Information Sharing:** Hotels must provide details of their environmentally friendly initiatives on their website, CSR report, or other public platforms. Conformity Verification: ➢ The hotel's website link, CSR report, or other public documents showcasing environmental initiatives	C
d) **Eco-friendly Tourism:** Hotels should promote and organize eco-tours that emphasize nature conservation and cultural preservation. Conformity Verification: ➢ Documented schedules, promotional materials, and brochures of eco-tours conducted by the hotel ➢ Photographs	NC
e) **Environment-themed Events:** Environment-themed events should be conducted and offered site visit tours to promote environmental awareness. Conformity Verification: ➢ Event records, photos for environment-themed events ➢ Visitor feedback reports for environment-themed events	NC
f) Guests should be given a questionnaire, via internet or at premises, asking about their views on the general environmental aspects of the tourist accommodation and their overall satisfaction with the facilities and services of the tourist accommodation. Conformity Verification: ➢ Format of questionnaire ➢ Records of questionnaire's results ➢ Complaint register	NC
9. Social Responsibility	
a) The hotel is operational and registered, as required by national or local laws and its staff are legally employed and insured. For this purpose, staff shall have a national legal written contract, shall be paid at least the national or regional minimum wage set by collective agreements (in the absence of collective agreements, the staff shall be paid at least the legal national or regional minimum wage), and shall have working hours complying with the national law. Conformity verifications: ➢ Job Descriptions/Contract of workers/ Insurance Certificates ➢ Labor Audit reports	M

INSTRUCTIONS FOR USERS

This criteria document contains 70 requirements; 07 Mandatory requirements, 30 critical requirements, and 33 non- critical requirements. Marks are allocated for each criterion except Mandatory criteria. At least 70% of the total marks allocation for the criteria shall be scored from the applicant for being successful in the Eco Labelling certification process. (Total Mark Allocation = 249)

Marks Allocation	
Critical requirements	**5**
Non-Critical requirements	**3**

Mandatory Requirements
When the adequacy audit of the organization's application is conducted, there shall be no non-compliance related to the mandatory requirements, and if any nonconformity is reported during the adequacy audit stage, a major nonconformity will be raised, and that shall be corrected before the verification.

Critical Requirements
If any violation of critical requirements is found during the verification visit, a minor nonconformity will be raised, andfor which suitable corrective action shall be taken within two months.

Non-critical Requirements
If any violation of non-critical requirements is found during the verification visit, it will be considered as an observation for improvement. The organization could take suitable corrective action within three weeks to grant the certification. This approach is applicable to surveillance verification audits as well.

Note: Until the non-conformities are addressed, the marks should not be released to the governing council, and thecertificate should not be granted.

Guideline for Marks Allocation;

The below guidelines are to be followed while assessing the implementation of criteria requirements. Marks allocation should be based on the level of implementation and the availability of sufficient evidence.

- ✓ **Criteria 1: Full Marks allocation:**
  - The criteria requirement has been fully implemented.
  - If sufficient evidence exists, the full marks mentioned in the mark's column can be given.
- ✓ **Criteria 2: 70%-80% Marks (Improvement Opportunities)**
  - The criteria requirement has been fully implemented.
  - However, sufficient evidence does not exist or has not been maintained.
  - In such cases, 80% of the allocated marks can be given.
- ✓ **Criteria 3: 60%-50% Marks (Improvement Opportunities)**
  - The criteria requirement has been implemented partially.
  - If sufficient evidence exists, 50% of the allocated marks can be given.
- ✓ **Criteria 4: 30%- 20% Marks (Improvement Opportunities)**
  - The criteria requirement has been implemented partially.
  - However, sufficient evidence does not exist or has not been maintained.
  - In such cases, 30% of the allocated marks can be given.
- ✓ **Criteria 5: 0 Marks - Non-Conformity (Critical Requirement)**
  - The criteria requirement has not been implemented.
  - If it's a critical (C) requirement, it must be raised as a Non-Conformity.
  - In this case, 0 marks should be given.
- ✓ **Criteria 6: 0 Marks - Observation (Non-Critical Requirement)**
  - The criteria requirement has not been implemented.
  - If it's a non-critical (NC) requirement, it must be raised as an observation.
  - In this case, 0 marks should be given.

During the mark allocation process, the team of auditors engages in discussions based on the audit findings, which include document reviews, observations, interviews, and other relevant sources of information. These discussions serve to ensure accuracy and prevent inconsistencies in the marks assigned. By collectively evaluating the evidence and considering different perspectives, the team strives to reach a consensus on the appropriate allocation of marks. This collaborative approach helps to enhance the fairness and reliability of the mark allocation process, allowing for a more comprehensive and well-rounded assessment.

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