



2025 - V3

BIOSCORE SUSTAINABILITY CERTIFICATION

Certification scheme

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PROLOGUE

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This document describes the scope and process of obtaining the **Bioscore Sustainability Certification** for tourist accommodation (hereafter **Certification**) a company dedicated to consultancy and certification of the sustainability of tourist accommodation through its own management software.

Today, sustainability management verification is a key focus for tourism organisations around the world, as it responds to the demands of tourists, customers, investors and other stakeholders. Far from communicating only economic benefit, stakeholders increasingly expect organisations to communicate their environmental, social and governance impacts as well.

This document is intended to serve as a **certification standard** for sustainability, complying with the principles of transparency and performance evaluation. **Bioscore Sustainability** aims to promote the adoption of good sustainable management practices in tourist accommodation, minimising their impacts, optimising resources and maximising the benefits for the surrounding environment.

The Certification takes into account the triple impact (**Environmental, Social, Governance** - from now on ESG) of the organisation and uses as a reference the applicable legislation and the requirements set out in the standards of recognised international organisations such as the **Global Reporting Initiative (GRI)**. It is also aligned with the **United Nations Sustainable Development Goals (SDGs)**.

The application of these accredited criteria, the expert assessment and the third party audit have led to the acceptance of the **Bioscore standard** by companies in the tourism sector, including OTAs and international search engines such as **Booking.com**, **Destinia.com**, **Onthebeach.com**, **Bidroom.com** and others.





PREAMBLE

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Bioscore Sustainability is a project that was born in 2018 with the purpose of accompanying companies in the tourism sector on the path towards awareness and respect for the environment, as well as the adoption of ESG criteria in their management. Without neglecting to offer a guarantee to customers of the tourism product, who are increasingly taking sustainability criteria into account in their decision-making when planning their trips and stays.

Through its own management software, Bioscore digitises the management of sustainability and also offers its clients an independent certification that can address **more than 250 environmental, social and good governance issues**.

In the pursuit of continuous improvement and constant innovation, the **Bioscore** team has developed numerous pioneering projects in the national and international tourism sector, such as digital tools for the management of the requirements:

- **ISO 21401:2019**
- **Ecolabel**
- **Blue Leaf standard**
- **Carbon Footprint calculation**
- **Water Footprint calculation**
- **Consumption register**

Bioscore Sustainability's mission is to **democratise sustainability**, breaking away from the idea that sustainable management is something unachievable, complex and inaccessible. It digitises processes so that its clients, regardless of the size, structure or resources of the organisation, have easy and simple access to sustainability management.





INTRODUCTION

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This document includes the criteria and constitutes a guide for Certification, which allows for the assessment of establishments in four levels, from highest to lowest in terms of compliance with requirements (**A+**, **A**, **B** and **C**), in order to facilitate gradual implementation and continuous improvement.

Bioscore is known for its positive certification, meaning it identifies and assesses an organization's good sustainability practices and proposes action measures to prevent undesired practices and promote continuous improvement.

The C-level, equivalent to a sustainability level between 50% - 60% according to **Bioscore** criteria, is the starting point for certification.

The audit of the certification process and the verification of compliance with the criteria established in the Standard will grant the establishment the rights to use the seal corresponding to its score, identifying the **Bioscore Certification**.





PURPOSE

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This standard establishes requirements for tourist accommodation establishments that voluntarily seek **Bioscore Certification** and aim to incorporate sustainability into their establishment's management when:

- They aim to reduce their negative environmental impact.
- They wish to demonstrate their commitment to sustainability to stakeholders.
- They aspire to enhance customer experience and satisfaction.

Tourist accommodation establishments are defined as premises, facilities, or permanent infrastructures open to the public where companies provide accommodation services to guests, with or without the provision of additional complementary services. According to this definition (from RD 10/2021, approving the regulatory rules for tourist accommodation in the Valencian Community, Spain), these include hotels, tourist apartments, tourist use homes, campgrounds, rural accommodations, among others. Although not mandatory, these establishments may also include gastronomy, sports, leisure, and recreational services.





WHY
CERTIFICATION
IS NECESSARY?

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Sustainability is a concept first defined in the Brundtland Report (1987) created by the United Nations Commission on the Environment and which is becoming increasingly relevant. **Sustainability** is defined as "*development that meets the needs of the present without compromising the ability of future generations to meet their own needs.*"

Almost at the same time as the emergence of sustainability, also in the 1980s, the term "**greenwashing**" emerged, which comes from the alliance of the terms green and washing, coined by Jay Westvel, an American environmental researcher who detected that the green campaigns carried out by certain organisations responded more to advertising interests than to ecological interests.

Since then, greenwashing is any practice by a company that portrays itself, its products, and/or services as environmentally friendly, when they are not, in order to gain market positioning.

But how to fight greenwashing and assure stakeholders?

Sustainability certifications, such as the one offered by **Bioscore Sustainability**, are one of the most useful tools to fight against greenwashing and to show the good practices of an organisation, with the guarantee that they comply with accredited requirements and the supervision of an independent third party.

An accommodation that is certified by **Bioscore Sustainability** will have a competitive advantage in its market.





**BIOSCORE
CERTIFICATION**

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PRINCIPLES

1. Transparency

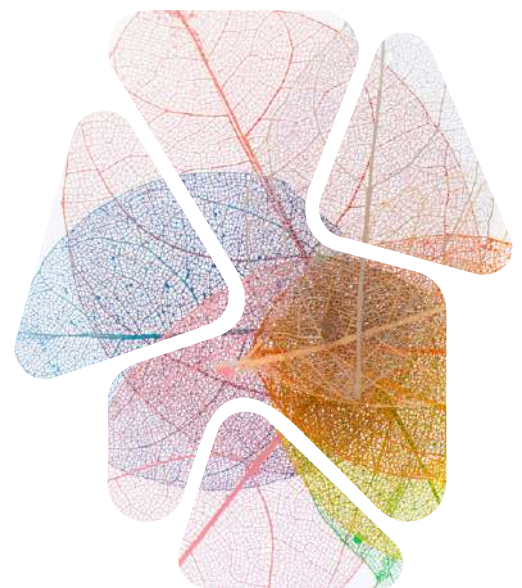
Through the **United Nations Global Compact** and the **Sustainable Development Goals**, international institutions expect organizations to be aware of and demonstrate their respect for the environment in which they operate. This includes respecting the environment and biodiversity, human and labor rights, as well as legal and economic conditions. These principles are inspiring several legal texts at both international and national levels (such as the Spanish Law 11/2018 on non-financial information or the EU's CSRD Directive). Consequently, information regarding non-financial management of companies, including sustainable practices, is already mandatory in many cases.

Bioscore Certification serves as a transparency tool, allowing accommodations to demonstrate their responsible practices.

2. Comparability

Comparability is essential to ensure the proper and fair functioning of any market. The possibility to compare and choose the option that best suits one's specific needs is a fundamental right for any consumer.

The Certification has four possible labels (**A+**, **A**, **B**, and **C**) that differentiate and compare the level of commitment and compliance with the sustainability of an accommodation. This gradual classification encourages the accommodation to continuously improve its management and, indirectly, promotes the improvement of the service enjoyed by customers.



SCOPE

The certification process is **100% online**, and conducted through the **Bioscore management software**. It includes an audit to verify compliance with requirements and an examination of the provided evidence. Additionally, there is a third-party audit conducted by an external consulting firm.

Furthermore, **Bioscore Certification** has both **national** and **international scope**, covering Spanish tourist accommodations as well as those located beyond our borders, whether owned by Spanish companies or companies from other countries.



Currently,

Bioscore Sustainability operates in:

Europe

- Germany
- Andorra
- Austria
- Belgium
- Denmark
- Slovakia
- Estonia
- Finland
- France
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Luxembourg
- Malta
- Poland
- Poland
- Portugal
- Czech Republic
- Romania
- Switzerland
- Türkiye

United States of America

Latin America

- Argentina
- Brazil
- Chile
- Colombia
- Mexico
- Panama
- Dominican Republic
- Uruguay
- Venezuela

KEY ASPECTS

The **Bioscore** methodology is based on the triple impact analysis, i.e. the way in which the activity of the tourist accommodation impacts environmentally, socially and economically (**ESG criteria**).

Therefore, the Certification requirements are related to these three dimensions (**Environmental, Social, and Governance**). And so that the accommodation can relate them to aspects of their management, we have grouped the criteria in 6 blocks which are: **Emissions, Energy, Water, Waste, Food & Beverage (F&B)** and **Corporate Social Responsibility (CSR)**.

In formulating **Bioscore's Certification** requirements, various national and international classifications, certifications and standards, both global and sector-specific, were consulted.

These references were cross-referenced with **Bioscore's** own requirements to achieve an assessment that includes more than 250 environmental, social and good governance issues.

BIOSCORE CERTIFICATION *

ENVIRONMENTAL DIMENSION

EMISSIONS

- Carbon Footprint
- Scope 1 Emissions
- Scope 2 Emissions
- Scope 3 Emissions
- Emission Reduction

ENERGY

- Energy Consumption
- Energy Audit
- Energy Consumption Reduction
- Energy Providers
- Energy Management

WATER

- Water Consumption
- Water Consumption Reduction
- Water Footprint Calculation
- Water Management

WASTE

- Waste Sorting
- Waste Management
- Amenities or Toiletry Articles

FOOD SERVICE

- Combatting Food Waste
- Resource Usage and Sustainable Resource Sourcing in Food Service

SOCIAL DIMENSION

CORPORATE SOCIAL RESPONSIBILITY

- Society
- Suppliers
- Customers

GOVERNANCE

GOOD GOVERNANCE

- Employees
- Employee Training
- CSR and Good Governance Policies
- Sustainable Mobility
- Biodiversity protection practices

REQUIREMENTS

Each section includes different criteria presented in the form of questions on aspects of the management of the accommodation, which are given a rating and which will indicate the level of sustainability in different areas.

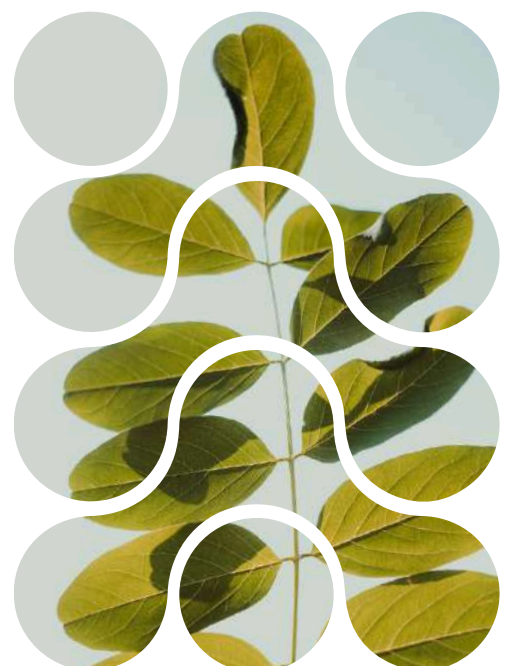
The accommodation must answer all questions by providing the requested data and accompanying documentation as evidence of compliance. Questions requiring evidence of compliance will only be validated if the **evidence** is attached.

It is important to point out that the accommodations applying for **Bioscore Certification** commit themselves to provide truthful information by signing a voluntary declaration at the time of contracting.

In the total score of the accommodation, the three dimensions, **environmental**, **social** and **governance**, have the same weight in the assessment.

The establishment will only be certified if it achieves the **C seal**, which is **50% of the score**.

The certification is valid for **one year** and after this time, the accommodation has to pass through a new certification process including the third party assessment.



TYPES OF EVIDENCE

Several of the requirements are linked to the mandatory provision of evidence which is analysed by **Bioscore**'s technical team during the certification assessment.

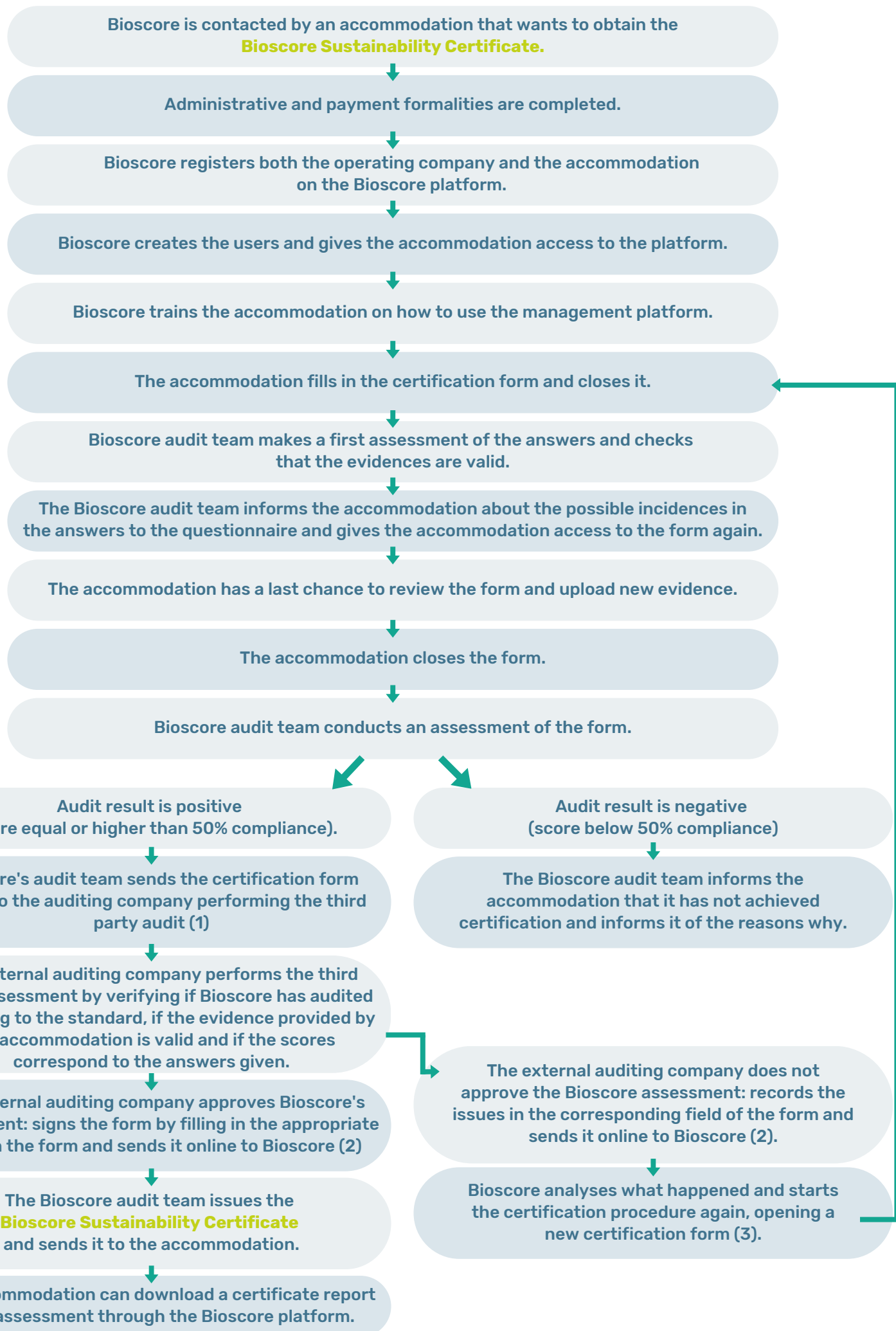
The evidence is documentary and can be: policies, internal use codes, internal instructions, top management statements, certification documents, calculation memories, methodologies and procedures, process explanations, control records, signage, photographs, links to published information, etc.



HOW TO INTERPRET THE BIOSCORE CERTIFICATION



CERTIFICATION PROCESS MAP



(1) Once the certification form has been sent to the external audit company, it cannot be reopened or modified in any way.

(2) The external audit company cannot access the form to modify it, they can only view it and fill in the signature and incident report fields.

(3) As the form is closed and cannot be accessed in any way, another certification process can only be started by opening a new certification form.



EVALUATION THEMES AND INDICATORS

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The requirements of the **Bioscore Sustainability Certification Standard** are aligned with the United Nations Sustainable Development Goals.



ENVIRONMENTAL DIMENSION

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CARBON FOOTPRINT

The carbon footprint is defined as *"the total greenhouse gas emissions directly or indirectly emitted by an individual, organization, event, or product."*

Carbon footprint analysis provides data that can be used as a global environmental indicator, as it identifies the amount of GHG emissions released into the atmosphere as a result of an organisation's activity, allowing the identification of emission sources and the establishment of effective measures to reduce energy consumption, as well as to improve the use of resources and materials for better environmental performance.

Emissions associated with an organization's operations can be classified as either direct or indirect emissions.

Indicator: Total carbon footprint for the last year.

Evidence: Calculation report

SCOPE 1 EMISSIONS

Scope 1 refers to direct greenhouse gas emissions, which are emissions from sources owned by the organization or under its control.

These emissions occur at the location where the activity takes place, such as emissions from the heating system if it relies on fossil fuels. Normally, we consider the consumption of fossil fuels by the organization's fixed facilities and leaks from air conditioning and/or refrigeration equipment when calculating Scope 1 emissions.

Indicator: Metric tons of CO₂



SCOPE 2 EMISSIONS

Scope 2 refers to indirect GHG emissions resulting from the organisation's activity, which are necessary to produce goods or services that the company uses. For example, in order to produce the electricity that the organisation consumes, emissions have been generated.

Indicator: Metric tons of CO2

SCOPE 3 EMISSIONS

This refers to emissions that come from a company's value chain and are not under the direct control of the company, e.g. those generated by suppliers with transport to deliver goods, or by our customers when they travel to accommodation, etc. These indicators are the most difficult to feed in, but the trend is to monitor emissions throughout the value chain.

Indicator: Metric tons of CO2

EMISSIONS REDUCTION

Calculating a facility's emissions is the first step in the path proposed by the Ministry of Ecological Transition and Demographic Challenge (MITECO): Calculate, Reduce, Offset. The second step, as can be seen, is emissions reduction. Organizations' commitment to reducing their emissions aligns with the guidelines of international institutions, especially to fulfill **SDG 13**, "*Climate Action*," and is one of the twelve indicators of the **World Travel & Tourism Council (WTTC)**, "*Measurement and reduction of carbon emissions*."

Evidence: Emission reduction goals



ENERGY CONSUMPTION

Energy consumption or energy consumption is the total energy expenditure of an establishment, which usually includes more than one source of energy.

While we initially associate it with the consumption of electrical energy for lighting and climate control systems, including air conditioning and/or heating, we consider all energy sources (renewable and non-renewable) as well as the various fuels that power the facilities and equipment used throughout the accommodation to provide services such as cooking, swimming pools, spas, restaurants, and housing.

Evidence: Calculation report or methodology used to record energy consumption.

ENERGY AUDIT

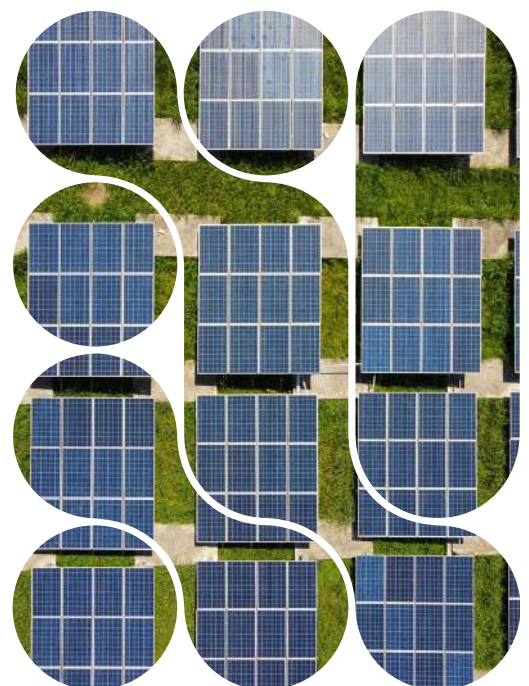
Energy audits provide insights into the distribution of energy consumption and costs within a company, identifying and quantifying potential savings through energy efficiency measures and renewable energy sources.

Evidence: Evaluation, audit, and/or energy efficiency certificate conducted by a qualified third party.

REDUCTION OF ENERGY CONSUMPTION

Similar to the Carbon Footprint, measuring energy consumption allows us to establish reduction objectives. Bioscore advises establishments to include energy consumption reduction in their sustainable management, aligning with another key indicator of the **WTTC**, "*Measurement and reduction of energy use.*"

Evidence: Energy consumption reduction goals.



ENERGY SUPPLIERS

Energy trading companies are responsible for buying energy in bulk, and sometimes also producing it, to sell it on the market to the end customer. Buying energy accompanied by a GdO (Guarantee of Renewable Origin) certificate represents a more sustainable approach to energy consumption in the accommodation, in turn aligned with the targets set out in SDG 7 "Affordable and clean energy".

Evidence: REGO certificate from the contracted energy supplier or the latest utility bill.



WATER CONSUMPTION

Water consumption refers to the total usage of freshwater by an accommodation. It's important to note that water is one of the scarcest natural resources worldwide, and in Spain many areas face water stress. The Certification takes into account not only the consumption of drinking water but also the consumption from all the facilities available in the tourist accommodation, sanitation, heating systems, fire protection systems, recreational water facilities (pools, spas, etc.), ornamental fountains, irrigation systems, and more.

Evidence: Calculation report or methodology used to record water consumption.

REDUCTION OF WATER CONSUMPTION

Clearly, **Bioscore** recommends tracking water consumption to set reduction goals. The commitment of organizations to reduce consumption and prevent water pollution aligns with international guidelines and is particularly reflected in **SDG 13**, "*Climate Action*", **SDG 6**, "*Clean Water and Sanitation*", and one of the twelve indicators of the **World Travel and Tourism Council (WTTC)**, "*Measurement and reduction of water consumption*".

Evidence: Objectives for reducing water consumption.

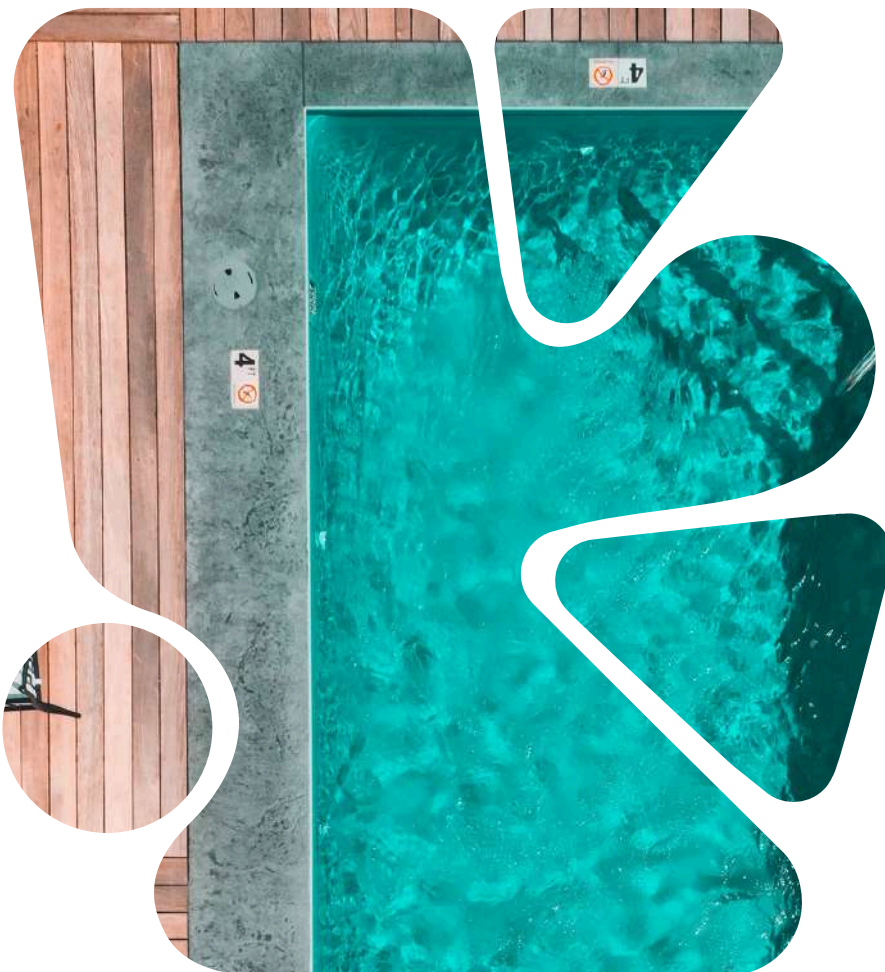


CALCULATION OF WATER FOOTPRINT

An increasingly common water management indicator is the calculation of the Water Footprint. This involves measuring the volume of freshwater (in liters or cubic meters) used throughout the production chain of a consumer good or service.

While tourist accommodation may not often use this indicator, **Bioscore** encourages its consideration. Additionally, the calculation of the Water Footprint can be audited and certified by a third party.

Evidence: Water footprint calculation report and water footprint audit certificate.



SEGREGATION

Segregation is the process of efficiently separating waste and products that end up in the waste stream, with the aim of reducing, reusing and recycling as much as possible.

When an organization segregates and recycles its waste, it contributes to reducing the over-exploitation of natural resources and decreases air, soil, and water pollution. Therefore, waste segregation in a tourist accommodation establishment directly aligns with the **SDGs. 13.** "*Climate Action*", **14.** "*Life Below Water*" and **15.** "*Life on Land*".

In this section of the certification assessment, **Bioscore** analyzes the types of waste segregated by the tourist accommodation through questions about:

- Paper and cardboard: hygienic and sanitary products and special items are not included.
- Glass: which is an amorphous ceramic material used to make windows, lenses, bottles, and various products. Not to be confused with crystal.
- Packaging: plastic bottles, metallic containers, and beverage cartons.
- Organic waste: all elements that are waste or residues of animal and/or plant origin and degrade rapidly.
- Hazardous waste: the classification as hazardous depends on local regulations. Common hazardous wastes include corrosive, chemically reactive, explosive, flammable, toxic, and radioactive materials.
- Paint.
- Cartridges: small containers for storing liquid ink.



- Phytosanitary products and their packaging: chemical mixtures containing active substances aimed at protecting plants from harmful organisms. Phytosanitary products also include those that destroy plants or inhibit germination.
- Batteries and light bulbs.
- Single-use plastics: their reduction is aligned with one of the **WTTC** indicators and **EU regulations** (effective in Spain in 2023).
- Chemical fertilizers, organic pesticides, and herbicides: these are used to increase and maintain soil and plant quality. Organic ones are those that are not synthetic chemical products but instead originate from organisms or elements found in nature.
- Bulky waste: includes furniture, mattresses, no longer useful materials, floor furnishings, utensils, cutlery, and electrical and electronic components.

To verify the waste management system of the tourist accommodation establishment, several evidence is requested:

Evidence: Explanation of the waste segregation process used once a product has reached the end of its useful life. Evidence related to paper and cardboard: FSC certifications for paper and cardboard.

Evidence related to the reduction of single-use plastics: Single-use plastics reduction plan.

Evidence related to chemical fertilizers, herbicides, organic pesticides, and organic cleaning products: Product certification or an image/photograph of labeling containing such information.



AMENITIES OR TOILETRY ARTICLES

Tourist accommodation often provide guests with amenities or toiletry articles, both in common area bathrooms and in rooms. Certification considers the sustainability level of these products, inquiring about their refill capacity (such as dispensers or refills) or whether they have an ecological label.

Evidence: Provide relevant documentation demonstrating that amenities are eco-friendly products (packaging and/or formulation).



FIGHTING FOOD WASTE

Resource utilization, waste reduction, and waste minimization are fundamental to sustainability. When a tourist accommodation allows customers to take home unconsumed food from the restaurant or snack bar, it is fighting food waste. Depending on the material used for packaging, it can also contribute to the reduction of single-use plastics and support material recycling efforts.

In the same way, when the accommodation monitors food waste, it obtains the necessary information to set objectives for reducing food waste.

Evidence: Food waste monitoring records.

EFFICIENT USE AND SUSTAINABLE ORIGIN OF RESOURCES IN FOOD SERVICE

At **Bioscore**, we advocate for the sustainable use of limited resources and aim to minimize adverse effects on the environment, following the principle of responsible production outlined in **SDG 12**, "*Responsible Consumption and Production*." we strive to do more with less.

The evaluation of the **Certification** includes questions on the use of tap water, the purchase of local products (zero kilometre -KMO), seasonal, organic, with ecological certifications, the menu (gastronomy of the local culture) and dishes suitable for different diets (vegan, vegetarian, gluten-free).

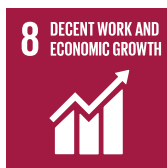
Evidence: Relevant product certification documentation, menu copies, and declarations.

Evidence of organic products: Organic certificates for food and beverages.



SOCIAL DIMENSION

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CORPORATE SOCIAL RESPONSIBILITY

The European Commission renewed the EU's strategy for promoting social responsibility in 2011 and presented a new definition of **Corporate Social Responsibility (CSR)**: *"the responsibility of companies for their impact on society"*.

Companies, in close collaboration with stakeholders, must consider social, environmental, and ethical concerns, and respect for human rights in their management to maximize the creation of shared value with stakeholders and society.

SOCIETY

To assess its social impact, **Bioscore Certification** considers whether the establishment engages in volunteer activities and/or collaborates with local associations.

It also inquires whether the tourist accommodation incorporates elements of the local culture into the design of its products and services and provides information about the natural and cultural heritage and local gastronomy.

The fulfillment of these requirements is evidenced by:

- Explanation of the volunteer activities carried out by the organization.
- Overview of the associations with which the organization collaborates.

Evidence of how it informs about ecological measures: a link to information about ecological measures on the website and evidence of the existence of informational posters about ecological measures at the accommodation (PDF file, image, etc.).



CORPORATE SOCIAL RESPONSIBILITY

SUPPLIERS

A supplier or supplying company is understood as any entity that provides or supplies to another organization what is necessary for a specific purpose, in this case, the development of tourist accommodation activities.

Suppliers are key parts of the supply chain of an accommodation. The term supply chain generally refers to the set of functions, processes, and activities that make services available to consumers. Sustainable supply chain management involves minimizing the negative impact at all stages of the processes until the customer enjoys the final service. It is not an easy task, as it involves facing many challenges that have traditionally not been addressed. Thus, Certification questions whether the establishment is aware of the sustainability level of its suppliers.

Indicator: Percentage of purchases out of the total that comes from responsible suppliers.



CORPORATE SOCIAL RESPONSIBILITY

CUSTOMERS

A customer is understood as any person who enjoys the services offered by the establishment. In the case of tourist establishments, as they provide accommodation services, they are also called them "*guests*."

Customers can influence the sustainability of the accommodation through their behavior and comments. Regarding feedback, Certification considers whether the accommodation seeks the opinions of its customers about its environmental practices. As for guest decisions, the accommodation can offer customers the option of more sustainable practices such as the reuse of towels and linens or on-demand cleaning. These actions promote resource savings, have a lower environmental impact, and are linked to one of the twelve indicators of the **World Travel & Tourism Council (WTTC)**: "*bed linen reuse program*".

Evidence: in the case of seeking feedback from its guests, the methodology used to record.



GOVERNANCE

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EMPLOYEES

The **Bioscore Certification** assesses a tourism company based on its triple impact, meaning it takes into account that the organization, in addition to seeking financial profitability, aims to generate a social, environmental, and economic positive impact through its core activities, benefiting society and contributing to environmental conservation.

That's why good governance practices (commonly known as **Good Governance**) are as important as environmental care and respect for society and must be included in the Certification we issue.

There are several practices that define good governance concerning employees, such as the top management of the establishment informing employees about the sustainable measures implemented in the company and taking their opinions or viewpoints into account when making decisions. The analysis of these issues is included in the **Bioscore Certification**.

Evidence: Methodology used to record employee opinions.



EMPLOYEE TRAINING

Employees are the ones who implement the sustainable measures adopted by the company and are often the first to discover any incidents that occur during operations. They can also identify opportunities for improvement. That's why it's essential for them to receive training in environmental and sustainability issues.

One of the evaluated requirements is having a training plan for employees, and it's also important that this plan includes training on environmental matters.

Evidence: Employee Training Policy.

Indicator: Number of hours of training for staff in environmental issues.

CSR AND GOOD GOVERNANCE POLICIES

The policies of an organization are documents that outline principles, guidelines, ways of thinking, and actions related to specific areas. These policies are developed by the leadership of the company. They are a key element of governance and are related to the principles of transparency and **Sustainable Development Goal (SDG) 16**: "*Peace, Justice, and Strong Institutions.*"

The Certification assesses good governance practices through the existence of various policies such as **Environmental Policy, Corporate Social Responsibility Policy, Equality and Gender Policy, Employee Mobility Policy**, and more.

Evidence: Attach copies of the policies related to these areas that the establishment claims to have.

Evidence: Sustainability report.



SUSTAINABLE MOBILITY

Sustainable mobility is understood as a healthy and low-carbon transportation model that prioritizes improving urban quality of life and collective well-being. It *"involves ensuring that our transportation systems meet economic, social, and environmental needs while minimizing their negative impacts"* (Ministry of Ecological Transition and Demographic Challenge, Government of Spain).

When an organization provides sustainable mobility options for its guests and employees, it directly aligns with **SDG 3, "Good Health and Well-being"**, and **SDG 11, "Sustainable Cities and Communities"**. The **Bioscore Certification** assesses establishments by inquiring about bike and electric scooter rental offerings and the availability of electric vehicle charging stations to evaluate the extent to which they promote sustainable mobility.





ANNEX I:
MANAGEMENT
OF NON-
COMPLIANCE
AND USE OF
THE BIOSCORE
LABEL

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ANNEX I: MANAGEMENT OF NON-COMPLIANCE AND USE OF THE BIOSCORE LABEL

Management of Non-Compliance and Use of the Bioscore

Label: In order to ensure the credibility of the Bioscore certification scheme, specific procedures are established to manage potential cases of non-compliance with the standard requirements by certified establishments.

Non-Compliance with Requirements: Non-compliance is defined as any situation in which a certified establishment fails to fully or partially comply with the requirements set out in this scheme, whether detected during assessment or monitoring processes, or based on verifiable information obtained from other sources.

Non-compliances may vary in severity depending on their impact on the principles and criteria of the Bioscore sustainability scheme.

Handling of Non-Compliance: When a non-compliance is identified, Bioscore shall:

- Formally inform the establishment.
- Request, where applicable, the implementation of corrective measures, specifying the deadlines for their adoption.
- Verify the proper implementation of such measures.

The certified establishment shall actively cooperate and implement the necessary actions to restore compliance with the requirements of the scheme.

Suspension of the Use of the Sustainability Label: In certain cases, such as serious, repeated, or uncorrected non-compliances within the established timeframes, Bioscore may temporarily suspend the certification and the right to use the Bioscore Sustainability label.

During the suspension period, the establishment shall not use the Bioscore label nor make any reference to the certification in its communications, promotional materials, or any other medium.



ANNEX I: MANAGEMENT OF NON-COMPLIANCE AND USE OF THE BIOSCORE LABEL

Withdrawal of Certification: Bioscore may proceed with the withdrawal of the certification and the right to use the sustainability label when:

- The causes that led to the suspension are not remedied.
- Non-compliances are identified that significantly compromise the integrity of the scheme.
- Improper or misleading use of the Bioscore label is detected.
- The establishment voluntarily decides to renounce the certification.

Withdrawal entails the obligation to immediately cease any use of the certification and the Bioscore label.

Transparency and Rigour of the Scheme: All decisions related to the suspension or withdrawal of certification shall be duly documented and communicated to the affected establishment, ensuring consistent, transparent treatment aligned with the principles of third-party certification systems.





**ANNEX II:
COMPLAINTS
AND APPEALS**

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Complaints and Appeals: In order to ensure transparency, fairness, and credibility within the Bioscore certification scheme, mechanisms are established for the management of complaints and appeals related to the certification process.

Complaints: Bioscore has a procedure in place for the handling of complaints, understood as communications through which an interested party expresses disagreement with aspects related to the certification scheme or the use of the Bioscore sustainability label.

Complaints shall be handled in an objective, documented manner and in accordance with the principles of impartiality and confidentiality.

Appeals: Certified establishments or certification applicants may also submit appeals against decisions taken within the certification process, such as the granting, denial, suspension, or withdrawal of certification.

Appeals shall be assessed impartially, ensuring that the review of the decision is conducted independently and based on objective criteria.

Management and Follow-Up: Bioscore shall ensure that all complaints and appeals:

- are duly recorded and analysed,
- receive a reasoned response,
- and contribute to the continuous improvement of the certification scheme.





ANNEX III: TERMS AND DEFINITIONS

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For the purposes of this standard, the following terms and conditions apply:

Action Plan: An instrument that facilitates the fulfillment of an organization's purposes through the appropriate definition of objectives and goals. The Action Plan organizes and strategically guides actions, processes, instruments, and available resources toward the achievement of objectives and goals through the use of indicators that facilitate monitoring and evaluation of actions and serve as a guide for timely decision-making.

Best Practices: A set of actions taken to reduce environmental and social impacts and material and resource losses by changing people's habits and attitudes to carry out processes and activities.

Biodiversity: The variability among living organisms of all kinds, including terrestrial, marine, and aquatic ecosystems and the ecological complexes of which they are a part. The term refers to diversity within species and ecosystems and among them.

Carbon Footprint: The cumulative calculation of the environmental impact of a product, service, activity, organization, or individual in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide. This impact is usually due to energy consumption and other resource use and generated pollution.

Client: An organization or person who contracts a service for themselves or for others.

Code of Conduct: A set of principles voluntarily established by an organization to serve as a guide for responsible actions.

Continuous Improvement: The ongoing process of optimizing the management system to achieve improvements in overall performance in accordance with the organization's policy.



Cultural Heritage: All tangible or intangible elements and manifestations produced by societies as a result of a historical process in which the reproduction of ideas and materials constitutes factors of identification and differentiation of a country or region.

Ecological Efficiency: The capacity to supply goods and services at a competitive price that satisfies human needs and quality of life while progressively reducing environmental impact and resource use intensity throughout their lifecycle.

Environment: The surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelations.

Guest: A customer who registers at the tourist accommodation.

Hospitality: A set of services that provide accommodation and meals to guests and travelers for economic compensation.

Impact: Any change, either partially or wholly, that results from an organization's activities, products, or services, whether adverse or beneficial, in the environment or society.

Indicator: A numerical quantification used to measure or compare the actual results obtained from processes, products, or services.

Natural Heritage: All natural elements consisting of physical and biological formations or groups of these formations that have exceptional value from an aesthetic or scientific point of view.

Non-compliance: Failure to meet a requirement.

Organization: A corporation, firm, institution, or a part or combination of these, whether public or private, with its own functions and administration.



Procedure: A specific way to carry out an activity or process. Procedures may or may not be documented.

Responsible Procurement: The process of integrating ethical, environmental, and social considerations into an organization's purchasing decisions for goods and services.

Risk: The combination of the probability of a specific hazardous event occurring and the magnitude of its consequences.

Social Responsibility: Actions taken by an organization to take responsibility for the impact of its activities on society and the environment, where these actions:

- Are consistent with the interests of society and sustainable development.
- Are based on ethical behavior, and compliance with applicable laws and intergovernmental instruments.
- Are integrated into ongoing organizational activities.

Stakeholder: A person or group who participates in or is affected by the performance of an organization.

Standard: Serving as a pattern, model, or reference point for measuring or evaluating things of the same kind.



Sustainability Policy: A statement made by the organization's Management about its intentions and principles of action concerning sustainable development.

Sustainability: The use of economically viable, socially fair, and environmentally responsible resources that satisfy current needs without compromising access to them in the future.

Sustainable Management System: A system used to develop and implement a "*sustainability policy*" and manage its social and environmental impacts.

Sustainable Tourism: Tourism that fully takes into account current and future economic, social, and environmental impacts to meet the needs of visitors, the industry, the environment, and host communities.

Top Management: The highest authority within the organization.

Tourism: A set of activities resulting from the temporary and voluntary displacement of individuals from their usual place of residence, investing resources not originating from the visited place.

Tourist: Any person who travels to a location outside their usual residence, spends the night, and stays there for more than 24 hours.

Universal Accessibility: The condition that environments, processes, goods, products, services, as well as objects or tools, must meet to be understandable, usable, and practicable by all individuals in conditions of safety and comfort, and in the most autonomous and natural way possible. It implies the "*design for all*" strategy.





THANK YOU!

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