





## Criteria per Pillar, Levels & Scoring

Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional	
 Energy		I.1	Electric car charging stations	The property has installed EV charger or promotes the nearby chargers to feature the charging facility to its guests who use electric vehicles	Provide purchase receipts or images showing the charging station at the property or a link to a list of nearby charging stations in your digital guidebook or website		1.23			7
		I.2	Renewable energy usage	Contract with an electricity supplier that provides renewable sources of energy, being solar, wind, and other sources (when available in the destination)	Provide a receipt from your electricity supplier or your contract displaying it is from renewable sources	1.46				7
		I.3	Energy-efficient air conditioning	Bedrooms with stand-alone A/C have energy-saving switches, such as motion sensors or smart AC control	Provide purchase receipts or images showing the energy-saving facility in A/C-equipped bedrooms		1.54			7
		I.4	Efficient heating systems	Use the most efficient stand alone heaters and/or smart thermostats and/or inverter systems	Provide purchase receipts or images showing efficient heaters, smart thermostats, or inverter systems for heating		1.44			7
		I.5	Energy-efficient appliances	Use energy-efficient appliances with EU A/B/C rating, US Energy Star, or international equivalent	Provide purchase receipts or images showing the energy-efficient appliances, including their ratings		1.13			7
		I.6	Smart lighting system	Use a smart lighting system to reduce energy consumption (dimmer, motion sensor)	Provide purchase receipts or images showing the smart lighting system			0.92		7
		I.7	Windows with heat-reducing features	Install double-glazed windows or sun protection screens (including awnings) to reduce heat exposure or transfer.	Provide purchase receipts or images of double-glazed windows or sun protection screens to reduce heat exposure or loss				0.85	7
		I.8	Hybrid or electric vehicles	Use hybrid or electric vehicles for property operations and/or guests services	Provide purchase receipts or images showing a branded vehicle				0.85	7
		I.9	Renewable backup power system	Power backup system uses renewable energy, replacing fuel-powered generators	Provide images or video showing that the property's backup power system uses renewable energy				0.98	7
		I.10	Comprehensive use of insulation material	Use comprehensive insulation material to support temperature control systems and reduce energy consumption	Provide purchase receipts or images showing the insulation material				0.85	7
		I.11	Integration of heat pumps for heating or cooling	Integrate heat pumps (air, water, or ground source)	Provide purchase receipts or images of heat pumps in the property				0.91	7
		I.12	Swimming pool cover for energy conservation	Use a pool cover to reduce evaporation and improve temperature control, thereby reducing the energy required to heat the swimming pool	Provide purchase receipts or images showing the pool cover			1.01		7
		I.13	Use a variable flow swimming pool pump	Use a variable flow pump for the pool to reduce energy consumption. Two speed pumps are accepted as the purpose is to optimise the usage of energy depending on usage.	Provide purchase receipts or images showing the pump brand and model				0.72	7
		I.14	LED lighting	LED lighting constitutes 80% of the property's lighting	Present the latest receipts showing that LED bulb are being used and tick the declaration box that LED bulbs constitute 80% of the property lighting and/or that any defective bulb will be replaced by LED ones (indicate the number of bulbs to be replaced).	1.21				7
		I.15	Climate-conscious email marketing software	Use a sustainable email marketing software (e.g., ecosend.io, dotdigital.com)	Name the software, specify its sustainability features and provide the latest invoice received by your business.		0.41			9



## Criteria per Pillar, Levels & Scoring

Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional	
 <b>Environmental Stewardship</b>	 <b>Waste</b>	I.16	Eco-friendly web hosting	Use eco-friendly web hosting that is using renewable energy to power its servers	Name the web hosting provider, emphasize the provider's commitment and practices related to eco-friendly hosting and provide the latest invoice received by your business.		0.41			9
		I.17	Grey water recycling	Recycle grey water mechanically when available in the destination (e.g., via a government-approved treatment system), or using a natural process for safe release in the ground	When the grey water system is rejected into a governmental body or private company, complete the declaration that attest the information mentioned. When the destination does not possess this facility, provide an image of the processing installation, specifying the type of the system, and a receipt.				0.98	6
		I.18	Refillable bathroom amenities	Use refillable bulk dispensers for bathroom amenities, replacing single-use plastic containers	Provide an official image or, if an image is not available, a receipt for the bulk dispenser in the bathroom	1.09				12
		I.19	Reusable drinkware for outdoor use	Use reusable plastic/acrylic cups for outdoor use, replacing single-use plastic glasses	Provide an official public picture or, if an image is not available, a receipt for the reusable plastic/acrylic cups for outdoor use.		0.82			12
		I.20	Recycling awareness for guests	Have a recycling plan in place for at least three waste types (glass, paper, plastic, organic)	Upload a digital version or provide a link to your recycle plan		1.13			12
		I.21	Reducing single-use packaging	The property has a plan in place to reduce or eliminate all single-use packaging (plastic, paper, cardboard) from its supply chain and guest experience or has a strict recycling plan in place	Provide a copy or a link to the waste management and recycling plan that display the practices in the property.	1.58				12
		I.22	Waste separation and instructions for employees or service providers	Provide instructions on how to separate and handle waste, readily available to employees or service providers in an understandable and simple format in their own language	Upload in our system a digital version of your instruction document provided to the employees.	0.97				12
	 <b>Water</b>	I.23	Water-efficient showers	Use water-efficient showers, such as smart showers or low-flow shower heads and connectors	Supply pictures of the water efficient showers or provide a digital version of the receipts.		1.13			6
		I.24	Smart irrigation system for garden	Use a smart irrigating system for the garden, such as drip systems, rain sensors, or timers	Specify the technology used for your smart watering system for the garden and upload pictures of the system in your garden, or a receipt for its purchase.			0.92		6
		I.25	Rainwater harvesting for garden irrigation	Collect rainwater to support garden watering during dryer seasons	Provide picture/videos with your installed water collector system. If possible, provide the receipts of the system				0.98	6
		I.26	Towel re-use programme for guests	Offer a towel re-use programme to guests when regular cleaning/towel change services is provided	Provide an image or a link showing your towel re-use program	1.21				12
		I.27	Less frequent linen change option for guests	Provide guests with the option of a less frequent linen change when regular cleaning/linen change services is provided	Provide an image or a link showing your linen change program	1.21				12
		I.28	Water-efficient toilets	Use water-efficient toilets, such as low-flow toilets or dual flush toilets	Provide photos of the water-efficient toilets showing the dual flush		1.33			6
		I.29	Embracing wildlife harmony	Ensure that wild animals are not displayed, interacted with, or kept captive, unless abiding by local and global wildlife protection laws	Provide official documents such as a charter that demonstrate the adherence to both local and global wildlife protection laws or complete the declaration on the wildlife-related practices	1.21				15





## Criteria per Pillar, Levels & Scoring

Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs	
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional		
	Biodiversity	I.30	Recycling green waste	Utilize garden refuse as compost, refraining from burning it, on or off-site	Provide a description of how garden refuse is handled and images illustrating the practice of waste management				0.85	12	
		I.31	Use of endemic plant species	Establish green spaces adorned with at least 80% native and endemic plant species and/or plants adapted and non-invasive to the environment	Provide an inventory document or landscape plans, showcasing the incorporation of native and endemic plant species in your green spaces. Illustrative image scan also be provided.				0.98	15	
		I.32	Pesticide-free gardening	Abstain from using chemical pesticides and fertilizers unless there's no available organic or natural alternative in the destination	Provide purchase records of organic or natural alternatives, or provide documented justification for any chemical use in the absence of alternatives		1.23			12	
		I.33	Champions of local biodiversity	Actively engage in initiatives to safeguard local biodiversity and wildlife preservation	Provide a link or image of the documentation provided to guests on initiatives, such as conservation projects, habitat restoration, or partnerships with local environmental organizations				0.98	15	
	Contribution	II.1	Embracing local causes	Maintain a list of volunteering opportunities in the destination for Guests and/or staff (when available in destination)	Insert the link or an image that contains the volunteering opportunities in the destination.	1.46				11	
		II.2	Purpose-led towel re-use program	Offer a towel re-use program to guests when regular cleaning/towel change services is provided, with savings donated to a charity of their choice	Provide an image or a link showing your towel re-use program and include details on cumulative savings and charity donations, ideally since you initiated this program.		1.13			12	
		II.3	Purpose-led linen change frequency program	Provide guests with the option of less frequent linen change when regular cleaning/linen change services is provided, with savings donated to a charity of their choice	Provide an image or a link showing your linen change program and include details on cumulative savings and charity donations, ideally since you initiated this program.		1.13			12	
		II.4	Carbon emission offsets	Compensate a share or the entire annual carbon emissions by purchasing certified carbon offsets	Provide a certificate or link that certifies your property is collaborating with a 3rd party for purchasing carbon offsets, or upload a receipt from your recent impact.				0.78	13	
		II.5	Active support to communities and sustainability projects	Allocate a share of revenue back into the community or in local/regional/global sustainability projects, specifying the percentage or yearly revenue and project names	Supply a digital document that showcases the percentages or amounts of revenue invested in sustainability projects. It is required to include their names and identify their field of activity as well as the donation receipts.			1.09		8	
			II.6	Responsible tourism activities	Do not promote tours or activities involving the use of wild animals, excluding conservation programs	Upload a link or an image with the welcome guidebook stating that you do not promote activities involving the use of wild animals and complete the declaration.	0.97				15
			II.7	Promotion of eco-friendly activities	Identify and primarily promote eco-friendly and/or low carbon footprint activities as well as nearby parks, and nature conservation areas in the destination	Insert the link of the welcome guidebook or an image showing the promotion materials and information highlighting eco-friendly activities, nearby parks and nature conservation areas.		1.13			13
			II.8	Eco-friendly transportation options	When the destination has clear bicycle lanes, offer bicycle rental and/or electric bicycle charging stations and/or promote the use of alternative transport means when available in destination	Provide a link or an image showing the details about bicycle rental services and/or electric bicycle charging stations and/or alternative means of transport.			0.76		11

## Criteria per Pillar, Levels & Scoring





Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional	
 <b>Community &amp; cultural heritage</b>	 Destination	II.9	Supporting locally owned and operated businesses	Provide guests with tours and activities organized by local guides and businesses	Provide a document that has the role of raising guest's awareness about the activities and tours organized by local guides and businesses. You may also briefly introduce the businesses and the guides involved.		0.92			8
		II.10	Visitor etiquette and local customs	Provide guests with information regarding visitors' etiquette and customs in the destination	Provide a link or an image with the welcome guidebook's explaining the traveller's code of conduct within the destination and property.	1.09				11
		II.11	Cultural information	Provide guests with information on local artisans, heritage, and culture	Upload a link or an image within the welcome guidebook's parts promoting local artisans, heritage and culture.	1.09				11
		II.12	Monitoring guests satisfaction	Allow guests the opportunity to review the property, with questions that will include sustainable practices	Insert a link with the customer review form.			0.67		12
	 Social	II.13	Impact leader	Assign one staff member as the impact leader responsible for measuring and	Upload a link or an image from the welcome guidebook's section that shows				0.52	8
		II.14	Wheelchair accessible or fully PRM-friendly	Provide wheelchair accessibility or be fully suitable for Persons with Reduced	Provide official images used in marketing showing the wheelchair accessibility or				0.91	11
	 Ecosystem	II.15	Sustainable flower decoration	Use plants in pots for decoration, replacing cut and/or plastic flowers and plants	Upload pictures showing the use of plants in pots for decoration.			0.76		12
		II.16	Local partnerships & synergies	Cooperate with local tourism business and/or public offices to increase awareness and create common strategies, plan and practices	Provide a link, image or a statement that ascerts the relationship between the parties and showcasing the joint strategies			0.92		8
		II.17	Eco-friendly cleaning	Use 100% natural and/or eco-friendly cleaning products	Send pictures of the cleaning products used, showing their natural and eco-friendly nature (ie showing eco label). If possible, attach the latest receipts with the supplier's brand.	1.09				6
		II.18	Fair trade or local coffee, tea, and chocolate	Source coffee, tea, and chocolate from fair trade suppliers or local producers, depending on the destinations	Provide the latest receipts and a list of the suppliers for each category	1.21				8
		II.19	Non-polluting laundry	Use 100% natural and non-polluting washing products (for in-house and/or contracted laundry services)	Whether the property is handling the laundry in-house or via a subcontractors, provide an image and a receipt with the washing products used.		1.23			6
		II.20	Transparency in food sourcing	When cooking services or a pre-stocking list are provided, indicate when ingredients are organic and/or homemade and/or locally produced with storytelling about local suppliers such as farmers, fishermen and butchers.	Provide a procurement document showing where ingredients are being purchased. It is possible to use categories such as: Fruits & vegetables, meat & poultry, fish & sea food, dry food, oils and sundries			0.84		12
		II.21	Food waste policy and awareness	Implement a food waste policy and staff training AND/OR provide information to guests to raise awareness	Upload a copy of the food waste policy in digital format.		1.03			12
	II.22	Marine life-friendly sun protection	Provide information and suggest alternatives to guests regarding harmful sun protection creams and give guidance on choosing alternative brands in your welcome guide or supply sun creams at the property	Upload a link or a picture with the suppliers' name and website, whether available in the destination or for online purchase.		1.13			14	








## Criteria per Pillar, Levels & Scoring

Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional	
 Business Practices	 Society	III.7	Yearly training on environmental and sustainability issues	Provide yearly training for staff members on environmental and other sustainability issues. The training can be done in-house or with external service providers	Provide the training support provided to staff members on environmental and sustainability issues. Specify the training method (e.g., formal course, local group meet-ups, awareness actions to the general public).				0.59	4
		III.8	Responsible practices manifesto	Create and share a responsible plan showing commitment to sustainable practices	Insert a link or an image showing your declared responsible tourism plan and commitment (also called manifesto).	1.33				12
		III.9	Awareness of sustainability commitments	Openly inform suppliers about sustainability commitments and strongly encourage them to follow the same commitments	Provide a link or images of your communications with suppliers regarding your commitment to sustainability practices.		0.72			12
		III.10	Green credentials of the supply chain	Check the green credentials of partners/suppliers (depending on destinations and availability of such credentials)	Provide a link to a summary document that clearly identifies your main partners/suppliers, their green credentials and their overall share in your expense budget.			1.01		12
		III.11	Resources/energy consumption recording	Measure and report resources/energy consumption, either using provided templates or a carbon footprint calculator	Either upload the provided template with your record of the the data on resources/energy consumption, or provide a link to the report from your carbon footprint calculator.		0.62			12
		III.12	Reporting about your sustainability practices	Communicate and regularly report sustainability practices, actions, and impact to all stakeholders	Provide a link or upload your report on sustainability practices following your manifesto.			0.76		12
		III.13	Sustainability chart	Prominently display a sustainability chart featuring the label to raise awareness among guests and visitors	Upload a link or an image showing the sustainability chart in your property or within your marketing collateral.	0.97				12
 Events	 Events	IV.1	Organic and local food products	Ensure at least 50% of food products offered during events are organic and/or homemade and/or sourced locally	Upload a document that outlines the suppliers and their product types used for events and specify the percentage for each category (fruits & vegetables, meat & poultry, fish and seafood, dry items, oils & sundries).			1.01		2
		IV.2	Sustainable tables and settings decoration for events	Use tables and settings decoration from sustainable sources	Provide an official overall setting image and an inventory identifying the decoration item, its source, and supplier.		0.92			12
		IV.3	Communication plan for food leftovers from buffet	Develop a communication plan for employees and guests on how to deal with food leftovers when buffet-style food is provided	Provide the communication plan for managing food leftovers during events. Specify the plan's guidelines, especially when buffet-style food is served.	1.09				12
		IV.4	No Promotion of animal entertainment for events	Exclude the promotion of any entertainment involving the use of animals for events	Complete the declaration or provide a link to your marketing collateral that testifies the exclusion of animal entertainment promotion during events.	1.09				15
		IV.5	Reusable cutlery, dishes, and glasses/mugs for events	Use reusable cutlery, dishes, and glasses/mugs, replacing single-use items (plastic, paper, ...)	Insert official setting images and complete the declaration that reusable cutlery, dishes, and glasses/mugs are used during events.	1.21				12
		IV.6	Reusable plastic bottles for events	Either do not use single-use plastic bottles or have a strict recycling plan in place	Complete the section of the declaration attesting to the practice according to the performance indicator.			0.92		12
		IV.7	Seasonal and local fruits & vegetables for events	<b>Strictly</b> offer seasonal and local fruits & vegetables to guests during events through awareness and education (e.g., seasonal chart)	Provide a link or image of the menu showing the seasonal chart and the awareness of the seasonality for fruits and vegetables			0.84		2

## Criteria per Pillar, Levels & Scoring

Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs	
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional		
§ Well-being and Experiences		IV.8	No buffet style meals for events	Strictly avoid offering buffet-style meals during events to minimize food waste	Complete the declaration section and share a link to your marketing collateral that clearly states the strict avoidance of buffet-style meals during events.			0.92		12	
		IV.9	Carbon footprint offset for events	The property or event planner offset the carbon footprint of the event	Upload official documents and receipts of the carbon offset initiatives				0.78	13	
		Biodiversity	IV.10	Connecting guests to wildlife	Raise awareness of the local animal preservation or sanctuaries through guests experiences and activities in natural surroundings	Provide a link to your marketing collateral or an image of your welcome guide showing the awareness about the preservation programs and possible				0.65	12
		Contribution	IV.11	Matching donation option for towel re-use and / or linen change	Offer guests the option to match the donation from the towel re-use and/or linen change program when regular change is provided	Provide an image or a link showing your towel change and/or linen change program and provide receipts when guests choose to match donations ideally			1.01		12
		Waste	IV.12	Complete digital experience	Offer a complete digital experience, removing printed material (unless legally obliged to have printed material)	Insert a link to the digital welcome guide			0.92		12
			IV.13	Non-plastic straws & stirrers	Exclusively provide reusable straws and stirrers, replacing single-use plastic ones	Provide an official image and the latests receipt for re-usable straws and stirrers OR complete the disclaimer if you do NOT provide straws and stirrers	0.85				12
			IV.14	Reusable laundry bags	Make available to guests reusable laundry bags made of recyclable material, replacing single-use plastic bags	Upload an image of the reusable laundry bags within your operation.	0.85				12
			IV.15	Reusable shopping bags	Provide reusable shopping and grocery bags to guests	Upload an image of the reusable shopping and grocery bags within your operation.	0.85				12
			IV.16	Eco-friendly coffee pods	Use paper-based, compostable or recyclable espresso machine pods or have a coffee machine with a grinder incorporated, replacing aluminum pods	Insert an image and the latest receipts of the sustainable espresso machine pods packaging or coffee machine with the grinder.			0.76		12
			IV.17	Eco-friendly drinking water	Provide water for guests in glass bottles, via a drinking water dispenser, or using a tap filter, replacing single-use plastic bottles	Upload an image of the eco-friendly water options for guests showing the specific type of containers used (glass, stainless, ...).			0.84		12
			IV.18	Eco-friendly toiletries	Offer at least 3 only eco-friendly toiletries in guest bedrooms and bathrooms	Provide images and latest receipts of at least 3 of your eco-friendly toiletries available in the guest rooms.	1.21				12
			IV.19	À La Carte Meals	Offer "À La Carte" meals (instead of buffet style) to avoid food waste at normal occupancy and when cooking services are provided	Provide a link or an image to the menu showing the "À la Carte" menu	1.09				12
				Ecosystem	IV.20	Plant-based meals	When cooking services are provided, offer in-house vegetarian and/or vegan menu	Provide a link or images of your meal options or the list of local	1.33		
	IV.21	Culinary experiences			Offer a full culinary experience program based on the exclusive use of local and	Provide a link to your marketing collateral showcasing the experience proposed to				0.85	8
		Well-being	IV.22	Wellness and mindfulness experiences	Offer wellness and mindfulness activities to guests, either on or off the property. This may include classes for meditation, yoga, Qi Gong, massages and beauty treatments	Provide a link to your marketing collateral showcasing the in or out-of the house mindfulness experiences.		1.23			3
			IV.23	Mindfulness equipment	Provide yoga mats, meditation cushions/area, and/or fitness equipment to guests ideally in a dedicated area	Upload official images of the setting with yoga mats, meditation cushions/area, and/or fitness equipment for guest use.	1.21				3
			IV.24	Oils & products for massage and treatments	Exclusively use organic and/or natural oils and products that are locally sourced for massage and wellness treatments	Provide official images and latest receipts showing the brand of the organic and/or locally sourced oils and products for massage and wellness treatments.		1.23			12



## Criteria per Pillar, Levels & Scoring

Framework V2.1 - January 2nd 2024

Pillars	Topics	Ref.	Criteria	Performance Indicator	Evidence of compliance	Certification Levels & Criteria Scoring				SDGs
						Required ESSENTIALS	Required ADVANCED	Required EXCELLENCE	Optional	
		IV.25	Dietary inclusion	When cooking services are provided, accommodate specific dietary requirements for an entire stay such as plant-based, gluten-free, Ayurveda, Halal, Koche or share a list of local restaurants catering for these needs	Provides links or images of the dedicated menu accommodating specific dietary requirements with at least 8 dishes each. Alternatively, as available in the destination, provide a link to a list of local restaurants that can satisfy the needs of the guests.		1.13			10
		IV.26	Health retreat programs	Offer in-house or outsourced professionally-led health retreat programs (e.g., detox, mindfulness, yoga and fitness retreats) when available in the destination	Provide a link to your marketing collateral showcasing the health retreats programs proposed to the guests based on in and out-of the house experiences.				0.91	3
						<b>30</b>	<b>25</b>	<b>22</b>	<b>23</b>	<b>Nber Criteria / level</b>
<b>Total Score per level</b>						<b>35.06</b>	<b>26.17</b>	<b>19.57</b>	<b>19.2</b>	
						<b>100</b>				