

BIOSCORE SUSTAINABILITY CERTIFICATION SCHEME

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1. INTRODUCTION TO THE BIOSCORE CERTIFICATION SCHEME

The BIOSCORE Sustainability Certification Scheme is a certification system for tourist accommodation establishments whose purpose is to assess their sustainability management on the basis of environmental, social and governance (ESG) criteria.

BIOSCORE SOSTENIBLE, S.L. is the owner of the Scheme and is responsible for its development, maintenance and updating.

The requirements applicable to establishments are defined in the BIOSCORE Sustainability Standard for Tourist Accommodation, which is publicly available together with this document.

This document describes the operation of the Scheme, its scope, principles, assessment system, certification process and the mechanisms established to ensure the transparency, objectivity and independence of the certification process, including the independent third-party audit.

2. PURPOSE AND SCOPE OF CERTIFICATION

The purpose of BIOSCORE Sustainability Certification is to assess the integration of environmental, social and governance criteria into the management of tourist accommodation establishments by verifying compliance with the requirements established in the BIOSCORE Sustainability Standard for Tourist Accommodation.

The certification assesses the establishment's performance across three dimensions, Environmental, Social and Governance, through different areas related to its activities and management.

The Scheme applies to tourist accommodation establishments regardless of their type, category or location, provided that they can demonstrate compliance with the requirements established in the Standard.

Obtaining certification is conditional upon successfully completing the assessment process established by BIOSCORE and receiving a favourable outcome from the independent third-party audit provided for in the Scheme.

The certification obtained applies to the establishment assessed and to the scope defined in the certification process.

3. PRINCIPLES OF THE CERTIFICATION SCHEME

The BIOSCORE Certification Scheme is based on the following principles:

Transparency

BIOSCORE makes publicly available the information necessary to understand how its Certification Scheme operates, its requirements, the assessment system and the conditions applicable to certification.

The BIOSCORE Sustainability Standard for Tourist Accommodation, which contains the certification requirements, and this document, which describes how the Scheme operates, are publicly available through the BIOSCORE website.



Accessibility and non-discrimination

Access to the BIOSCORE Certification Scheme is provided on transparent, fair and non-discriminatory terms for tourist accommodation establishments within its scope.

Application for certification is voluntary and access to the process is not conditional upon membership of associations, business groups or other organisations.

Independent third-party audit

The outcome of the assessment carried out by BIOSCORE is subject to an audit by a third party that is independent of both BIOSCORE and the tourist accommodation establishment being certified.

The certification process establishes mechanisms designed to ensure the objectivity and integrity of this audit and to prevent commercial, financial or other interests from influencing its outcome.

Objectivity and evidence

The assessment is based on verifiable information and evidence capable of demonstrating compliance with the requirements established in the Standard.

Where a requirement calls for documentary evidence, it may only be considered fulfilled when the required documentation is provided and is valid for demonstrating compliance.

Comparability

The application of common requirements and assessment criteria enables establishments to be assessed using a consistent methodology and the results to be expressed according to the levels defined by the Scheme.

Continuous improvement

The certification system establishes different recognition levels in order to identify the level of performance achieved by the establishment and encourage the progressive improvement of its sustainability management.

4. DEVELOPMENT AND REVIEW OF THE SCHEME

The BIOSCORE Sustainability Standard has been developed by BIOSCORE SOSTENIBLE, S.L. with reference to applicable legislation, national and international sustainability standards and frameworks, and the specific characteristics of tourist accommodation activities.

During development of the Standard, BIOSCORE sought the views of different stakeholders and experts connected with the tourism sector, including business representatives, industry organisations, hotel companies and representatives from academia. As part of this process, the criteria and requirements of the Standard were shared and discussed with these stakeholders, and their observations on its content and applicability to the sector were gathered.

In addition, the Standard was submitted to the Global Sustainable Tourism Council (GSTC) recognition process. On 31 March 2024, GSTC formally informed BIOSCORE that version 1.0 of the Standard, dated 1 January 2024, had been recognised as equivalent to the GSTC Industry Criteria by the GSTC Assurance Panel at its meeting of 15 March 2024.

This recognition involved review of the Standard by GSTC technical experts and the GSTC Assurance Panel. The recognition related to the content and criteria of the Standard and did not constitute accreditation or validation of the certification process. GSTC's own communication



draws this distinction between recognition of the standard and the reliability of the process used for certification.

The Standard currently in force retains the same requirements that were submitted to this recognition process.

5. BIOSCORE SUSTAINABILITY STANDARD

The BIOSCORE Sustainability Standard for Tourist Accommodation is the technical reference used to assess the performance of establishments applying for certification.

The Standard contains the requirements subject to assessment and the information necessary to determine their applicability and verify compliance. The requirements are formulated taking into account the characteristics and activities of tourist accommodation establishments.

The assessment covers the three sustainability dimensions considered by the Scheme, Environmental, Social and Governance, and addresses different areas of the establishment's management.

To facilitate application, the requirements are organised into the following areas:

- **Emissions:** calculation and monitoring of greenhouse gas emissions, reduction targets and other actions related to emissions management. The Standard covers Scopes 1, 2 and 3, the methodologies used for their calculation and reduction targets.
- **Energy:** measurement and monitoring of consumption, energy efficiency, reduction targets, use of renewable energy and measures to improve the efficiency of facilities and equipment.
- **Water:** measurement and monitoring of consumption, reduction targets, efficient use of the resource and other measures related to its management.
- **Waste:** prevention, separation, monitoring and management of waste generated, reduction of single-use products and other practices aimed at improving waste management.
- **Food and Beverage:** sustainable management of food and beverage services, including aspects related to food offerings, the origin of certain products, and the prevention and reduction of food waste.
- **Corporate Social Responsibility (CSR) and Governance:** aspects relating to employees, customers, suppliers and the community, as well as sustainability management policies, good governance practices and other social and governance aspects applicable to the establishment.

The applicable requirements may require the provision of information, data or documentary evidence to demonstrate compliance.

6. REQUIREMENTS AND EVIDENCE OF COMPLIANCE

The certification process is carried out by assessing the requirements established in the BIOSCORE Sustainability Standard for Tourist Accommodation.



The establishment must provide the requested information and respond to the requirements applicable to it according to its characteristics, facilities and services.

The establishment is responsible for the truthfulness, accuracy and currency of the information and documentation provided during the certification process.

Where a requirement calls for evidence, the establishment must provide documentation or verifiable information that demonstrates compliance. A statement made by the establishment alone is not sufficient where the Standard requires evidence to be provided.

Evidence may include, depending on the requirement assessed, among other items:

- policies, plans, procedures and internal instructions;
- consumption records, measurements and indicators;
- calculation, assessment or monitoring reports;
- invoices, contracts or other supporting documents;
- certificates, technical data sheets or documentation issued by third parties;
- training records and internal communications;
- photographs, signage or other visual evidence;
- web pages, public communications or other verifiable sources of information.

The evidence provided is reviewed during the assessment process to verify its relevance, validity and correspondence with the requirement being assessed.

Where the information or evidence provided is insufficient, does not demonstrate compliance with the requirement or requires clarification, the establishment will be asked to review it or provide additional information before the assessment is completed.

7. ASSESSMENT SYSTEM AND CERTIFICATION LEVELS

The BIOSCORE Certification Scheme uses an assessment system based on the score obtained by the establishment against the requirements established in the Standard.

Each requirement subject to assessment has an associated value that contributes to the certification result. In the overall score, the three dimensions considered by the Scheme, Environmental, Social and Governance, carry equal weight in the final assessment.

To obtain BIOSCORE Sustainability Certification, the establishment must achieve at least 50% of the available score. A result below 50% means that certification is not obtained.

Based on the final score obtained, certification is structured into four levels:

Level	Score
C · Commitment	≥ 50% and < 60%
B · Intermediate	≥ 60% and < 70%
A · Advanced	≥ 70% and < 80%
A+ · Superior	≥ 80%

The level obtained reflects the result achieved by the establishment in the assessment process, in accordance with the requirements and scoring system established by the Scheme.



The level classification also makes it possible to identify the establishment's progress across successive certification processes and facilitates the identification of opportunities for improvement, supporting continuous improvement in sustainability management.

8. CERTIFICATION PROCESS

The process for obtaining BIOSCORE Sustainability Certification comprises the following stages:

8.1. Application and access to the certification process

The accommodation establishment applies to participate in the certification process and the corresponding administrative formalities are completed.

BIOSCORE registers the establishment on its management platform, enables the necessary user accounts and provides access to the tools used during the certification process.

Where necessary, BIOSCORE provides the establishment with the information and training required to use the platform.

8.2. Completion of the certification form

The establishment completes the form corresponding to the BIOSCORE Sustainability Standard for Tourist Accommodation, providing the requested information and the required evidence.

Once completed, the establishment closes the form so that the assessment can begin.

8.3. Initial assessment

The BIOSCORE technical team carries out an initial assessment of the responses provided and reviews the evidence submitted for those requirements that require it.

Where incomplete responses, inconsistencies, insufficient evidence or any other matter requiring clarification are identified, BIOSCORE communicates the issues to the establishment and reopens the form for review.

8.4. Corrections and final assessment

The establishment may review the issues communicated, complete or correct the information and provide new evidence where appropriate.

Once this stage has been completed, the establishment closes the form again and the BIOSCORE technical team carries out the final assessment in accordance with the requirements and scoring system established by the Scheme.

Where the result is below 50%, the establishment does not obtain certification and BIOSCORE communicates the result and the corresponding reasons.

Where the result is 50% or higher, the file proceeds to the independent third-party audit stage.

8.5. Independent third-party audit

Issuance of certification is conditional upon an independent third-party audit of the certification file and the assessment carried out by BIOSCORE.

When the establishment achieves the minimum required score, the certification form, the responses provided, the evidence submitted and the assessment carried out by BIOSCORE are made available to an external audit company.



The external audit company reviews the correct application of the Scheme's assessment criteria, the validity of the available evidence and the correspondence between the responses assessed and the score assigned.

The external audit company cannot modify the form or the assessment carried out by BIOSCORE. Where it identifies issues, these are recorded and communicated to BIOSCORE for handling in accordance with the established procedure.

8.6. Outcome and issuance of certification

When the external audit company approves the assessment, it validates the file and returns it to BIOSCORE. BIOSCORE then issues the BIOSCORE Sustainability Certification corresponding to the level achieved by the establishment.

The establishment can access the certificate and the report corresponding to its assessment through the platform.

Where the external audit company does not approve the assessment, it records the issues identified and communicates them to BIOSCORE. Since the file submitted to the external audit is closed and cannot be modified, a new certification process must be initiated in order to resolve the issues and carry out a new assessment.

9. INDEPENDENCE AND INTEGRITY OF THE THIRD-PARTY AUDIT

As established in the previous section, the certification process includes an audit carried out by an external audit company as a prerequisite for the issuance of certification.

The company responsible for this audit is independent of both BIOSCORE and the establishment being assessed and only gains access to the file once the assessment by the BIOSCORE technical team has been completed and the form has been closed.

The file submitted to the external audit cannot be modified during this stage. Once the audit has been completed, BIOSCORE likewise cannot reopen or modify the file or alter the outcome issued by the external audit company, thereby ensuring the integrity of the audit outcome.

BIOSCORE is currently reviewing its Certification Scheme with the aim of obtaining accreditation in accordance with UNE-EN ISO/IEC 17065.

10. VALIDITY AND RENEWAL OF CERTIFICATION

BIOSCORE Sustainability Certification is valid for one year from the date of issue.

Once the validity period has expired, the establishment must undergo a new certification process in order to renew its certificate.

Renewal involves completing a new certification form, providing the corresponding evidence and undergoing a new assessment in accordance with the BIOSCORE Sustainability Standard for Tourist Accommodation and the certification procedure in force at the time of renewal, including the corresponding independent third-party audit.

The outcome of the renewal will determine the certification level obtained by the establishment based on the score achieved.



Renewal does not automatically preserve the level previously obtained. The establishment may obtain a higher or lower level depending on the outcome of the new assessment process or, if it does not achieve the minimum required score, may not obtain renewal of certification.

11. NON-COMPLIANCE, SUSPENSION AND WITHDRAWAL OF CERTIFICATION

BIOSCORE Sustainability Certification is conditional upon continued compliance, throughout its period of validity, with the conditions and requirements that led to its award.

Where BIOSCORE becomes aware, by any means, of information that may indicate possible non-compliance relating to a valid certification, it will analyse the available information and, where appropriate, notify the establishment of the issue identified.

The establishment will have the opportunity to provide any clarifications, information or evidence it considers relevant to the analysis of the possible non-compliance.

The existence of a communication or possible non-compliance does not in itself result in suspension of certification. Any measures to be taken will be determined after analysing the available information and the clarifications or evidence provided by the establishment.

Where non-compliance is confirmed, BIOSCORE may require corrective action and, depending on its nature and severity, may adopt measures including temporary suspension or withdrawal of certification.

During the suspension period, the establishment may not present the certification as valid or use the BIOSCORE certification mark.

In the event of withdrawal, the certification will be cancelled, and the establishment must cease using the certificate, the certification mark and any reference that could imply that it holds a valid BIOSCORE Sustainability Certification.

Decisions to suspend or withdraw certification will be communicated to the establishment, which may use the appeal mechanisms established by the Scheme.

12. COMPLAINTS, CLAIMS AND APPEALS

BIOSCORE has mechanisms for receiving and handling complaints, claims and appeals relating to the Certification Scheme, the certification process and certifications issued.

Complaints may be submitted by certified establishments or establishments undergoing certification when they relate to the operation of the Scheme, the certification process or associated services.

Claims may be submitted by customers, users, consumers or other interested parties when they relate to the conduct of a certified establishment, compliance with the Scheme requirements or use of the BIOSCORE certification mark.

Applicant or certified establishments may lodge appeals against decisions affecting them that are taken within the certification process, including refusal, suspension or withdrawal of certification. Complaints, claims and appeals may be submitted in writing through the contact channels available on the BIOSCORE website.



Communications received will be recorded and analysed according to their nature. Where necessary for their resolution, BIOSCORE may request from the parties involved any clarifications, information or evidence needed to analyse the matters reported.

They will be handled in a documented manner, with the aim of ensuring the objectivity, impartiality and confidentiality of the process. The person or entity that submitted the communication will be informed of the outcome of its handling.

13. USE OF THE BIOSCORE CERTIFICATION MARK

Establishments that obtain BIOSCORE Sustainability Certification may communicate their status as a certified establishment and use the BIOSCORE certification mark during the period of validity of their certificate.

The establishment may use the corresponding certification seal and, where appropriate, refer to the level obtained. Communication of the certification level is not mandatory.

The mark and references to certification must be used in a way that correctly identifies the certified establishment and must not be used in a manner that could mislead as to the scope, validity or conditions of certification.

The right of use applies exclusively to the certified establishment and may not be extended to other establishments, companies, services or activities that are not included within the scope of certification.

The establishment must cease using the mark and any communication presenting it as a certified establishment when the certification expires without renewal, as well as during any period of suspension or following withdrawal.

Together with the certification, BIOSCORE provides the establishment with a communication kit and a usage guide, which include the graphic materials available for communicating the certification, logos, seals, plaques, stickers and other graphic resources, and instructions for their correct use.

14. TRANSPARENCY AND PUBLIC INFORMATION

BIOSCORE makes information on the operation of its Sustainability Certification Scheme publicly available so that tourist establishments, customers, consumers and other interested parties can understand its characteristics, requirements and conditions.

The following information is available through the BIOSCORE website:

- the BIOSCORE Sustainability Standard for Tourist Accommodation, which contains the requirements applicable to certification;
- this Certification Scheme document, which describes its scope, principles, assessment system, certification levels, certification process and the main applicable conditions;
- information on BIOSCORE Sustainability Certification, its characteristics and associated services;
- BIOSCORE contact channels, through which interested parties may request information or submit complaints, claims and appeals.



Public information relating to the Scheme will be reviewed and updated when changes occur that affect its requirements, operation or the conditions applicable to certification.

15. SUSTAINABILITY REFERENCES AND FRAMEWORKS

The BIOSCORE Sustainability Standard for Tourist Accommodation has been developed with reference to applicable legislation, international sustainability frameworks, technical methodologies and recognised good practices, adapted to the characteristics and activities of tourist accommodation establishments.

The references considered include:

- the United Nations Sustainable Development Goals (SDGs), as an international framework for addressing the main environmental, social and economic challenges;
- content and indicators included in the Global Reporting Initiative (GRI) Standards, particularly in areas related to the measurement, monitoring and reporting of certain environmental, social and governance aspects;
- recognised methodologies and technical criteria for measuring and monitoring environmental aspects, such as energy and water consumption, waste generation and greenhouse gas emissions;
- legislation applicable to the different areas covered by the Standard;
- other recognised good practices and references related to the sustainable management of tourist accommodation establishments.

These references provide a basis for defining the criteria, requirements and indicators used by the Standard and support an assessment based on recognisable, measurable and comparable parameters.

Consideration of these frameworks and references does not imply that BIOSCORE Sustainability Certification replaces or is equivalent to other standards, certifications or reporting systems.

16. DEFINITIONS AND TERMS

For the purposes of this document, the following definitions apply:

Scope of certification: the establishment and activity subject to assessment to which the issued BIOSCORE Sustainability Certification applies.

Tourist accommodation: an establishment intended to provide temporary accommodation services to guests or travellers, regardless of its type, category, size, management model or location, and carrying out an activity that can be assessed against the requirements established in the BIOSCORE Sustainability Standard for Tourist Accommodation.

Independent third-party audit: a stage of the certification process carried out by an external audit company that is independent of BIOSCORE and the establishment being assessed. Its purpose is to review the correct application of the Scheme's assessment criteria, the validity of the available evidence and the correspondence between the responses assessed and the score



assigned. The audit is performed on the closed file and is a prerequisite for issuance of certification.

BIOSCORE Sustainability Certification: recognition awarded to an establishment that has successfully completed the certification process established by BIOSCORE, achieved the minimum required score and obtained a favourable outcome from the independent third-party audit. Certification is expressed through one of the levels defined by the Scheme.

External audit company: an entity independent of BIOSCORE and the establishment being assessed that is responsible for carrying out the independent third-party audit provided for in the Certification Scheme.

BIOSCORE Certification Scheme: the set of principles, requirements, criteria, procedures and mechanisms established by BIOSCORE governing the assessment process, independent third-party audit, issuance, maintenance, renewal, suspension and withdrawal of BIOSCORE Sustainability Certification.

BIOSCORE Sustainability Standard for Tourist Accommodation: the document containing the requirements used as the technical reference for assessing establishments applying for certification.

Assessment: the process carried out by the BIOSCORE technical team through analysis of the responses, information and evidence provided by the establishment, for the purpose of determining compliance with the applicable requirements and assigning the corresponding score in accordance with the criteria established by the Scheme.

Evidence: verifiable information or documentation provided to demonstrate compliance with a requirement where its submission is required. It may include, among other items, documents, records, reports, invoices, contracts, certificates, photographs or other verifiable sources of information.

Certification file: the set of information, responses, evidence and assessment results corresponding to an establishment within a certification process. Once submitted to the independent third-party audit, it remains closed and cannot be modified during that stage.

Certification level: the classification obtained by the establishment according to the score achieved in the assessment process. The Scheme establishes four levels: C · Commitment, B · Intermediate, A · Advanced and A+ · Superior.

Requirement: a condition established in the BIOSCORE Sustainability Standard that is subject to assessment during the certification process.

Suspension: temporary interruption of the validity of certification as a result of confirmed non-compliance. During suspension, the establishment may not present the certification as valid or use the BIOSCORE certification mark.

Withdrawal: cancellation of a valid certification as a result of non-compliance giving rise to this measure. Withdrawal entails ceasing use of the certificate, the certification mark and any reference that could indicate that the establishment holds a valid certification.

BIOSCORE certification mark: graphic elements and references used by an establishment to communicate its status as a certified establishment, in accordance with the conditions of use established by BIOSCORE.

