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Tourism and related services — Sustainability management system for accommodation establishments — Requirements

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso .org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Tourism is one of the world's major economic segments and is a target of increasing attention due to its potential to contribute to sustainable development and the impacts that it may have in environmental, social and economic areas.

Organizations of all types in the tourism sector are increasingly recognizing the need to address sustainability issues in their practices. This document provides requirements for a sustainability management system for accommodation establishments that wish to develop and implement sustainable policies and objectives in the management of their activities, products and services.

This document has been drafted to help accommodation establishments of all sizes, from different geographical, cultural and social backgrounds, to improve sustainability in their related activities.

This document has four annexes. Annexes A, B and C are normative and refer to each of the three dimensions of sustainability (environmental, social and economic). Annex D is informative and provides examples of sustainability practices.

This document can also be used as a reference for accommodation establishments, in order to consistently implement and maintain practices that contribute to a major goal in sustainable tourism.

Tourism and related services — Sustainability management system for accommodation establishments — Requirements

1   Scope

This document specifies environmental, social and economic requirements to implement a sustainability management system in accommodation establishments in the tourism sector.

This document applies to the aspects that can be controlled by the accommodation establishments and over which they can exert influence.

This document is applicable to any accommodation establishment, regardless of its type, size or location, that wishes to:

a)   implement, maintain and improve sustainable practices in their operations;

b)   ensure conformance with its defined sustainability policy.

2   Normative references

There are no normative references in this document.

3   Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

—   ISO Online browsing platform: available at https://www.iso.org/obp

—   IEC Electropedia: available at http://www.electropedia.org/

3.1
accommodation
provision of at least sleeping and sanitary facilities

[SOURCE: ISO 18513:2003, 2.1.1]

3.2
accommodation establishment
establishment providing tourist accommodation

3.3
artificial feeding
provision of food or bait to attract animals deliberately for the purpose of tourism

3.4
audit
systematic, independent and documented *process* (3.32) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the organization itself, or by an external party on its behalf.

Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

3.5
business plan
document that describes and analyses business objectives and the actions to be taken, so that these objectives are achieved, reducing the risks and uncertainties that contain financial projections and economic viability

3.6
circular economy
economy that is restorative and regenerative by design, and which aims to keep products, components and materials at their highest utility and value at all times, distinguishing between technical and biological cycles

[SOURCE: ISO 20400:2017, 3.1]

3.7
competence
ability to apply knowledge and skills to achieve intended results

3.8
conformity
fulfilment of a *requirement* (3.34)

3.9
continual improvement
recurring activity to enhance *performance* (3.29)

3.10
corrective action
action to eliminate the cause(s) of a *nonconformity* (3.24) and to prevent recurrence

3.11
danger
source or situation with a potential for harm in terms of injury, illness, damage to property, damage to the workplace environment, or a combination of these

3.12
documented information
information required to be controlled and maintained by an *organization* (3.26) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

— the *management system* (3.19), including related *processes* (3.32);

— information created in order for the organization to operate (documentation);

— evidence of results achieved (records).

3.13
effectiveness
extent to which planned activities are realized and planned results achieved

3.14
exotic plant
non-native flora, considered invasive species, which can cause imbalances in the ecosystem and extinction of native animal and plant species in the region where they proliferate

3.15
guest satisfaction
guest's perception of the degree to which the guest's requirements have been fulfilled

Note 1 to entry: Guest complaints are a common indicator of low guest satisfaction, but their absence does not necessarily imply high guest satisfaction.

Note 2 to entry: Even when guest requirements have been agreed with the guest and fulfilled, this does not necessarily ensure high guest satisfaction.

[SOURCE: ISO 9000:2015, 3.9.2, term and notes to entry have been modified.]

3.16
handicraft
productive activity that results in objects or artifacts, done manually or with the use of traditional or rudimentary means, with skill, dexterity, quality and creativity

3.17
interested party
stakeholder
person or *organization* (3.26) that can affect, be affected by, or perceive itself to be affected by a decision or activity

3.18
local community
people living in the area influenced by accommodation establishments

Note 1 to entry: The local community is composed of the inhabitants of a country's geographical microregion, or by inhabitants of municipalities surrounding the municipality where the accommodation establishment is located.

3.19
management system
set of interrelated or interacting elements of an *organization* (3.26) to establish *policies* (3.30) and *objectives* (3.25) and *processes* (3.32) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning and operation.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

3.20
measurement
process (3.32) to determine a value

3.21
monitoring
determining the status of a system, a *process* (3.32) or an activity

Note 1 to entry: To determine the status, there might be a need to check, supervise or critically observe.

3.22
native population
community that maintains an ancestral and cultural relationship with the region in which it lives, using natural resources and depending on it for its survival

Note 1 to entry: Examples of native populations are indians, caiçaras (original coastal population in Brazil), maroon, riparian, jangadeiros and rubber tappers.

3.23
natural environment
all living and non-living things that exist on Earth affecting ecosystems and human life

Note 1 to entry: It consists of a set of conditions, laws of nature, chemical, physical and biological infrastructures and influences that allow, house and govern life in all of its forms.

3.24
nonconformity
non-fulfilment of a *requirement* (3.34)

3.25
objective
result to be achieved

Note 1 to entry: An objective can be strategic, tactical or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels [such as strategic, organization-wide, project, product and *process* (3.32)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, a sustainability objective or by the use of other words with similar meaning (e.g. aim, goal or target).

Note 4 to entry: In the context of sustainability management systems, sustainability objectives are set by the organization, consistent with the sustainability policy, in order to achieve specific results.

3.26
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.25)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: In this document the term organization refers to accommodation establishments.

3.27
ornamental exotic plant
exotic plant grown for its beauty, widely used in interior architecture and outdoor spaces landscaping

3.28
outsource, verb
make an arrangement where an external *organization* (3.26) performs part of an organization's function or *process* (3.32)

Note 1 to entry: An external organization is outside the scope of the *management system* (3.19), although the outsourced function or process is within the scope.

3.29
performance
measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, *processes* (3.32), products (including services), systems or *organizations* (3.26).

3.30
policy
intentions and direction of an *organization* (3.26), as formally expressed by its *top management* (3.42)

3.31
procedure
specified way to carry out an activity or a process

Note 1 to entry: A procedure might not always be formally documented.

[SOURCE: ISO 9000:2015, 3.4.5, modified — Note 1 to entry revised.]

3.32
process
set of interrelated or interacting activities which transforms inputs into outputs

3.33
quality
degree to which a set of inherent characteristics meets the requirements

Note 1 to entry: The term "quality" can be used with adjectives such as poor, good or excellent.

Note 2 to entry: "Inherent", as opposed to "assigned", characteristics exist in something as an essential or permanent feature.

[SOURCE: ISO 9000:2015, 3.6.2, modified.]

3.34
requirement
need or expectation that is stated, generally implied or obligatory

Note 1 to entry: "Generally implied" means that it is custom or common practice for the organization and interested parties that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in documented information.

3.35
risk
effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to understanding or knowledge of an event, its consequences or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential "events" (as defined in ISO Guide 73) and "consequences" (as defined in ISO Guide 73), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated "likelihood" (as defined in ISO Guide 73) of occurrence.

3.36
safety and security measures
<accommodation establishments and tourist operations> conditions and factors related to the level of control and minimization of risks affecting workers, guests or others in accommodation establishments or tourist operations

3.37
sustainability
state of the global system, including environmental, social and economic aspects, in which the needs of the present are met without compromising the ability of future generations to meet their own needs

Note 1 to entry: The environmental, social and economic aspects interact, are interdependent and are often referred to as the three dimensions of sustainability.

[SOURCE: ISO Guide 82:2014, 3.1, modified — Note 2 to entry removed.]

3.38
sustainability aspect
activities, elements, practices, products or services of accommodation establishments in the tourism sector which can interact with the dimensions of sustainability (environmental, social and economic)

Note 1 to entry: A significant aspect of sustainability is one that has or can have a significant impact.

Note 2 to entry: Some examples of sustainability aspects are energy consumption, solid waste generation, recyclable packaging and water consumption.

3.39
sustainability impact
positive or negative change to society, economy or the environment, wholly or partially resulting from past and present decisions and activities of an accommodation establishment

3.40
sustainability management system
set of interrelated or interacting elements of an *organization* (3.26) to establish *policies* (3.30) and *objectives* (3.25) and *processes* (3.32) to achieve sustainability objectives

Note 1 to entry: The system elements include the organization's structure, roles and responsibilities, planning and operation.

3.41
sustainability policy
intentions and direction of an organization, related to sustainability, as formally expressed by its top management

3.42
top management
person or group of people who directs and controls an *organization* (3.26) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.19) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

4   Context of the organization

4.1   Understanding the organization and its context

The organization shall determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcome(s) of its sustainability management system.

4.2   Understanding the needs and expectations of interested parties

The organization shall determine:

a)   the interested parties that are relevant to the sustainability management system;

b)   the relevant requirements of these interested parties (i.e. their needs and expectations whether stated, implied or obligatory).

NOTE   The interested parties of an accommodation establishment are: owner, manager, employee, productive chain, guests, suppliers, community, governmental and non-governmental organizations.

4.3 Determining the scope of the sustainability management system

The organization shall determine the boundaries and applicability of the sustainability management system to establish its scope.

When determining this scope, the organization shall consider:

a) the external and internal issues referred to in 4.1;

b) the requirements referred to in 4.2.

The scope shall be available as documented information.

4.4 Sustainability management system

The organization shall establish, implement, maintain and continually improve a sustainability management system, including the processes needed and their interactions, in accordance with the requirements of this document.

5 Leadership

5.1 Leadership and commitment

Top management shall demonstrate leadership and commitment with respect to the sustainability management system by:

a) ensuring that sustainability policies and objectives are established and are compatible with the strategic direction of the organization;

b) ensuring the integration of the sustainability management system requirements into the organization's business processes;

c) ensuring that the resources needed for the sustainability management system are available;

d) communicating the importance of effective sustainability management and of conforming to the sustainability management system requirements;

e) ensuring that the sustainability management system achieves its intended outcome(s);

f) directing and supporting persons to contribute to the effectiveness of the sustainability management system;

g) promoting continual improvement;

h) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

NOTE   Reference to "business" in this document can be interpreted broadly to mean those activities that are core to the purposes of the organization's existence.

5.2 Policy

Top management shall establish a sustainable development policy that:

a) is appropriate to the purpose of the organization;

b) provides a framework for setting sustainability objectives;

c) includes a commitment to satisfy applicable requirements;

d) includes a commitment to continual improvement of the sustainability management system.

The sustainable development policy shall:

— be available as documented information;

— be communicated within the organization;

— be available to interested parties, as appropriate.

5.3   Roles, responsibilities and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles are assigned and communicated within the organization.

Top management shall assign the responsibility and authority for:

a)   ensuring that the sustainability management system conforms to the requirements of this document;

b)   reporting on the performance of the sustainability management system to top management;

c)   representing top management for external issues related to the sustainability management system.

6   Planning

6.1   Actions to address risks and opportunities

6.1.1   General

When planning for the sustainability management system, the organization shall consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

— give assurance that the sustainability management system can achieve its intended outcome(s);

— prevent, or reduce, undesired effects;

— achieve continual improvement.

The organization shall plan:

a)   actions to address these risks and opportunities;

b)   how to:

    — integrate and implement the actions into its sustainability management system processes (see 7.1);

    — evaluate the effectiveness of these actions (see 8.2).

When carrying out planning activities, the organization shall ensure operational adherence to, and the enhancement of, the governing principles of sustainable development relating to organization management.

6.1.2   Issue identification and evaluation

The organization shall establish, implement and maintain a procedure to identify its sustainable development issues and to evaluate their significance associated with the accommodation establishment's activities, products and services within the defined scope of the management system. The hosting environment shall ensure that the aspects related to these impacts are considered in defining their sustainability objectives.

The organization shall keep this information updated.

Whenever there are changes in the operation of the organization, the related aspects and impacts shall be reevaluated.

The identification and evaluation of aspects and impacts shall conform to the requirements described in Annexes A, B and C.

The criteria used for the evaluation of significance shall be documented and shall include a consideration of feedback from interested parties and the identification of new emerging issues.

6.2 Sustainability objectives and planning to achieve them

The organization shall establish sustainability objectives at relevant functions and levels.

The sustainability objectives shall:

a) be consistent with the sustainable development policy;

b) be measurable (if practicable);

c) take into account applicable requirements;

d) be monitored;

e) be documented and communicated;

f) be updated as appropriate.

The organization shall retain documented information on the sustainability objectives.

When planning how to achieve its sustainability objectives, the organization shall determine:

— what will be done;

— what resources will be required;

— who will be responsible;

— when it will be completed;

— how the results will be evaluated.

7 Support

7.1 Resources

The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the sustainability management system.

NOTE   Resources include staffing, competency, training, infrastructure, technology and finance.

7.2 Competence

The organization shall:

a) determine the necessary competence of person(s) doing work under its control that affects its sustainability performance;

b) ensure that these persons are competent on the basis of appropriate education, training or experience;

c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;

d) retain appropriate documented information as evidence of competence;

e) review and update training and development programmes periodically to ensure essential competencies and associated training needs are identified and provided.

NOTE   Applicable actions can include, for example, the provision of training to, the mentoring of or the reassignment of current employed persons, or the hiring or contracting of competent persons.

7.3   Awareness

Persons doing work under the organization's control shall be aware of:

a) the sustainable development policy;

b) their contribution to the effectiveness of the sustainability management system, including the benefits of improved sustainability performance;

c) the implications of not conforming with the sustainability management system requirements;

d) the potential consequences of non-observance of specified operating procedures and actual or potential significant environmental, socio-cultural or economic impacts of the organization's activities.

7.4   Communication

The organization shall determine the internal and external communications relevant to the sustainability management system, including:

a) on what it will communicate;

b) when to communicate;

c) with whom to communicate;

d) how to communicate.

The organization shall identify, with its interested parties, the most effective means of communication and shall take into account the interests of those different groups.

The communications shall include, where appropriate, the following:

— principles, policy and objectives;

— best practice for achieving objectives;

— relevance to interested parties;

— sustainability management system performance;

— feedback from interested parties/stakeholders.

7.5   Documented information

7.5.1   General

The organization's sustainability management system shall include:

a) documented information required by this document;

b) documented information determined by the organization as being necessary for the effectiveness of the sustainability management system.

NOTE The extent of documented information for a sustainability management system can differ from one organization to another due to:

— the size of organization and its type of activities, processes, products and services;

— the complexity of processes and their interactions;

— the competence of persons.

7.5.2 Creating and updating

When creating and updating documented information, the organization shall ensure appropriate:

— identification and description (e.g. a title, date, author or reference number);

— format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

— review and approval for suitability and adequacy.

7.5.3 Control of documented information

Documented information required by the sustainability management system and by this document shall be controlled to ensure:

a) it is available and suitable for use, where and when it is needed;

b) it is adequately protected (e.g. from loss of confidentiality, improper use or loss of integrity).

For the control of documented information, the organization shall address the following activities, as applicable:

— distribution, access, retrieval and use;

— storage and preservation, including preservation of legibility;

— control of changes (e.g. version control);

— retention and disposition;

— prevention of the use of obsolete information.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the sustainability management system shall be identified, as appropriate, and controlled.

NOTE Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

8 Operation

8.1 Operational planning and control

The organization shall plan, implement and control the processes needed to meet requirements, and to implement the actions determined in 6.1, by:

a) establishing criteria for the processes;

b) implementing control of the processes in accordance with the criteria;

c) keeping documented information to the extent necessary to have confidence that the processes have been carried out as planned.

In particular, the organization shall identify operations and activities related to sustainability aspects that have or can have significant impact, where controlling actions need to be implemented.

When planning and implementing controlling actions, these shall, when appropriate, conform to the requirements contained in Annexes A, B and C.

The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The organization shall ensure that outsourced processes are controlled.

8.2 Dealing with modified activities, products or services

When new or modified activities, products or services, or changing operational circumstances, are encountered, issues, objectives, targets and plan(s) shall be reviewed and amended where relevant to ensure that the best overall solution is delivered in accordance with the organization's statement of purpose, values and sustainable development policy.

8.3 Supply chain management

The organization shall establish and communicate the criteria for its selection of suppliers, taking into consideration the sustainability aspects, impacts and objectives, in order to minimize the sustainability impacts of its operation.

The organization shall evaluate its suppliers based on the established criteria.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

The organization shall determine:

— what needs to be monitored and measured;

— the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results;

— when the monitoring and measuring shall be performed;

— when the results from monitoring and measurement shall be analysed and evaluated.

The organization shall retain appropriate documented information as evidence of the results.

The organization shall evaluate the sustainability performance and the effectiveness of the sustainability management system.

9.2 Internal audit

9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the sustainability management system:

a) conforms to:

— the organization's own requirements for its sustainability management system;

— the requirements of this document;

b) is effectively implemented and maintained.

9.2.2 The organization shall:

a) plan, establish, implement and maintain an audit programme(s), including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned and the results of previous audits;

b) define the audit criteria and scope for each audit;

c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

d) ensure that the results of the audits are reported to relevant managers;

e) retain documented information as evidence of the implementation of the audit programme and the audit results.

Whenever possible, audits shall be conducted by workers independent from those with direct responsibility for the activity being examined.

9.3 Management review

Top management shall review the organization's sustainability management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The management review shall include consideration of:

a) the status of actions from previous management reviews;

b) changes in external and internal issues that are relevant to the sustainability management system;

c) information on the sustainability performance, including trends in:

    — nonconformities and corrective actions;

    — monitoring and measurement evaluation results;

    — audit results.

d) opportunities for continual improvement;

e) communications with interested parties and changes in the expectations of interested parties;

f) the extent to which objectives and targets have been met.

Management reviews shall assess the need for changes to the sustainability management system, including the statement of purpose and values, sustainable development policy, and objectives and targets, according to monitoring and controlling results, changes and the commitment to continual improvement.

The outputs of the management review shall include decisions related to continual improvement opportunities and any need for changes to the sustainability management system.

The organization shall retain documented information as evidence of the results of management reviews.

10 Improvement

10.1 Nonconformity and corrective action

When nonconformity occurs, the organization shall:

a)   identify the nonconformity;

b)   react to the nonconformity and, as applicable:

— take action to control and correct it;

— deal with the consequences;

c)   evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

— reviewing the nonconformity;

— determining the causes of the nonconformity;

— determining if similar nonconformities exist, or could potentially occur;

d)   implement any action needed;

e)   review the effectiveness of any corrective action taken;

f)   make changes to the sustainability management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

The organization shall retain documented information as evidence of:

— the nature of the nonconformities and any subsequent actions taken;

— the results of any corrective action.

10.2 Continual improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the sustainability management system.

Annex A
(normative)

Environmental requirements for sustainable accommodation establishments

A.1 General

The organization's practices shall be sustainable, in order to minimize negative and maximize positive environmental impacts.

A.2 Preparation and response to environmental emergencies

A.2.1 The organization shall establish and maintain procedures to identify potential risk in order to prevent and attend to accidents and emergencies in the accommodation establishment and surrounding areas, as well as to mitigate the environmental impacts of its activities. The organization shall periodically test these procedures.

A.2.2 The organization shall analyse and review, where necessary, its procedures for preparation for and response to emergencies, particularly after accidents or emergencies.

A.3 Natural areas, biodiversity, flora and fauna

A.3.1 As part of its commitment to the conservation of natural areas, the organization shall:

a) preserve its own natural area by implementing conservation practices;

b) support conservation of other identified natural areas in the region when there is no natural area (e.g. parks, squares, recreation areas).

A.3.2 The organization shall take measures to promote flora and fauna conservation. These measures should, where appropriate, include:

a) not keeping wild animals in captivity, except for temporary rehabilitation or as part of a reproduction or reintroduction programme;

b) preventing the harvesting, capture, molestation, transport or use of wild flora and fauna by their guests or people involved in the activities of the accommodation establishment;

c) preventing the predatory use of raw materials deriving from species of plants and animal wildlife;

d) taking specific actions to protect the threatened or endangered species that exist on the property of the organization;

e) taking care of animals used in tourist activities promoted by the organization;

f) taking care to minimize the impact of lighting and noise, so as to minimize possible changes in animal behaviour;

g) preventing the domestication of wild animals by not permitting artificial feeding;

h) promoting educational actions with guests to generate knowledge and appreciation of the ecosystems of the region;

i) preventing the introduction of exotic populations of wildlife.

A.3.3 When an organization is in a conservation unit or zone, it shall consider the peculiarities of biomes and species of existing biodiversity, as well as the policies and protection programmes of these areas.

A.4 Architecture and local construction impact

A.4.1 The architecture of the organization shall be integrated into the landscape, minimizing its impact during implementation, construction and operation, or when repairs, extensions or other types of alterations are undertaken.

A.4.2 The organization shall take measures to minimize the impact of the construction. These measures shall, where appropriate:

a) minimize the significant changes in the local landscape caused by earth movements;

b) minimize significant impacts on the local landscape, adapting the architectural design and the materials used according to the environment concerned;

c) minimize soil impermeability;

d) minimize the removal of native vegetation;

e) avoid interruption of the course and the reproduction of wildlife;

f) implement a programme to protect native vegetation and conserve ecosystems, springs, waterways, natural landscape and soil;

g) not use materials from endangered species in construction, workmanship or decoration;

h) mitigate erosion;

i) ensure an appropriate final destination for construction waste.

A.4.3 When there are degraded areas without specific use by the accommodation establishment, measures shall be taken for their recovery.

A.4.4 The following actions should be followed:

a) use construction materials available in the region from sustainable sources;

b) consider the use of traditional techniques;

c) avoid the use of building materials with a major environmental impact;

d) seek to take measures to provide environmental compensation for the building materials used by the organization.

A.4.5 The construction architecture shall respect natural and cultural heritage surroundings. The organization should consider:

a) harmony of the building with the natural and cultural environment (e.g spatial context, visual aspects, dimensions, urban aspects);

b) actions to keep the local characteristics (e.g. maintenance of natural vegetation in outdoor areas);

c) measures to reduce the visual impact of infrastructure (e.g. use of natural vegetation or topography).

A.4.6 The architecture of construction in areas of specific architectural interest shall be in harmony with existing context. In the case of new undertakings, the local community should be consulted beforehand.

A.4.7 The architecture of construction shall consider the safety of workers and guests.

A.4.8 The organization shall consider applicable guidelines when located in a cultural heritage protection area.

A.5 Landscaping

A.5.1 The planning and operation of the landscaping of the organization shall be carried out in a manner that minimizes the environmental impact. The landscaping should:

a) reflect the natural environment, including the use of native species;

b) not allow the introduction and dissemination of ornamental exotic plants to the surrounding area;

c) use native vegetation to the fullest extent possible.

A.5.2 There should be information and interpretation for guests of the main landscaping features.

A.6 Solid waste, effluents and emissions

A.6.1 Solid waste

A.6.1.1 The organization shall plan and implement a circular economy model through measures to reduce, reuse or recycle solid waste.

A.6.1.2 The planning shall include establishing goals for waste reduction, reutilization and recycling, according to the local conditions.

A.6.1.3 The organization shall have a specific sealed location for contaminated solid waste.

A.6.2 Liquid effluents

A.6.2.1 The organization shall plan and implement measures to minimize the impact caused by liquid effluents to the environment and to public health.

A.6.2.2 Measures shall include the treatment of waste water (either by connection to a public sewage collection and treatment system, if one exists, or by its own sewage treatment facilities).

A.6.2.3 Contingency plans shall exist to prevent and mitigate failures in the collection and treatment systems used and measures shall be taken to prevent the contamination of waste water by toxic or hazardous products.

A.6.2.4 The organization shall provide an appropriate destination for waste water from its operation.

A.6.3   Emissions into the air (gases and noise)

A.6.3.1   The organization shall plan and implement measures to minimize the generation of noise from the installations, machinery and equipment, and from the leisure and entertainment activities, so as not to disturb the natural environment, the comfort of the guests or the local community.

A.6.3.2   The organization shall plan and implement measures to minimize emissions of gases, light, ozone and odour from installations, vehicles, equipment and machinery.

A.7   Energy efficiency

A.7.1   The organization shall plan and implement measures to minimize energy consumption, particularly from non-renewable energy sources.

A.7.2   The organization shall control and record the consumption of energy from external sources and from its own renewable and non-renewable energy sources.

A.7.3   The organization shall establish energy consumption objectives, considering the demand, its historical performance and the survey of regional consumption benchmarks in establishments of the same standard. The energy consumption objectives shall consider "fixed" and "variable" consumption. The organization should consider the regional references of consumption from similar organizations, when possible.

A.7.4   The organization should make use of renewable energy sources according to its specific needs and the technologies available, taking into account aspects of economic and environmental viability.

A.7.5   The building shall use architectural techniques to maximize energy efficiency.

A.7.6   The organization shall plan and implement measures to reduce energy consumption from transport used for its activities.

NOTE   These measures can include using energy-efficient vehicles, regular maintenance and fleet planning, optimizing efficiency and choosing paths and more efficient schedules, driver training for economical driving and other equivalent measures.

A.7.7   The organization shall inform guests about its commitment to energy saving and encourage their involvement through energy efficiency campaigns for guests and employees.

A.8   Conservation and management of water usage

A.8.1   The organization shall control and record the consumption of water from external sources and from its own sources.

A.8.2   The organization shall establish water consumption objectives, considering the demand, historical usage and regional consumption benchmarks in establishments of the same standard. The water consumption objectives shall consider "fixed" and "variable" consumption.

A.8.3   The organization shall plan and implement measures to minimize water consumption and to ensure that its use does not prejudice the water supply of local communities, flora, fauna and natural springs.

A.8.4   The organization shall establish and maintain a programme of periodic inspection and maintenance in its facilities, in order to minimize water leakages. Records of these inspections and repairs shall be maintained.

A.8.5   The organization shall ensure water quality and safety by implementing necessary controls (e.g. drinking, showers, swimming pools).

A.8.6   The organization shall establish and implement a circular economy model through a water management plan of resources in order to maintain the quality and availability of water resources, including:

a)   reducing (e.g. low flow devices, air injection, water reduction campaigns);

b)   reusing (e.g. grey water for activities such as garden watering and car washing);

c)   recycling (e.g. treat waste water for laundry).

A.8.7   The organization shall inform guests of its commitment to saving water and encourage their involvement with water conservation campaigns aimed at guests and employees.

A.9   Hazardous substances management

The organization shall manage the storage, use and disposal of hazardous substances.

Annex B
(normative)

Social requirements for sustainable accommodation establishments

B.1 General

The organization's operations and practices shall recognize, promote and respect regional cultural heritage, non-predatory traditional and cultural values. It shall contribute to the social and economic development of workers and communities involved in the production chain.

B.2 Local communities

B.2.1 The organization shall develop or be engaged in voluntary actions or initiatives promoted by communities and governmental and non-governmental organizations, with the objective of contributing to the development of local communities.

B.2.2 The organization shall participate in, and encourage employee involvement in, community activities by:

a) allowing the employee adequate time for these activities;

b) including involvement in these activities as part of the employee's evaluation.

This information shall be used in the critical analysis of the sustainability management system.

The organization shall be involved with local associations.

B.2.3 The organization shall interact with the local community and create a communication channel with it, and keep track of communications, including complaints, suggestions and related actions. This information shall be used in the sustainability management system critical analysis.

B.2.4 The organization should establish and maintain procedures to evaluate satisfaction levels and complaints from local communities.

B.2.5 The organization shall establish and implement procedures to evaluate the effectiveness of its social actions. This information shall be used in the critical analysis of the sustainability management system.

B.2.6 The organization shall participate in social and environmental programmes with local communities, including environmental education, integral health and development of quality of life, aimed at improving wellbeing and social inclusion in all areas of sustainability.

B.2.7 The organization shall plan and implement preventive measures with regard to negative impacts such as sexual tourism and child sexual exploitation. In this context, the organization shall abide by the orientations of the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism[1] and any other related international references.

B.3 Work and income

B.3.1 General

The organization shall be committed to the use of local people and production, encouraging local associations, quality and sustainability.

B.3.2 Workers from local or regional communities

B.3.2.1 The organization shall employ, to the greatest extent possible, workers (employees, subcontractors or freelancers) from local or regional communities.

NOTE It is assumed that the owner of the organization and his or her family, living in the community, regardless of their origin, are considered part of the local community.

B.3.2.2 The organization shall promote actions of professional training so that people from local or regional communities can obtain work directly in the organization or through the activation of regional production chains.

NOTE Professional training can include qualifications or professional development, as well as training provided by the organization.

B.3.2.3 The organization should use people from local or regional communities in the administration and management of its operations.

B.3.2.4 The organization shall establish a remuneration policy that does not discriminate regional or local employees on grounds including, but not limited to, gender, age, disability and family status.

B.3.3 Encouraging complementary activities to organization operations

B.3.3.1 The organization, when appropriate, shall support professional training of local people to provide services and supply inputs or complementary activities to the accommodation establishment.

B.3.3.2 The organization shall stimulate and promote to its guests the use of these services and products and should encourage the development of new local business.

B.3.3.3 The organization shall encourage handicraft and typical products (including culinary products) from the local community within the organization to value and promote the interaction between guest and producer. It may be appropriate for the organization to promote the use of craft techniques related to local culture.

B.4 Work conditions

B.4.1 The organization shall ensure that wages at least meet the minimum wage for the category.

B.4.2 The organization shall ensure that employee facilities meet the minimum conditions of hygiene, safety and comfort.

B.4.3 The organization shall ensure that the composition of wages and benefits is detailed, transparent and permanent for its employees.

B.4.4 The organization shall ensure that internships or apprenticeships are not being misused in an attempt to avoid meeting obligations to employees.

NOTE For example, the misuse of apprentices and trainees as full-time workers.

B.4.5   The organization shall develop actions to promote ethnic, social and gender equity and to prevent child labour.

B.5   Cultural aspects

B.5.1   The organization shall plan and disclose initiatives to promote knowledge of, preservation of and respect for local culture.

B.5.2   The organization shall plan and implement measures to avoid negative impacts from its activities on local culture.

B.6   Health and education

B.6.1   The organization shall support local community health programmes.

NOTE   Health programmes include initiatives in health education programmes and vaccination campaigns.

B.6.2   The organization shall implement health programmes for its employees and their families.

B.6.3   The organization shall support educational action for its employees and the local community, including environmental education.

B.7   Native population

B.7.1   The organization shall plan and implement measures to ensure respect for the habits, rights and traditions of the native population, promoting their effective participation in the management activity process in their land or region, where applicable.

B.7.2   Organizations located in indigenous land or in their zones of influence shall consider and involve the native population and communities in their policies and programmes.