BIOSCORE SUSTAINABILITY CERTIFICATION

I. GENERAL	*Comments*
1.1. Type of accommodation.	*Select the correct option*
▪ Urban Hotel	
▪ Rural Hotel	
▪ Vacation Hotel	
▪ Aparthotel	
▪ Spa	
▪ Another	
1.2. Number of rooms in the accommodation.	
1.3. The accommodation has catering facilities.	
1.3.1. It has a kitchen for food processing.	
1.3.2. Cafeteria/snack service is available.	
1.4. The accommodation has water facilities in common areas.	*Select the correct option/s*
▪ Outdoor pools or whirlpool equipment	
▪ Water park	
▪ Indoor swimming pools or whirlpool equipment	
▪ Spa	
▪ Recreational fountains	
1.5. The accommodation has green areas	*Select the correct option/s*
▪ Gardens	
▪ Green roof with vegetation	
▪ Vertical gardens	
▪ Golf course	
▪ Others	

1.6. The accommodation is located within or adjacent to protected areas, or areas of high biodiversity value outside protected areas.	
1.7. The accommodation is open all year long.	
1.8. Age of the building/s	***Indicate the year of construction***
1.9. Permanent employees of the organization	***Select the correct option/s***
▪ **<25**	
▪ **25-50**	
▪ **50-100**	
▪ **>100**	
1.10. The organization has implemented a Quality Management System (QMS) or Sustainability Management System (SMS) or has an environmental certification.	***Select the correct option/s***
▪ **Q for Tourism Quality or UNE-ISO 22483:2020**	
▪ **ISO 9001**	
▪ **ISO14001**	
▪ **ISO 50001**	
▪ **S for Sustainability or UNE-ISO 21401:2019**	
▪ **EMAS**	
▪ **Another**	
1.10.1. If you have answered "Other", please indicate the name of the certification	
1.11. The implemented QMS or SMS takes into account the following issues: ▪ **Environmental issues** ▪ **Social and cultural issues** ▪ **Economic issues** ▪ **Respect for Human Rights** ▪ **Risk assessment** ▪ **Health & Safety issues** ▪ **Continuous improvement.**	

1.12. The organization is in compliance with all applicable local, national and international legislation and regulations including, among others, health, safety, labor, intellectual property rights, data protection and environmental issues.	
1.13. The organization respects human rights, especially with regard to fighting commercial, sexual and other forms of exploitation and harassment, in particular of children, adolescents, women, minorities and other vulnerable groups.	

II. EMISSIONS	***Comments***
1. The accommodation calculates its carbon footprint	***The carbon footprint is defined as the total greenhouse gases (GHG) emitted by an organization, either directly or indirectly, during the course of its activities.***
1.1. Attach a carbon footprint calculation report.	
1.2. Indicate the base year for carbon footprint monitoring.	***This refers to the year that will be taken as a reference to establish the comparative emissions generated and thus verify the reductions or increases. Generally, it will be the year prior to the last year in which the carbon footprint has been calculated.***
1.3. Indicate the accommodation's carbon footprint in the base year in Kg CO2e.	
1.4. Indicate Scope 1 emissions in Kg CO2e in the base year.	***Scope 1 includes direct GHG emissions from the use of fossil fuels (coal, natural gas, oil, LPG, etc.), gas losses in refrigeration or air conditioning systems, or gas emissions from chemical reactions, among others.***

1.5. Indicate Scope 2 emissions in Kg CO2e in the base year.	***Scope 2 includes indirect GHG emissions from purchased or acquired energy such as electricity, steam, heating or cooling generated off-site.***
1.6. Indicate Scope 3 emissions in Kg CO2e in the base year.	***Scope 3 includes emissions coming from the organization's value chain and which are not under the control of the organization. It will mainly refer to the emissions that suppliers generate to supply us with products or services, business travel or employees, travelers' transfers...***
1.7. Indicate the last year in which the accommodation calculated its carbon footprint.	***A score will only be obtained if the last year of the calculation matches with the previous year or the same year of the completion of this form.***
1.8. Indicate the carbon footprint of the accommodation in the last year of calculation.	
1.9. Indicate the Scope 1 emissions in Kg CO2e in the last year of calculation.	***Scope 1 includes direct GHG emissions from the use of fossil fuels (coal, natural gas, oil, LPG, etc.), gas losses in refrigeration or air conditioning systems, or gas emissions from chemical reactions, among others.***
1.10. Indicate the Scope 2 emissions in Kg CO2e in the last year of calculation.	***Scope 2 includes indirect GHG emissions from purchased or acquired energy such as electricity, steam, heating or cooling generated off-site.***
1.11. Indicate the Scope 3 emissions in Kg CO2e in the last year of calculation.	***Scope 3 includes emissions coming from the organization's value chain and which are not under the control of the organization. It will mainly refer to the emissions that suppliers generate to supply us with products or services, business travel or employees, travelers' transfers...***

1.12. Indicate the sources that the accommodation has considered for the calculation of Scope 3 emissions.	
1.13. Indicate if there are any Scope 1 and Scope 2 emissions sources within your organization's boundary that are not included in the calculation.	***This refers to consumption of fossil fuels, refrigerant gases, electricity, etc. which are not included in scopes 1 and 2, perhaps because they are not monitored, are occasional, or for some other reason. Example: organization vehicles, refrigerant gases or air conditioning gases.***
1.14. Indicate whether your organization has emissions other than greenhouse gases (GHG).	***This refers to NOx and SOx emissions. NOx emissions refer to nitrogen oxides and, in tourism activities, may come mainly from the combustion of some boilers and transport in vehicles (cars, trucks, motorcycles). SOx emissions refer to sulfur oxides and, in tourism activities, can come mainly from the combustion of diesel, for example, in transportation with vehicles using this fuel.***
1.14.1. Indicate which ones ▪ **Ozone Depleting Substances (ODS)** ▪ **Nitrogen oxides (NOx), Sulfur oxides (SOx) and others** ▪ **NO (nitrogen monoxide)**	
1.15. Indicate the name of the standard, protocol or methodology you have used to collect activity data and calculate emissions.	***This refers to the protocols for estimating and accounting GHG emissions, the most widely used being: ISO 14064, the Greenhouse Gas Protocol (GHG Protocol) and the MC3 methodology.***
1.16. The organization has emission reduction purposes.	

1.16.1. Indicate the emission reduction goals you plan to achieve.	
1.16.2. If you have set objectives in previous years, have you met them?	
1.17. Attach the accommodation emissions verification report, if applicable.	
2. Does the accommodation set off at least 10% of total annual carbon emissions through the purchase of certified carbon offsets?	
3. The organization seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by guests, employees, suppliers and in its own operations.	

III. ENERGY	***Comments***
1. Indicate whether the accommodation registers and measures energy consumption on a regular basis.	***This refers to the recording of consumption of renewable (e.g. biomass) and/or non-renewable fuels (natural gas, propane, diesel) and non-renewable and/or renewable energy sources (electricity, solar, wind, steam, heating or cooling); with an established periodicity (daily, weekly, monthly); with the total consumption of the accommodation or sectorized by equipment, facilities or areas; obtained by reading meters or other equipment or invoice data. It must show regularity in the measurement.***
1.2. Attach the report/record of the energy consumption of the accommodation.	***This refers to the document containing the consumption record, which can be an Excel sheet, or a report extracted from an accommodation automated solutions***

	management program, or a software application for consumption management...
1.3. Indicate the system you use to control and monitor energy consumption.	***An energy control system monitors and controls services such as heating, ventilation, air conditioning and lighting, ensuring that they operate at maximum levels of comfort and efficiency; either with manual records, or an accommodation automated solutions or electronic system.***
1.4. Does the accommodation have energy consumption reduction targets?	
1.5. Indicate the expected energy consumption reduction targets.	
1.6. If you have set objectives in previous years, have you met them?	
2. Indicate if the accommodation has had any energy assessment / audit or received any energy performance certificate in the last five years.	***This refers to an external audit***
2.1. Attach evaluation/audit report or energy efficiency certificate.	
2.2. It has adopted at least two energy saving measures as a result of the audit.	
2.2.1. Describe the measures taken.	
3. Indicate whether the accommodation buys electricity from a GO (Europe) or REC (rest of the world) certified supplier.	***The Guarantee of Origin (GO) is an official European certificate provided by the supplier that ensures that the energy comes from renewable sources in whole or in part. The equivalent for countries outside the EU is the REC (Renewable Energy Certificate).***

3.1. Attach evidence that demonstrates that the energy purchased is clean.	***This refers to a GO certificate, or a contract with the supplier specifying the type of energy contracted, or an invoice showing the origin of the energy contracted.***
3.2. The property's electricity is 100% renewable.	***This refers to the fact that all the electricity consumed in the accommodation has a renewable origin, either because it is provided by a supplier with GO, or because it is produced and/or both.***
4. Indicate if the accommodation has any of the following renewable technologies for electricity production in its facilities ▪ **Solar panels** ▪ **Collectors** ▪ **Wind turbines** ▪ **Boiler, efficiency >88% (as measured by European Directive 92/42/EEC)** ▪ **Refrigerators**	***Select the correct option/s***
5. Indicate the percentage of electricity that corresponds to these renewable technologies with respect to the total annual consumption of the accommodation.	
6. Energy efficiency section	
6.1. Indicate if the accommodation has a preventive maintenance plan.	***This refers to a written document detailing the operations for preventive maintenance of installations/equipment with an established periodicity.***
6.2. Indicate if the accommodation performs periodic checks to ensure the efficient operation of energy equipment	
6.3. Indicate if the accommodation conducts evaluations to identify ways to save energy.	

6.4. Indicate if the accommodation has efficient boilers, cooling systems, furnaces, or heat pumps.	***The equipment is considered efficient when it has an A energy label or higher.***
6.5. Indicate if the accommodation has a combined heat and power system.	***It generates electricity and heat for the building simultaneously, which improves efficiency.***
6.6. Indicate if LED lighting accounts for at least 80% of the lighting in the common areas and guest rooms of the accommodation.	
6.7. Indicate if at least 50% of the exterior windows of the accommodation have some of the following characteristics: ▪ **Double glazing** ▪ **Low intensity coating** ▪ **Krypton/argon gas insulation** ▪ **Triple glazing** ▪ **Thermal transmittance < 0.35**	***Select the correct option***
6.8. Indicate if all windows in the accommodation are double-glazed.	
7. Indicate if the accommodation outsources the laundry service.	
7.1. Indicate if the accommodation has energy-efficient washing machines and/or clothes dryers.	***Equipment is considered efficient if it has an A energy label or higher.***
8. Indicate if the accommodation has efficient climate control, heating and/or cooling systems.	***Equipment is considered efficient if it has an A energy label or higher.***
8.1. Indicate if the accommodation has individually controlled room thermostats so that guests can adjust the temperature.	
8.2. Is the cooling emperature set to save energy?	***This refers to the common areas and the programming of maximum and minimum settings for the thermostats in the guest rooms.***

8.3. Is the heating temperature set to save energy?	***This refers to the common areas and the programming of maximum and minimum settings for the thermostats in the guest rooms.***
9. Indicate if the accommodation has intelligent sensors to control energy consumption.	
9.1. It has intelligent sensors in the rooms.	
9.1.1. Rooms have energy-saving switches (e.g., access card controlled electricity).	
9.1.2. Sensors are available in more than 90% of guest rooms.	***This refers to motion sensors, window/door sensors, timers and/or other accommodation automated solutions to control lighting, climate, and energy use in rooms.***
9.1.3. Sensors adjust the temperature when a guest room is vacant.	
9.1.4. Sensors turn off the lights when a guest room is vacant.	
9.1.5. Sensors turn off electrical and/or electronic devices when a guest room is vacant.	
9.2. Intelligent sensors in common areas.	***This refers to motion sensors, window/door sensors, timers and/or other accommodation automated solutions to control lighting, air conditioning and energy use in common areas.***
9.2.1. Uses automatic lighting controls such as: presence detectors, timers, sunlight lighting, etc.	
9.2.2. Energy-saving lighting sensors automatically turn off lights when they are not needed.	
9.2.3. Electric hand dryers with proximity sensors are available in common restrooms.	

10. Indicate if the accommodation has swimming pools / hydromassage equipment in outdoor common areas.	
10.1. Indicate if insulated covers are used for outdoor swimming pools / whirlpool equipment.	***This refers to covers that are installed to prevent evaporation and promote condensation in order to save energy and water.***
11. Indicate if the accommodation has heated swimming pools / hydromassage equipment in outdoor common areas.	
11.1. Indicate whether the water heaters of the swimming pools / whirlpool equipment are powered by renewable energy.	

IV. Water	***Comments***
1. Water use control	
1.1. Indicate if the accommodation records and measures water consumption on a regular basis.	***This refers to the recording of water consumption from supply sources (public network, well or similar), with an established periodicity (daily, weekly, monthly); with total consumption or sectorized by equipment, facilities, or areas; obtained by reading meters or other equipment or invoice data. It must show regularity in the measurement.***
1.1.1. Attach the accommodation water consumption report/record	***This refers to the document that contains the consumption record, which can be an Excel sheet, or a report extracted from an accommodation automated solutions management program, or a software application for consumption management...***

1.1.2. Does the accommodation have water consumption reduction targets?	
1.1.2.1. Indicate the water consumption reduction targets you plan to achieve	
1.1.2.2. In the case of having set objectives in previous years, have you met them?	
1.1.3. Indicate if the accommodation uses alternative water resources ▪ **Recovered water** ▪ **Treated gray water** ▪ **Rainwater collection/storage** ▪ **Condensation**	***This refers to reclaimed water, treated graywater, water collection or storage and/or condensation. Select the correct option.***
1.1.4. Monitor the consumption of alternative water resources	***This refers to keeping a record of water consumption from alternative water resources.***
1.2. Indicate whether the accommodation calculates its water footprint on a regular basis.	***This refers to the calculation of the volume of fresh water (in liters or cubic meters) used throughout the production chain of a consumer good or service. In tourist accommodations, the total consumption per occupied room, per stay, per common area per hour, and even the consumption of a specific client, event or meeting is normally calculated per year. You must show regularity in the calculation.***
1.2.1. Attach a water footprint calculation report.	***This refers to the document containing the water footprint calculation, which can be an Excel sheet, or a report extracted from a software application ...***
1.2.2. Year in which the water footprint started to be calculated	
1.2.3. Last year in which you calculated the water footprint	
1.2.4. The water footprint is externally verified	
1.2.4.1. Attach external audit certificate of the water footprint	

2. Indicate whether the accommodation has water recovery systems	***This refers to rain gutters, filtration systems, cisterns, and water storage.***
3. Water efficiency section	
3.1. Indicate whether the accommodation performs periodic checks to ensure the efficient operation of the water equipment.	***This refers to a preventive maintenance plan for water facilities.***
3.2. When the water quality is adequate, is tap water offered to guests in restaurants?	***This refers to it being specified in letters/menus or informative signage, not upon customer request.***
3.3. Indicate if the accommodation has an intelligent irrigation system.	***Smart irrigation is considered to be that which is characterized by having a timer, drip irrigation or technology that controls its dispersion.***
4. Indicate if the accommodation has intelligent sensors in the faucets.	***Refers to devices that actuate water flow and/or control water flow Aerators, perlators, etc.)***
4.1. Bathroom faucets in common areas are equipped with proximity sensor / timer / flow restrictor.	
4.2. Bathroom faucets in bedrooms are equipped with proximity sensor / timer / flow reducer.	
4.3. Indicate the water flow rate of the taps. ▪ **Maximum flow rate of 6 liters/minute** ▪ **Flow rate between 6 and 9 liters/minute** ▪ **Flow rate greater than 9 liters/minute**	***Select the correct option***
4.4. The accommodation uses only low water consumption toilets (e.g., low-flow toilets, dual flush toilets, etc.).	***This refers to toilets with dual-flush or low-flow push-button toilets.***
4.4.1. Efficient toilets are available in public restrooms.	
4.4.2. Efficient toilets are available in the rooms.	

4.4.3. Indicate the liters of water per cistern discharge. ▪ Maximum discharge of 4.5 liters ▪ Discharge between 5 to 9 liters ▪ Discharge greater than 10 liters	***Select the correct option***
4.5. Indicate if the accommodation only uses water saving showers (e.g. smart showers, low flow showerheads...).	***This refers to showers with water flow control systems, recirculation technologies or others.***
5. Indicate if in the accommodation wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects to the local population and the environment.	

V. Waste	***Comments***
1. Indicate whether the accommodation segregates urban waste.	***This refers to paper and cardboard, glass, plastics, and packaging, organic and others. It is important to point out the difference between the segregation of organic waste (which refers exclusively to the separation of food waste, small pruning waste, etc.) and other waste (non-usable waste such as packaging materials that are not deposited in the other containers, glass, ceramics, dirty papers, etc.). This type of waste is normally removed by public services. If the answer is Yes, this type of waste is properly separated and removed.***
1.1. Is the removal of waste done through the public service?	

1.1.1. Indicate the segregated waste removed by the public service.	***Select the correct option/-s***
▪ **Glass**	
▪ **Paper and cardboard**	
▪ **Plastics and packaging**	
▪ **Organic**	
1.2. Is the waste removal done through one or more private companies?	
1.2.1. Indicate the segregated waste removed by the private service.	***Select the correct option/-s***
▪ **Glass**	
▪ **Paper and cardboard**	
▪ **Plastics and packaging**	
▪ **Organic**	
1.2.2. Indicate the name(s) of the organization(ies) involved in the waste removal.	
1.3. Indicate if the accommodation segregates paper and cardboard.	***If the answer is Yes, the organization states that it separates this type of waste and removes it in an appropriate manner.***
1.3.1. Do you purchase certified paper and board products (PEFC, FSC...)?	***This refers to the purchase of paper products and their derivatives such as office paper, paper products derived from toilet paper (tissues, toilet paper, napkins...), packaging or bags...; with a certificate which ensures that they have been produced under a sustainable management of the resource, in this case wood.***
1.3.1.1. Attach supporting documents	***This refers to product data sheet specifying the type of certification, or copy/photo of the packaging showing such information.***

1.4. Indicate if the accommodation segregates glass.	***If the answer is Yes, the organization states that it separates this type of waste and removes it in an appropriate manner.***
1.5. Indicate if the accommodation segregates packaging.	***If the answer is Yes, the organization states that it separates this type of waste and removes it in an appropriate manner.***
1.6. Indicate if the accommodation segregates organic waste.	***If the answer is Yes, the organization states that it separates this type of waste and removes it in an appropriate manner.***
1.6.1. Indicate if the accommodation composts organic waste.	***This refers to the production of compost from organic waste from kitchen or garden maintenance. Composting can be done in-house or by the organization that removes this type of waste.***
1.7. Indicate if the accommodation has a recycling plan (e.g., in the rooms, common areas, kitchen) for at least four types of waste (glass, paper, plastic, organic).	***This refers to the existence of a written procedure, instructions or signage directed to personnel and/or clients for the handling of this type of waste in rooms, common areas or personnel areas.***
1.8. Indicate if single-use plastic water bottles are not offered at the accommodation.	***This refers to the water provided in the plastic bottles available for consumption by both guests and employees (in rooms, catering areas, staff canteens).***
1.9. Indicate if single-use plastic soft drink bottles are not offered at the accommodation.	
1.10. Indicate if single-use plastic straws are not offered for beverages in the accommodation.	
1.11. Indicate if single-use plastic stirrers are not offered for beverages in the accommodation.	

1.12. Indicate if reusable cups (as a substitute for single-use cups) are available at the accommodation.	
1.13. Indicate if the accommodation has reusable crockery (as a substitute for single use).	
1.14. Indicate if the accommodation has installed water refill stations and encourages guests to use them instead of single-use plastic water bottles.	
2. Indicate if the facility segregates hazardous waste.	***This refers to waste that, due to its physical or chemical characteristics, represents a hazard and risk to other people or the environment. For example, it may be a highly flammable, irritating, corrosive, carcinogenic, infectious, etc. waste. If the answer is Yes, the organization declares that you separate this type of waste and have it removed by an authorized waste manager.***
2.1. Indicate if the accommodation segregates paint.	***If the answer is Yes, the organization declares that it separates this type of waste and removes it from an authorized manager or takes it to a clean point.***
2.2. Indicate whether the accommodation segregates printer and photocopier cartridges.	***If the answer is Yes, the organization declares that it separates this type of waste and removes it from an authorized manager or takes it to a clean point.***
2.3. Indicate if the accommodation segregates phytosanitary products and their containers.	***This refers to herbicides, insecticides, acaricides, bactericides, fungicides, fertilizers, etc. If the answer is Yes, it states that this type of waste is separated and removed by an authorized manager or taken to a clean point.***
2.4. Indicate if the accommodation uses chemical fertilizers, pesticides and/or organic herbicides.	***This refers to products that are classified as organic or whose technical data sheet indicates that they do not***

	represent any danger to biodiversity, the aquatic environment, etc.
2.4.1. Attach supporting documentation	*Product data sheet or labeling that clearly states this information.*
2.5. Indicate whether the accommodation segregates air conditioning systems.	*Refers to waste that is occasionally produced as a result of maintenance, improvement or renovation of machinery or equipment... If the answer is Yes, the organization declares that this type of waste is separated and removed by an authorized manager or taken to a clean point.*
2.6. Indicate whether the accommodation segregates batteries and fluorescent bulbs.	*If the answer is Yes, the organization declares that it separates this type of waste and removes it from an authorized manager or takes it to a clean point.*
3. Indicate whether the accommodation segregates other types of waste occasionally.	*Refers to waste that is occasionally produced as a result of works to improve or expand facilities; renovation of decoration/furniture.... If the answer is Yes, you state that you separate this type of waste, and it is removed by an authorized manager or taken to a clean point.*
3.1. Indicate if the accommodation segregates furniture	
3.1.1. Indicate whether you recycle furniture that can still have a second life and explain the process.	
3.2. Indicate whether the accommodation segregates mattresses.	
3.2.1. Indicate whether you recycle mattresses that can still have a second life and explain the process.	
3.3. Indicate if the accommodation segregates soil materials.	

3.3.1. Indicate if you recycle these materials in any way and explain the process.	
3.4. Indicate whether the accommodation segregates kitchenware and cutlery.	***Refers to waste that is occasionally produced as a result of renovation of catering utensils (from kitchens, cafeterias, restaurants...) If the answer is Yes, the organization declares that this type of waste is separated and removed by an authorized manager or taken to a clean point.***
3.5. Indicate whether the accommodation segregates waste from electrical and electronic equipment.	***Waste that has electrical and/or electronic parts, for example, refrigerators, microwaves, computers, etc. If the answer is Yes, states that this type of waste is separated and removed by an authorized manager or taken to a clean point.***
3.5.1. Indicate if you recycle these materials in any way and explain the process.	
3.6. Indicate if the accommodation segregates biowaste.	***Biodegradable waste from gardens, parks, and also food waste from kitchens. If the answer is Yes, the organization declares that this type of waste is separated and removed by an authorized manager or taken to a clean point.***
3.6.1. Segregation of garden debris	
3.6.2. Segregation of cooking oil	
4. Does the accommodation have a waste register segmented by type?	***This refers to a document that records the quantities of each type of waste produced periodically.***
4.1. Attach the waste register by typology	***This refers to an Excel file or other type of internal document recording the waste produced, or an authorized manager's report that includes the different types of waste.***

5. Indicate if toiletries are available in the accommodation	
5.1. Indicate if the accommodation offers only eco-friendly toiletries in the rooms.	
5.1.1. Attach supporting documentation	***This refers to the technical data sheet of the article where the information on its classification as an organic product (by its formula or packaging), or label where this information clearly appears.***
5.1.2. Indicate whether single-use plastic amenities in the accommodation are replaced by a bulk dispenser.	***This refers to personal hygiene items in the rooms: gel, shampoo, creams...***
6. Are segregation garbage cans available for guests in the accommodation?	
7. Please specify if the use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials in the accommodation, is minimized, and substituted when available by innocuous products or processes. All storage, use, handling, and disposal of chemicals are properly managed".	
8. Please specify if the accommodation implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.	

VI. Food & Beverage (F&B)	***Comments***
1. Indicate if the accommodation has a buffet and/or restaurant.	
1.1. Offers the customer to take away the food not consumed at the buffet and/or restaurant.	
1.1.1. Indicate the type of packaging used	***Select the correct option/s***

▪ Plastic ▪ Paper / Cardboard ▪ Others	
2. Indicate if the accommodation offers cafeteria service to go	
2.1. Indicate the type of packaging used ▪ Plastic ▪ Paper / Cardboard ▪ Others	*Select the correct option/s*
3. Indicate whether in the accommodation, the kitchen employees have a food handling certificate.	*This refers to any qualification that ensures that employees handling food are aware of HACCP regulations, regardless of whether this is a legal requirement in the country where the establishment is located.*
4. Indicate whether the facility monitors food waste.	*This refers to the periodic and systematic recording of food wastage, whether due to problems in the reception of the food, food wastage in the kitchen, expired food, food wastage in the restaurant... Not to be confused with food reception control.*
4.1. Attach the accommodation waste record report.	*This refers to the document containing the waste monitoring information, whether it is an Excel sheet, another type of internal document, a software application report, etc.*
5. Indicate whether the accommodation includes dishes representative of the local culture in its gastronomy.	
6. Indicate whether at least 80% of the accommodation's food is sourced from the local region of the property (e.g. within 50 km of the property's location).	*This refers to Km0 food and beverages.*
7. Indicate if the accommodation buys seasonal products	*This refers to foods that, naturally and due to their biological cycle, are at the optimum point of consumption when served.*

8. Indicate whether the accommodation produces part of the food it consumes.	***This refers to the fact that part of the food and/or beverages used in the kitchen, or sold in the restaurants, are produced by the establishment itself (e.g., because it has its own vegetable garden, fields, cellar, honeycombs, etc.).***
9. Indicate if the accommodation purchases food and beverages with any type of certification.	***This refers to a certification of origin, organic, local fishing, animal welfare livestock, fair trade...***
9.1. Attach supporting documentation	
10. Indicate if the accommodation offers the following options in its gastronomic offer, either in the menu, à la carte or set menu:	
10.1. Gluten-free menu option	
10.2. Vegetarian menu option	
10.3. Vegan menu option	
10.4. Attach evidence of these gastronomic options.	***This refers to menu, à la carte or buffet wheel that includes dishes from these options.***
11. Indicate if the accommodation has a food waste policy that includes education, prevention, reduction, recycling, and elimination of food waste.	
12. Indicate if the accommodation has established food waste reduction targets.	
13. Indicate if at least 80% of the food provided in the accommodation is organic.	

VII. Corporate Social Responsibility (CSR)	***Comments***
1. Indicate if the organization informs staff about the implementation of sustainable management measures in the accommodation.	

1.1. Indicate if the staff are engaged with implementation of the sustainability management system.	
2. Indicate if the organization solicits employee input/feedback on sustainable management measures in the accommodation.	
2.1. Indicate the methodology used	
3. Indicate if the organization encourages internal promotion through training, advertisement of vacant positions, personal growth, etc., ensuring equal opportunities for local residents.	
4. Indicate if the organization has volunteer actions for the staff.	***This refers to social activities promoted and supported by the organization to freely involve its employees by dedicating their time, talent or skills to causes, projects and non-profit organizations.***
5. In relation to the organization's salary policy:	
5.1. Ensures that its employees are paid at least a living wage in all territories in which it operates.	
5.2. It has an employee incentive plan.	
6. Indicate whether the organization provides training to its personnel in the area of their responsibility within the sustainability management system.	
6.1. Records the hours of sustainability training of its personnel.	
6.1.1. Indicate the hours dedicated to sustainability training in the last year. ▪ **< 20 hours** ▪ **> 20 hours**	
7. Indicate whether the organization has an employee training policy.	***This refers to a plan that includes specific training actions, whether internal or external training, for part or all of the personnel, with mandatory training according to regulations and***

	other types of training, for a specific period of time.
7.1. Attach supporting documents	*This refers to the document that evidences the planning of training actions (Excell sheet, other type of internal document, external training organization report...).*
8. Indicate if the organization has an environmental policy	*Refers to a public and formal statement by the organization's top management on the intentions and principles of action in relation to environmental protection.*
8.1. Attach supporting documentation	*This refers to the document containing the environmental policy (internal document in different formats, link to web publication...).*
9. Indicate whether the organization has a Corporate Social Responsibility policy / plan.	*This refers to a public and formal statement by the organization's top management of guidelines or standards that an organization voluntarily complies with for a common purpose: to improve its impact on society.*
9.1. Attach supporting documentation	*This refers to the document containing the CSR policy (internal document in different formats, link to web publication, etc.).*
10. Indicate whether the organization has an Equality Plan.	*This refers to a document demonstrating that QMS or SMS management policies and measures ensure inclusion, diversity, and equality, i.e. stand against any discrimination based on race, color, sex, religion, political opinion, national extraction or social origin as defined by the International Labor Organization (ILO), as well as other relevant forms of discrimination, involving internal or external stakeholders in all operations.*
10.1. Please attach supporting documentation.	*This refers to the document containing the Equality Plan (internal document in*

	different formats, link to web publication...).
11. Indicate if the organization has a mobility policy / plan for its employees.	*This refers to the set of measures aimed at streamlining workers' commutes to make them safer, more efficient and sustainable.*
11.1. Attach supporting documents	*This refers to the document containing the mobility policy / plan (internal document in different formats, link to web publication...).*
12. Indicate if the organization exceeds its legal obligations in terms of hiring people with disabilities, adapting workplaces or facilities for people with disabilities.	
13. Indicate whether the organization has a sustainability report, CSR report, or NFI.	*This refers to the different ways of naming the organization's communication of non-financial information, whether the emphasis is on environmental impact (sustainability report), social impact (CSR report) or economic impact (NFI).*
13.1 Attach supporting documentation	*This refers to the document containing the sustainability report / CSR report / NFI (internal document in different formats, link to web publication...).*
13.2. Year in which the organization began to prepare sustainability reports	
13.3. Its sustainability report is verified by an external auditor.	*This refers to a third party audit or external audit.*
13.3.1. Attach verification report	*This refers to the document containing the results or conclusions of the external audit.*
14. Indicate if the organization is aware of the sustainability policy and/or sustainability management system of its suppliers.	
14.1. Indicate the percentage of your purchases from responsible suppliers in relation to sustainability.	

▪ < 25 % ▪ Between 25 - 50% ▪ Between 50 - 80% ▪ > 80%	
15. Indicate if guests can learn about the accommodation's ecological/sustainable measures during their stay.	
16. Indicate if guests can learn about the green/sustainable measures of the accommodation on your website.	
17. Indicate if the accommodation has informative signs about its sustainable management measures.	
18. Indicate if the accommodation requests feedback from its guests regarding its environmental/sustainable practices and takes corrective action when necessary.	
18.1. Indicate the methodology used	
19. Indicate if the organization invests a % of its revenues in community or local sustainability projects and supports local entrepreneurs.	***This refers to investment in concrete actions, or collaboration agreements, or programs related to sustainability and that imply an economic return of the negative impact of the establishment's activity in the local community where it is located, supporting the community and local entrepreneurs.***
20. Indicate if the accommodation offers guests tours and activities organized by local guides and companies.	***This refers to the direct recommendation by Reception or PR personnel, or to the exhibition of brochures, posters or informative or promotional documentation of the same.***
21. Indicate if the accommodation integrates elements representative of local cultures in the design of its products and services.	***This refers to the use of handicrafts or decorative elements, food products or beverages, integration of customs or festivities in Animation activities, etc...***
22. Indicate if the accommodation provides guests with information on local ecosystems,	***This refers to the direct recommendation by Reception or PR***

heritage, and culture, as well as local customs, appropriate behavior and code of conduct during visits.	***personnel, or to the exhibition of brochures, posters or informative or promotional documentation of the same.***
23. Indicate if the accommodation offers guide/interpretation services to its guests.	***This refers to the service provided directly by the establishment's personnel or contracted to an external organization.***
24. Indicate if the accommodation offers car service.	
24.1. Parking is available	
24.2. Offers car rental	
24.3. It has an electric vehicle recharge point.	
25. Indicate if the accommodation offers bicycle service.	
25.1. Bicycle parking is available.	
25.2. It offers bicycle rental service	
26. Indicate if the accommodation offers electric scooter rental service.	
26.1. It has a recharging point for electric scooters.	
27. Indicate if the accommodation has other outstanding services in relation to sustainability.	
28. Indicate if the accommodation has a towel reuse program for guests.	***This refers to offering the client the possibility of not changing towels daily, but with other periodicity, or when customer request it.***
29. Indicate if the accommodation follows a linen reuse program.	***This refers to offering the client the possibility of not changing the sheets daily, but with other periodicity, or when costumer request it.***
30. Indicate if guests can opt for cleaning service on demand in the accommodation.	***This refers to the fact that guests may refuse daily cleaning of the room and establish another periodicity or when costumer request it.***

31. Indicate whether wild (non-domesticated) animals are not exhibited, interacted with while captive on the property, bred, consumed or sold.	***This refers to guaranteeing animal welfare in accommodation facilities, as well as respecting wildlife conservation policies and the fight against animal trafficking. Answer affirmative if the organization agrees with the statement.***
32. Indicate whether the accommodation provides a platform for local artists to showcase their talents.	***This refers to the exhibition of their works, programming of workshops or activities in the accommodation, or the exhibition of brochures, posters or informative or promotional documentation of the same.***
33. Indicate if the accommodation has green spaces such as gardens/rooftop gardens	
34. Promotional materials and marketing communications are accurate and transparent with regard to the organization and its products and services, including sustainability claims. The organization do not promise more than is being delivered.	
35. Whitin the accommodation, land use is in compliance with zoning requirements and laws related to protected and sensitive areas and to heritage considerations.	
36. Planning, siting, design, construction, renovation, operation, and demolition of buildings and infrastructure: ▪ **take into account of the capacity and integrity of the natural and cultural surroundings** ▪ **are based on locally appropriate and sustainable practices and materials.**	
37. The organization facilitates, when necessary, accessibility and information about it to people with special needs, including pregnant women, children, the elderly, people with physical,	

intellectual, emotional, or sensory limitations, or behavioral problems, among others.	
38. Where applicable, acquisition by the organization of land and water rights and of property is legal, complies with local communal and indigenous rights, including their free, prior and informed consent, and does not require involuntary resettlement.	
39. The organization is involved with sustainable tourism planning and management in the destination, where such opportunities exist.	
40. Where applicable, the activities of the organization do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation to neighboring communities.	
41. Where applicable, the activities of the organization do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and accommodation.	
42. Where applicable, the organization follows international and national best practices and locally agreed guidelines for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimize adverse impacts and maximize local benefits and visitor satisfaction.	
43. Where applicable, the organization contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not prevent access to them by local residents.	

44. Historical and archaeological artifacts are not sold, traded or displayed in the accommodation, except as permitted by local and international law.	
45. The organization's purchasing policies favor environmentally sustainable suppliers and products, including capital goods, food, beverages, construction materials and consumables.	
46. The organization supports and contributes to biodiversity conservation, including through appropriate management of its own property. Special attention is paid to natural protected areas and high biodiversity value areas. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management.	
47. The organization takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes.	
48. The organization follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximize visitors satisfaction.	
49. Interactions with free roaming wildlife, taking into account cumulative impacts, are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and, on the viability, and behavior of populations in the wild.	
50. No species of wild animal is acquired, bred or held captive, except by authorized and suitably	

equipped persons and for properly regulated activities in compliance with local and international law. Accommodation, care and handling of all wild and domestic animals meet the highest standards of animal welfare.	