

# Set of Criteria for Accommodation

December 2018

## 1. Management

### 1.1 Mission Statement

The company has a mission statement which has been published on its website and includes the following aspects: (i) human rights, (ii) working conditions, (iii) environmental protection, (iv) biological diversity, (v) continuous improvement.

### 1.2 CSR Manager

The management takes responsibility for CSR and has appointed a person in charge of CSR, with sufficient competencies and time budget. The CSR manager coordinates the sustainability tasks within the company and is the contact person for external stakeholders.

### 1.3 Legal Compliance

The company ensures that whatever it does is in compliance with the relevant laws (e.g. health, safety, labour, and environmental aspects, anti-corruption).

### 1.3 Human rights

The company has identified the relevant human rights aspects and risks and established procedures for carrying out due diligence.

### 1.4 Child Protection

The company ensures the protection of children from sexual abuse along the supply chain and orients itself to the recommendations of "The Code".

### 1.5 Animal Welfare

The company ensures the protection of animals and avoids activities that endanger animal welfare.

### 1.6 Landscape and townscape typical of the region

The company support initiatives for the preservation of traditional cultural landscapes as well as projects to preserve and beautify the cultural-historical townscape and architectural features.

### 1.7 Risk management

The accommodation reacts to acute safety and health risks for tourists and offers appropriate measures. A crisis and risk management plan exists to protect tourists in an emergency and, if necessary, to draw consequences for tourism offers.

### 1.8 Stakeholder Analysis

The company has identified its internal and external stakeholders (e.g. by stakeholder mapping) and has assessed mutual interactions.

### 1.9 Stakeholder Dialogue

The company is in an active CSR dialogue with its stakeholders, provides information on its own CSR management, and promotes sustainable development among the stakeholders.

## 1.10 Information and Communication

The company actively promotes environmentally friendly behaviour among its customers.

## 1.11 Prioritisation of Fields of Action

The company has carried out an evaluation, established priorities regarding sustainability topics, and has identified its most important spheres of activity (portfolio analysis).

## 1.12 Monitoring and Continuous Improvement

The company has a functioning employee suggestion system and improvement management in place. As part of the monitoring of continuous improvements, the improvement programme is updated annually.

## 1.13 Sustainability Report

For every certification and recertification, the company compiles a sustainability report with recent data and indicators and is committed for publishing it.

## 2. Business Data

### 2.1 Business Sustainability

The company regularly collects data on its business sustainability.

- 2.1.1. Structure of turnover
- 2.1.2. Development of turnover over the past three years
- 2.1.3. Turnover per employee
- 2.1.4. Turnover per guest-night
- 2.1.5. Turnover per available rooms
- 2.1.6. Turnover (from restaurant) per restaurant guest
- 2.1.7. Turnover (from restaurant) per service employee
- 2.1.8. Return on sales
- 2.1.9. Average occupancy rate (%)
- 2.1.10. Average duration of stay (%)

## 3. Business Ecology

### 3.1 Energy

The company regularly collects data on the energy consumption at its location.

- 3.1.1. Energy consumption (kWh) in total, per guest-night and per square metre
- 3.1.2. Electricity consumption (kWh) in total and per guest-night
- 3.1.3. Consumption of heating energy (kWh) in total, per guest-night and per square metre

### 3.2 Green Electricity

The company uses 100 percent green electricity.

### 3.3 CO<sub>2</sub> Emissions

The company regularly collects data on the CO<sub>2</sub> emissions at its location.

3.3.1. CO<sub>2</sub> emissions (t) in total and according to emitters (electricity, heat, business trips)

3.3.2. CO<sub>2</sub> emissions (t) from business flights

3.3.3. CO<sub>2</sub> emissions (t) per guest-night

### **3.4 Offsetting of Business Flights**

The company offsets at least 50 percent of its own business flights.

3.4.1. Percentage (%) of business flights offset

### **3.5 Paper**

The company regularly collects data on the paper consumption at its location.

3.5.1. Paper weight (kg) in total

3.5.2. Paper weight (kg) per guest-night

3.5.3. Percentage (%) of recycled paper in total paper consumption

### **3.6 Waste**

The company regularly collects data on the amount of waste generated at its location, including food waste.

3.6.1. Volume of waste (l) in total

3.6.2. Volume of waste (l) per guest-night

3.6.3. Percentage (%) of residual waste

3.6.4. Residual waste (l) per guest-night

The company takes and informs about measures to minimise the amount of waste.

### **3.7 Water**

The company regularly collects data on the water consumption at its location.

3.7.1. Water consumption (m<sup>3</sup>) in total

3.7.2. Water consumption (m<sup>3</sup>) per guest-night

The company takes and informs about measures to minimise water consumption.

The company assesses the water risk.

### **3.8 Chemicals**

The company regularly collects data on the use of chemicals at its location.

3.8.1. Solid detergents (kg) in total

3.8.2. Solid detergents (kg) per guest-night

3.8.3. Liquid detergents (l) in total

3.8.4. Liquid detergents (l) per guest-night

3.8.5. Hazardous substances (l) in total

3.8.6. Hazardous substances (l) per guest-night

3.8.7. Percentage (%) of bio-degradable chemicals

### **3.9 Register of Hazardous Substances**

The company keeps and maintains a register of hazardous substances.

## 3.10 Land Consumption

The company collects data on its land consumption.

3.10.1. Total area (m<sup>2</sup>)

3.10.2. Soil sealing (m<sup>2</sup>)

3.10.3. Percentage (%) of soil sealed

## 4. Guests

### 4.1 Guest Satisfaction

The company regularly collects data on the satisfaction of its customers.

4.1.1. Satisfaction index (%) of customers

4.1.2. Response rate (%) of the customer survey

4.1.3. Percentage (%) of guests who come back (regular guests)

### 4.2 Accessibility

The company provides barrier-free access and collects data on barrier-free beds.

4.2.1. Percentage (%) of accessible beds

### 4.3 Guest Information

The company actively informs guests on (i) environmentally friendly travel to the destination, (ii) environmentally friendly mobility in the destination and (iii) environmentally friendly behaviour at the accommodation.

## 5. Staff

### 5.1 Safety

The company is responsible for a safe working environment.

### 5.2 Sustainability Trainings

All employees get CSR trainings (at least once a year) on the subjects (i) human rights, (ii) working conditions (including safety and health protection), (iii) environmental protection and (iv) biological diversity.

### 5.3 Payment

The company uses standard wages and labour agreements as an orientation.

### 5.4 Arrangements Regarding Overtime

The company has arrangements regarding overtime.

### 5.5 Voluntary Employee Benefits

The company has a system of voluntary employee benefits.

### 5.6 Representation of Interests

The company promotes a representation of interests or works council of its employees.

### 5.7 Equity and Inclusion

The company offers equitable and equal opportunities for training, further education and employment irrespective of background, ethnicity, age, faith, sexual orientation, or disabilities.

## 5.8 Employment Structure

The company regularly collects data on its employment structure.

- 5.8.1. Number of employees (full time equivalents)
- 5.8.2. Number of executive positions, qualified employees, apprentices, other employees
- 5.8.3. Percentage (%) of women in executive positions

## 5.9 Employee Satisfaction

The company regularly collects data on the degree of employee satisfaction.

- 5.9.1. Satisfaction index (%) of employees
- 5.9.2. Percentage (%) of participants in the survey
- 5.9.3. Average seniority (years)

# 6. Sourcing

## 6.1 Sustainable Food

The company regularly collects data on the percentage of sustainable products and services.

- 6.1.1. Percentage (%) of fairly traded food
- 6.1.2. Percentage (%) of food sourced within the region
- 6.1.3. Percentage (%) of organic food
- 6.1.4. Percentage (%) of sustainable food in total

# 7. Supplies

## 7.1 Supplier Survey

The company regularly conducts surveys of service providers and suppliers and assesses the degree of sustainability.

- 7.1.1. CSR index (%) suppliers
- 7.1.2. Number of suppliers in total
- 7.1.3. Percentage (%) of suppliers surveyed
- 7.1.4. Percentage (%) suppliers with a sustainability label

# 8. Community Involvement

## 8.1 Support of Sustainability Projects

The company supports sustainable initiatives or projects at its own location.

- 8.1.1. Support (€) of sustainability projects

## 9. Other Offers

### 9.1 Restaurant

The company regularly collects data on the restaurant.

- 9.1.1. Number of restaurant guests
- 9.1.2. Number of restaurant service staff
- 9.1.3. Number of kitchen staff
- 9.1.4. Number of guests per service employee
- 9.1.5. Percentage (%) of vegetarian dishes on the menu
- 9.1.6. Percentage (%) of regional dishes on the menu

### 9.2 Events

The company regularly collects data on events organised at its own location.

- 9.2.1. Number of rooms for events
- 9.2.2. Area (m<sup>3</sup>) of rooms for events
- 9.2.3. Number of events booked
- 9.2.4. Number of participants
- 9.2.5. Capacity utilised (%)