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## Swan labelling of **Hotels and youth hostels**

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**Nordic Ecolabelling**

In November 1989, the Nordic Council of Ministers adopted a measure to implement an official voluntary ecolabelling scheme, the Swan. The organizations/companies listed below administer the Swan ecolabelling schemes on assignment from their national governments.

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# Swan labelling of Hotels and Youth Hostels

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<b>What is a Swan-labelled hotel or youth hostel?</b> .....	<b>1</b>
<b>Why choose the Swan label?</b> .....	<b>1</b>
<b>What can carry the Swan label?</b> .....	<b>2</b>
<b>How to apply</b> .....	<b>2</b>
<b>What are the requirements of Swan labelling?</b> .....	<b>3</b>
<b>1 Limit values</b> .....	<b>4</b>
1.1 Class division.....	5
1.2 Energy consumption .....	6
1.3 Water consumption .....	8
1.4 Chemical products .....	8
1.5 Waste management .....	8
<b>2 Environmental requirements</b> .....	<b>9</b>
2.1 Operation and maintenance.....	9
2.2 Consumables .....	13
2.3 Fixtures, fittings and other equipment .....	16
2.4 Guest rooms .....	18
2.5 Kitchen, dining room and restaurant.....	21
2.6 Cleaning and laundry .....	25
2.7 Waste.....	27
2.8 Transport .....	29
2.9 Extra points from the limit values.....	9
2.10 Extra requirements for hotels with conference facilities .....	30
2.11 Extra requirements for hotels with pool/spa/hot springs .....	31
2.12 Extra requirements for hotels with garden.....	32
2.13 Extra requirements and changes for youth hostels .....	33
2.14 Environmental management .....	34
2.15 Summary of point scores .....	37
<b>Marketing</b> .....	<b>38</b>
<b>Design of the Swan label</b> .....	<b>38</b>
<b>How long is a licence valid?</b> .....	<b>38</b>
<b>Future criteria</b> .....	<b>39</b>
<b>Glossary</b> .....	<b>40</b>



## What is a Swan-labelled hotel or youth hostel?

Swan labelling a hotel or youth hostel involves taking a comprehensive grip of environmental work. It embraces the commitment of the personnel, long-term decisions and daily procedures for the running of the establishment as well as the purchasing of goods and services. It's a case of using resources efficiently and replacing products that cause great environmental impact with more environmentally suitable alternatives.

For example, the personnel at a Swan-labelled establishment continually review energy and water consumption and strive to minimise the use of chemical products. Most of the hotel's waste is sorted, reducing the amount of waste. Swan labelling also aims to improve the environmental performance of transportation, review the use of consumables and ensure that any new furnishings and inventory that are purchased are environmentally friendly.

The environmental requirements apply regardless of whether the establishment performs the tasks in-house or whether the hotel uses subcontractors.

The environmental requirements of the Nordic Swan ecolabel provide guidance to individual hotels as to how they can contribute to the development of an ecologically sustainable society.

## Why choose the Swan label?

- The establishment may use the Swan trademark for marketing purposes. The Swan label is a very well-known and well-reputed trademark in the Nordic region.
- The Swan label is a cost-effective and simple way of communicating environmental work and commitment to customers and suppliers.
- Reducing environmental impact often creates scope for lowering costs, such as by cutting the consumption of energy and reducing amounts of packaging and waste.
- Environmentalised operations prepare the establishment for future environmental legislation.
- Environmental issues are complex. It can take a long time to gain an understanding of a specific area. Swan labelling can be seen as an aid in this work.
- The Swan label not only covers environmental issues but also quality requirements, since the environment and quality often go hand in hand. This means that a Swan licence can also be seen as a mark of quality.
- Swan labelling is rated as one of the world's leading ecolabels for hotels.

## What can carry the Swan label?

Hotels, youth hostels and similar establishments that satisfy the definitions below can be Swan labelled.

To acquire the Swan label, it is also necessary that any associated restaurant, conference facilities or pool facilities satisfy specific environmental requirements.

The following definitions apply:

### **Hotel**

A hotel must offer guests a room with beds, including bed-linen, towels, access to a shower/bath and be responsible for cleaning the rooms. In addition, breakfast must be served.

### **Youth hostel**

A youth hostel must offer beds and access to toilets and shower/bath facilities included in the basic price. To acquire the Swan label also requires that any associated kitchen and common room satisfy specific environmental requirements. The criteria have been specially adapted for youth hostels; see Section 2.13.

### **Swan-labelled restaurants**

Criteria for the Swan labelling of restaurants were published in December 2006: Restaurants 091 version 1.0, established 13 December 2006.

If a hotel wishes to Swan label their restaurant, all relevant restaurant criteria must be fulfilled and a separate application should be submitted to Nordic Ecolabelling.

## How to apply




The criteria for hotels and youth hostels comprise a combination of limit values, obligatory requirements and point score requirements. The letter "O" and a number indicate obligatory requirements. These requirements must be fulfilled. The letter "P" and a number distinguish point score requirements. Each requirement of this type gives a point score. These scores are then totalled. A minimum total score must be achieved to fulfil the licence constraints.

The requirements section can also be used as a checklist. Each requirement is followed by two checkboxes – Yes and No – to indicate whether the requirement is met.

Certain requirements make reference to the appendices. These have been collected in a separate Word document which can be downloaded to be used as a working document. The web-address to Nordic Ecolabelling in each country can be found on page two of this document.

### Icons in the text

The text describes how the applicant shall demonstrate fulfilment of each requirement. There are also icons in the text to make this clearer. These icons are:

-  Submit documentation
-  Requirement checked on site.
-  Submit procedure in environmental and quality management system.

### Application

The application shall be sent to Nordic Ecolabelling in the country in which the establishment is located. See page 2 for addresses. The documents required for application are an application form and documentation demonstrating fulfilment of the requirements (specified in the criteria).

There is also an application help tool on the Internet. Visit the Web site of the national ecolabelling body for more information.

### Costs

An application fee is charged to companies applying for a licence. There is an additional annual fee based on the turnover of the hotel carrying the Swan label.

### Enquiries

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 2 for addresses.

## What are the requirements of Swan labelling?

- The energy limit value must be complied with, see Section 1.
- A further 1 out of 3 remaining limit values must be satisfied; see Section 1.
- All mandatory requirements must be satisfied; see Section 2.
- At least 60% of the point score requirements under Operation and Maintenance must be attained; see Section 2.1.
- At least 65% of all point score requirements must be met; see Section 2.
- Nordic Ecolabelling has checked that requirements have been met on site. Data used for calculations, originals of submitted certificates, test records, purchasing statistics and similar must be available for examination.

The requirements apply regardless of whether the establishment performs the tasks in-house or uses subcontractors.

# 1 Limit values

Four limit values must be fulfilled. The limit value for energy consumption is mandatory. In addition, one of the remaining three limit values must be fulfilled for the award of a licence.

There are limit values for:

- Energy consumption
- Water consumption
- Chemical products
- Waste management

If the establishment satisfies three limit values, two extra points are awarded. These can be used in Section 2.9 and in the total points score. If the establishment satisfies all four limit values, four extra points are awarded.

All limit values, except the value for energy, relate to the number of guest-nights per year.

Subject to approval by Nordic Ecolabelling, establishments with more than 35% day-guests (of the total number of guests) are allowed to count one day guest as 0.5 guest-nights. This may even be made use of by conference establishments that have guests who stay for one day (24 hour period) plus a part of a day. Guest may be treated as a day-guests for this additional period.

Establishments that run a restaurant, excluding breakfast, which accounts for more than 45% of the hotel's total turnover for restaurant and lodging and that also have a lodging occupancy greater than 60% are allowed to count every restaurant guest as 0.25 guest-nights subject to approval by Nordic Ecolabelling.

Subject to the approval of Nordic Ecolabelling, operations within the premises of the hotel or youth hostel that do not belong to the lodging activity may be deducted from the calculation of the limit values. Examples of such operations are banqueting suites, catering and spa facilities.

*Day guest: A guest who stays at the establishment for at least four hours.*

*Guest-night: One let bed per day (24 hours).*

## 1.1 Class division

The limit values vary depending on the type of operation being conducted. Establishments are therefore divided into three different classes.

### **Class A – If at least one of the following parameters is satisfied:**

- The operation has a restaurant turnover greater than 45% of the total turnover for restaurant and lodging.
- Lodging occupancy is greater than 60%.

### **Class B – If A is not satisfied, but at least one of the following parameters is satisfied:**

- The establishment has a restaurant turnover of between 15 and 45% of the total turnover for restaurant and lodging.
- Lodging occupancy is between 40-60%
- There is a pool.

### **Class C – Other establishments**

This breakdown applies when calculating the limit values in Section 1.2 to 1.5.

- ☒ Enclose a summary of the lodging occupancy, turnover details for the restaurant and a description of the pool, if there is one. The summary must also state which class the establishment belongs to.

*Restaurant: A restaurant where food is prepared, rather than simply re-heated.*

*Turnover: Turnover refers to the revenue from lodging and restaurant activities. The turnover of the restaurant operation refers to revenues from food, drink and other restaurant takings.*

## 1.2 Energy consumption

The limit value for energy is mandatory. Because a part of the energy consumption is proportional to the number of guest nights and the limit value must not work against a high lodging occupancy we will give an opportunity to choose between two alternative limit values.

Alternative 1: The limit value refers to the total energy consumption per year and total square metres for the running of the establishment, with regard to heating and electricity.

Alternative 2: The limit value refers to the total energy consumption per year and the number of guest-nights per year for running of the establishment, with regard to heating and electricity. This limit value is at the time of the review not ready to present more as an *idée* with some values only as examples. The list of limit values will be found and evaluated during the time of the review.

The conversion values to be used for calculations are listed under Calorific Values in the Glossary.

The limit value for energy takes into account the geographical location of the hotel. The hotel's specific limit value is obtained by:

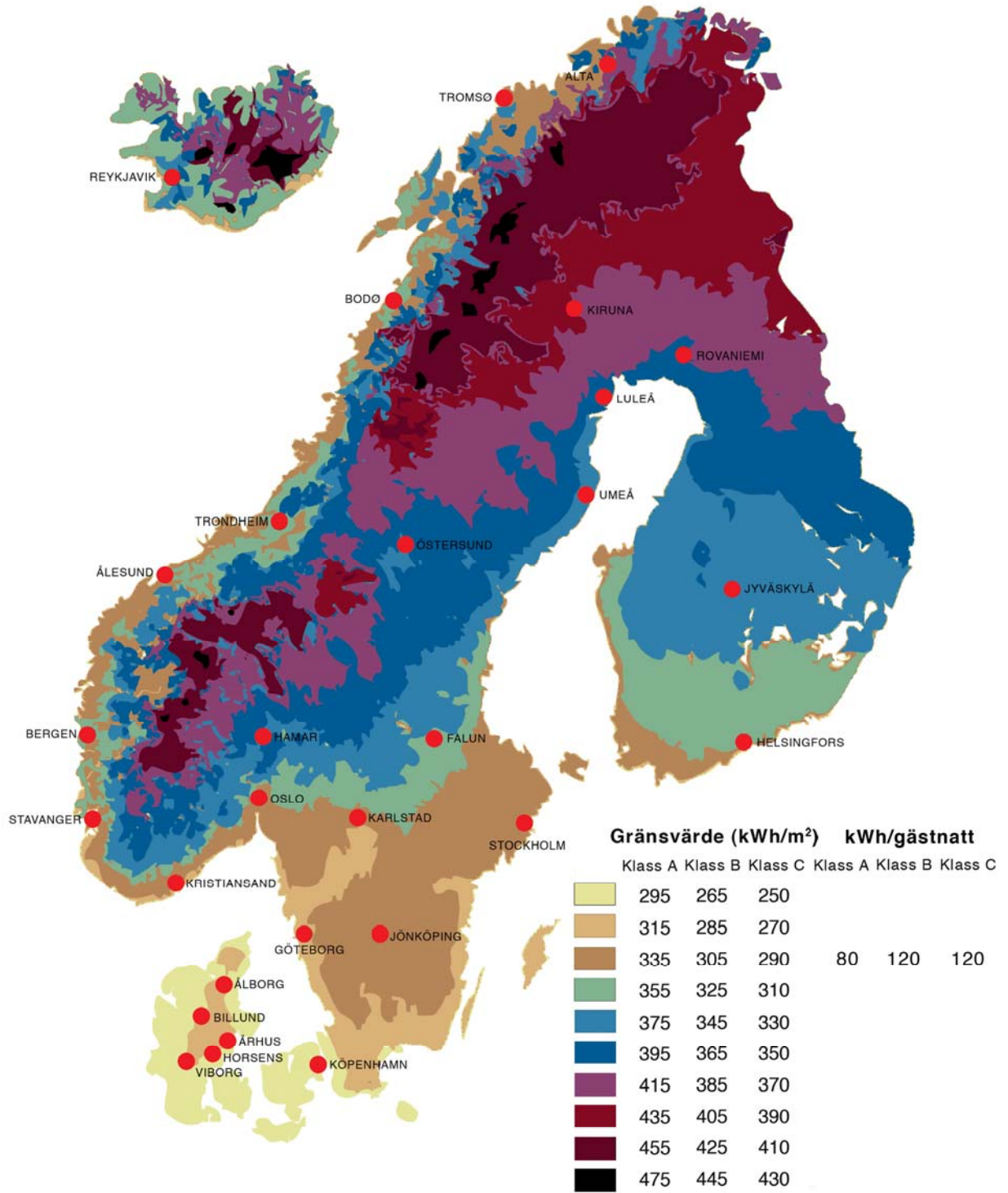
- 1) reading off the hotel's climate zone from the map on page 8.
- 2) reading off which limit value applies for the class of the hotel (see Section 1.1) from the table on the map.

- ☒ Enclose a summary of the establishment's total annual consumption of electricity and fuels, together with copies of invoices or statements from suppliers confirming this information.

*Heat pumps: When calculating the limit value, only supplied electrical energy and possibly other peak heating is included.*

*Area: The total heated indoor area of the establishment.*

*If the establishment has its own laundry, the energy consumption of the laundry may be deducted from the total energy consumption.*



Source: NORDKLIM 2001, Nordic climate maps, DNMI report 06/01

Subject to the approval of Nordic Ecolabelling, allowance may be made for significant deviations from the normal annual climate. If the establishment has access to more accurate climate data, Nordic Ecolabelling may approve modification of the limit value.

### 1.3 Water consumption

Water consumption applies to all use of fresh water in the establishment's operation. Use the hotel's classification from Section 1.1.

#### Limit value (litres/guest-night)

Class A	Class B	Class C
300	250	200

Details of annual water consumption, e.g. from the water bill.

*Water consumption: The establishment's total water consumption. If the establishment has its own laundry, the water consumption of the laundry may be deducted from the total water consumption.*

### 1.4 Chemical products

The limit value applies to the use of all chemical products for cleaning and dishwashing. The chemical limit value is measured in the active substances. Use the hotel's classification from Section 1.1.

#### Limit value (grams/guest-night)

Class A	Class B	Class C
35	30	25

Summary of chemicals from all suppliers.

*Active substances: Chemical substances, excluding water.*

### 1.5 Waste management

The limit value applies to all unsorted waste that arises from daily operations. Use the hotel's classification from Section 1.1.

#### Limit value (kg/guest-night)

Class A	Class B	Class C
1,35	0,9	0,45

Description of how the measurement was made and the results.

## 2 Environmental requirements

### 2.1 Extra points from the limit values

If the establishment has passed more than the two mandatory limit values, each additional limit value is awarded two points. Enter the points in the table on page 37.

The total score that can be achieved is not affected by any extra points from the limit values.

### 2.2 Operation and maintenance

#### Mandatory requirements

##### O1 Sauna

All sauna units shall be timer or demand controlled.

Specify how the sauna unit is controlled.

##### O2 Lighting

All exterior lighting shall be timer or demand controlled so that the lighting is not switched on during the day and is only on when needed when it is dark.

Exception: The advertisement and entrance of the hotel.

Specify how the exterior lighting is controlled.

#### Point score requirements

##### P1 Energy consumption

The total energy consumption of the establishment is 35% or more below the limit value for energy (see the calculation in Section 1.2): 2p

The total energy consumption is between 35 and 15% below the limit value for energy (see the calculation in Section 1.2): 1p

Can be taken from the documentation for the calculation of the energy limit value, Section 1.2.

## P2 Energy review

An independent energy review has been carried out in the past three years with the objective of reducing the use of energy and/or making the establishment carbon dioxide neutral: 2p

A review has been ordered and will be carried out within six months: 2p

The hotel is a maximum of three years old: 2p

- Description of the review or a copy of the report. This should include a report from the assessment, action list, cost and savings potential. The action list can then be linked to the environmental management system.

## P3 Heating

Proportion of heating from renewable energy sources, waste energy and heat pumps, excluding electrical heating	Score
more than 90%	3
81 – 90%	2.5
71 – 80%	2
51 – 70%	1.5
31 – 50%	1
10 – 30%	0.5

If the hotel has a heat pump the score is based on heating from the heat pump compare to all energy consumption for heating and the efficiency of the heat pump. See also chapter Glossary.

- Calculation that indicates the amount of heat which comes from renewable energy on a yearly basis. Enclose, for example, an itemised invoice or other relevant documentation from the supplier.

*Heating: The energy used for heating the hotel's rooms and other areas.*

*Renewable energy: See Glossary.*

## P4 Electricity

Amount of electricity from renewable energy sources	Score
More than 90%	3
61 – 90%	2
30 – 60%	1

*Ecolabelled electricity is included as 100% renewable energy. The proportion of renewable electricity in the supplier's general mix may be acceptable as documentation assuming that any renewable electricity which the supplier has sold separately is excluded. Reference to the country's energy mix only is not acceptable.*

- Calculations indicating the amount of electricity that comes from renewable energy sources on a yearly basis. Enclose for example, an itemised invoice or other relevant documentation from the electricity supplier.

**P5 Refrigerants**

100% of the refrigerants are HFC or HFC and any of the following alternatives - hydrocarbons, ammoniac or carbon dioxide: 2p

CFC or HCFC may not be used.

*The requirement covers the refrigerants that can be found in refrigerators, heat pumps, built-in units and free-standing units heavier than 3 kg.*

- Refrigerant report or list of refrigerants being used in the hotel.

**P6 Heat recovery**

Heat used from	Score
ventilation	2
refrigerating appliances	1
waste water	1

- Specify how and where heat is recovered.

**P7 Control of ventilation and interior lighting**

Control of	Score
ventilation, >90% of area	3
ventilation, 50 – 90% of area	2
interior lighting in public areas, >90% of area	1
interior lighting in public areas, 50 – 90% of area	0.5

Exception: Interior lighting which is required for safety reasons for example emergency lighting.

*Control refers, for example, to time control or adjustments based on the number of people in the premises.*

- Specify how the ventilation fans and units and lighting are controlled.

**P8 Toilets**

At least 90% of WCs use at most 6 litres of water per flush: 1p

50-90% of WCs use a maximum of 6 litres of water per flush: 0.5p

- Specify the proportion of WCs that use at most 6 litres or water per flush.

**P9 Toilets**

At least 50% of the WCs provide two flush options: 1p

- Specify the number of WCs with two flush options.



## 2.3 Consumables

### Mandatory requirements

#### O3 Mercury in low-energy lamps and fluorescent tubes

Newly-purchased low-energy lamps/fluorescent tubes (single holder) must not have a mercury content of more than:

Mercury content (in mg) < the service life (in hours) / 2500)

In the table below there are some examples of the highest content of mercury which is allowed to certain values of service time

Service life (hours)	10 000	15 000	18 750	20 000	≥ 25 000
Mercury content (mg)	4	6	7,5	8	10

Alternatively, the light sources shall be ecolabelled.

- Description/copy of procedures in the environmental management system.
- Product information specifying mercury content and service life.

#### O4 Kitchen rolls, paper towels and toilet paper

90% of the purchase volume of kitchen rolls, paper towels and toilet paper shall be ecolabelled. Nordic Ecolabelling may grant exemption from the requirement if no ecolabelled products are available on the market.

- List of the hotel's ecolabelled tissue paper and what ecolabel it carries.

### Point score requirements

#### P11 Soap and shampoo

Ecolabelled soap and shampoo are used in 90% of the bathrooms/toilets: 2p

Ecolabelled soap and shampoo are used in 50-89% of the bathrooms/toilets: 1p

Ecolabelled soap or shampoo is used in 90% of the bathrooms/toilets: 1p

- Specify the number of rooms where ecolabelled soap and shampoo are used and which products are used.

*Ecolabelled: Ecolabelled refers to a product marked with the Swan, the EU Flower or Bra Miljöval (Good Environmental Choice).*

#### P12 Printed matter

At least 90% (measured as a percentage of production costs) of the printed matter ordered by the hotel is ecolabelled: 2p

50-89% of the printed matter the hotel orders is ecolabelled: 1p

At least 90% of the printed matter the hotel orders comes from an ecolabelled printing firm but does not carry the Swan ecolabel: 1p

- Specify the proportion of ecolabelled printed matter and which printing firms are used.

*Printed matter refers to, for example, advertising, brochures, writing paper and other stationery carrying the hotel logo. The requirement also covers printed matter the hotel chain has ordered centrally.*

*Note that ecolabelled printed matter must often be requested specifically even if the printing firm holds a Swan licence.*

### **P13 Purchase of ecolabelled consumables**

The table below lists the proportion and the score for each ecolabelled consumable. The hotel can receive a maximum of four points.

*If nothing else is specified, ecolabelled refers to a product labelled with the Swan, EU Flower or Good Environmental Choice label.*

The products described under O4, O12, O13, P11, P12, P19 and P21 do not score here.

The following ecolabelled products have been purchased:

<b>Product/service (% of purchase volume)</b>	<b>Brand</b>	<b>Used in</b>	<b>Score</b>
Photocopying paper, at least 90%			2
Napkins, at least 50%			1
Hand towel rolls, at least 50%			1
Micro-fibre cloths and mops, at least 50%			0,5
Batteries, at least 90%			0,5
Toner cartridges, at least 90%			0,5
Low-energy lamps, at least 50%			0,5
Other:			0.5p per product, max 1.5p

- Invoice or product description showing the proportion of ecolabelled products.

### **P14 Low-energy lamps**

Low-energy lamps are used in 80% of the light sources in the hotel: 2p

Low-energy lamps are used in 50-79% of the light sources in the hotel: 1p

- Specify where low-energy lamps are used.

*Low-energy lamps include conventional fluorescent tubes, fluorescent tube bulbs and low-energy lamps.*

### **P15 Toner cartridges**

Empty cartridges are collected by the supplier: 0.5p

- Copy of return goods notice or agreement.

**P16 Drinking glasses and cups**

Only reusable drinking glasses and cups are used where the hotel serves drinks.

☺ Checked on site

Total score Consumables:

Maximum total score for Consumables is 11.5p.

## 2.4 Fixtures, fittings and other equipment

### Mandatory requirements

#### **O5 Textiles**

Newly purchased textiles may not be treated with halogenated flame retardants.

- Description/copy of procedures in the environmental management system.

#### **O6 Fittings and fixtures**

Floors, wallpapers, skirtings etc. used for renovation/new construction must not contain halogenated plastics (e.g. PVC).

Kitchens and wet rooms are excluded from this requirement.

- Description/copy of procedures in the environmental management system.

### Point score requirements

#### **P17 Work clothes**

No garments except for jackets are dry cleaned with chlorinated solvents: 0.5p

No garments are dry cleaned with chlorinated solvents: 0.5p

- Specify which garments are dry-cleaned.

#### **P18 Office machines**

90% of office machines (computers, faxes, copiers etc.) are operated with the standby function activated: 1p

50-89% of office machines (computers, faxes, copiers etc.) are operated with the standby function activated: 0.5p

At least 50% of office machines are connected to an auto power-off socket: 0.5p

- Specify the proportion of office machines that have a standby function.

**P19 Ecolabelled durable goods/infrequently bought commodities**

The hotel can receive a maximum of three points for this requirement.

Of the hotel's durable goods the following categories are ecolabelled:

Product	Brand	Used in	Score
Office machines (PCs, computers, copying machines, etc.), at least 50%			1
TVs in guest rooms, at least 10%			1
TVs in common areas, at least 50%			0.5
Furniture per category, bed, table, etc. at least 10%			1 - 3
Textiles, at least 10%			1
Flooring, at least 10 % of the surface			1
Work clothes, at least one personnel category, at least one garment			0.5
Other:			1 per product, max. 2p

Invoice or product description showing the proportion of ecolabelled products.

**P20 Ecolabelled services**

The hotel can receive a maximum of two points for this requirement.

At least half of the services in the following categories are ecolabelled:

Services	Company	Used in	Score
Alternative dry cleaning			1
Cleaning			1
Car wash			1
Other:			1 per service, max. 2p

*Points for using an ecolabelled laundry are awarded under P44 and not under this requirement.*

Invoice or product description which shows the proportion of ecolabelled services.

Total score Fixtures, fittings and other equipment:

Maximum total score for Fixtures, Fittings and Other equipment is 7p.

## 2.5 Guest rooms

### Mandatory requirements

#### 07 Smoke-free rooms

At least 60% of the rooms must be smoke-free.

- Declaration of the number of smoke-free rooms/non smoke-free rooms.

### Point score requirements

#### P21 Ecolabelled bed-linen and towelling

At least 40% by weight of the bed-linen or towelling is ecolabelled with the Swan or the EU flower: 2p

20-39% by weight of the bed-linen or towelling is ecolabelled with the Swan or the EU flower: 1p

- Specify the proportion of bed-linen/towelling that is ecolabelled and which ecolabelled products are used (type, supplier and ecolabel).

#### P22 Ecological bed-linen and towelling

At least 40% by weight of the bed-linen or towelling is made from organic fibres: 1p

20-39% by weight of the bed-linen or towelling is made from organic fibres: 0.5p

- Specify the proportion of bed-linen/towelling that is manufactured from organic fibres and what products are used (type and supplier).

#### P23 Lighting

At least 90% of the lighting in the guest rooms is demand controlled (e.g. by an occupancy sensor): 1p

50-90% of the lighting in the guest rooms is demand controlled: 0.5p

- Specify where demand-controlled lighting is used.

#### P24 Television sets

At least 90% of the television sets have a passive standby setting of max. 1 W, and if applicable, an active standby setting of maximum 9 W. 1p

It part of cleaning procedures to switch off the television sets when cleaning the rooms: 0.5p

Guest rooms do not have television sets: 1p

- Declaration from the supplier or alternatively technical data. Alternatively, submit procedures from the environmental management system.

*Passive standby: The TV is connected to a power source, produces neither sound nor vision, and is waiting to be switched into the modes 'off', 'active standby' or 'on' on receipt of a direct or indirect signal, e.g. from the remote control.*

*Active standby: The TV connected to a power source produces neither sound nor vision but is exchanging / receiving data from an external source*

**P25 Minibars**

At least 90% of the minibars consume at most 0.8 kWh/day: 1.5p

At least 90% of the minibars consume at most 1.0 kWh/day: 1p

At least 90% of the minibars consume at most 1.3 kWh/day: 0.5p

Guest rooms do not have minibars: 1,5p

At least half of the guest rooms do not have minibars: 1p

- Declaration from a third-party of energy consumption via test results from at least two minibars per individual hotel. Alternatively, technical data may be supplied.

**P26 Water-saving showers**

At least 90% of shower heads are of the water-saving type, with a flow rate of at most 10 litres/minute: 2p

At least 90% of shower heads are of the water-saving type, with a flow rate of 10-12 litres/minute: 1p

- Specify the proportion of shower heads with a flow rate of maximum 10 or 12 litres/minute.

**P27 Single-lever mixer taps**

At least 90% of mixer taps of the single-lever type: 1p

- Specify the proportion of mixer taps that are of the single-lever type.

**P28 Soap and shampoo**

Soap and shampoo dispensers are fitted in at least 90% of bathrooms: 1p

Soap and shampoo dispensers are fitted in 50-89% of bathrooms: 0.5p

- Specify the proportion of guest rooms with soap and shampoo dispensers.

**P29 Disposable items**

No disposable articles are used in the bathrooms/guest rooms: 1p

- Declaration confirming that there are no disposable articles in the bathrooms.  
*The requirement does not apply to disposable articles that the guest may ask for at the reception, e.g. disposable toothbrushes and shower caps.  
Nor does the requirement apply to individual portion packs of tea, coffee, sugar or milk.*

**P30 Waste sorting**

Guests have the opportunity to sort their waste into at least three fractions: 1p

- Specify into which fractions the guests can sort waste.

**P31 Waste paper bin**

All bathrooms are equipped with a waste paper bin: 1p

- Specify which guest rooms have a waste paper bin in the bathroom.

Total score Guest Rooms:

Maximum total score for Guest Rooms is 13.5p.

## 2.6 Kitchen, dining room and restaurant

In this document, restaurant refers to a restaurant where food is prepared, rather than simply re-heated.

Some of the requirements only apply if the hotel has a restaurant.

The requirements are where possible harmonised with the criteria for the Swan labelling of restaurants. The total score is halved compared to the restaurant criteria in order to correlate to the other requirements in this criteria document.

### Mandatory requirements

#### 08 Disposable items

Disposable items (such as plates, mugs and cutlery), individual portion packs or small packs may not be used for the breakfast buffet or in the dining room.

Exceptions:

- Serviettes, toothpicks, artificial sweeteners (not sugar) and teabags.
- Paper tablecloths, for example, which can be wiped and used for extended periods (disposable tablecloths used for only one sitting are not allowed).
- Goods which are sold in individual portion packs (for example soft drinks, ice cream and chocolate).

Nordic Ecolabelling may authorise exemption from the requirement under special circumstances; for example, if the dishwasher is temporarily out of order, for reasons of hygiene, or on occasions when an exceptionally large amount of guests have to be served. The use of disposable items must in this case be justified.

Declaration or completed Appendix 2.

#### 09 Chemical products for dishwashing

80% of the purchase volume of chemical products for dishwashing (estimated active substances in dishwashing detergents and drying agents) shall be ecolabelled.

For products that are not ecolabelled, the supplier must certify that the requirement in Appendix 5 is fulfilled. Exception can be made if the authorities have special requirements for cleaning. Nordic Ecolabelling may even grant exemption from the requirement on the condition that there are no ecolabelled products available on the market.

The requirement does not apply for oven cleaning and other special cleaning.

A list of chemical substances used for dishwashing and which are ecolabelled. Use Appendix 5.

#### 010 No-smoking dining area

The hotel's dining area shall be a non-smoking area.

Requirement checked on site.

## Point score requirements

### P32 Organic foodstuffs and beverages

Proportion of organic foodstuffs and beverages in relation to the total annual purchase volume		Number of organic (different) products	Score
Denmark	Sweden	Finland, Norway, Iceland	
more than 50%	more than 25%	More than 30 products	3.5
between 40 and 50%	between 15 and 25%	21-30 products	3
between 30 and 39.9%	between 8 and 14.9%	16-20 products	2.5
between 25 and 29.9%	between 6 and 7.9%	11-15 products	2
between 20 and 24.9%	between 5 and 5.9%	6-10 products	1.5
between 17 and 19.9%	between 4 and 4.9%	4-5 products	1
between 13 and 16.9%	between 3 and 3.9%	at least 3 products	0,5

*Due to the varied supply of organic goods in the Nordic countries, the limits vary for this requirement.*

- List of organic foodstuffs and beverages. Appendix 3 may be used to make a list.  
*Hotels in Norway, Finland and Iceland may document the requirement in the number of foodstuff/beverage products served. They may also choose to document the requirement as a share of annual purchasing volumes and will in this case receive points in accordance with the same scale as for Sweden.*
- In Finland, a hotel associated with the Portaat Luomuun system will receive points as follows: "Stage one" receives 1 point and "Stage 2" three points. The Portaat Luomuun diploma must in this case be used.*

### P33 Fairtrade products (Rättvisemärkt/Max Havelaar)

The restaurant always serves at least one Fairtrade product: 0.5p

*Fairtrade, i.e. Rättvisemärkt in Sweden, Rejäl handel in Finland and Max Havelaar in Norway and Denmark. Fairtrade is an ethical and social labelling that focuses on human rights. See also <http://www.rattvisemarkt.se>*

- List of the hotel's Fairtrade labelled products.

### P34 Dosage of dishwashing chemicals

All large dishwashers have automatic dosing of dishwashing detergents and the automatic dosing system is inspected at least every quarter: 1p

- Description and declaration of the inspections that have been carried out.

## Point score requirements – apply only to restaurants conducting food preparation

### P35 Regional foodstuffs and beverages

% regional foodstuffs/beverages of purchase volume	Score
20% or more	1.5
between 10 and 19.9%	1
between 1 and 9.9%	0.5

*Regional foodstuffs: Foodstuffs for which the producer is known and production and consumption occur in a limited geographical area. Regional foodstuffs may also include game as well as wild or cultivated fish.*

The Swan classes foodstuffs as regional if the product's origin (farm) is known and if all cultivation, processing and storage have taken place within a radius of 500 km from the hotel. For fish, the distance which applies is from the fishing port.

If the product is processed at a plant (processed/semi processed) it is sufficient that the main ingredients are documented.

- List of all products purchased within the region and their producers. Appendix 4 may be used to make a list.
- Certification for organic foodstuffs may be used to document the foodstuff's origin.

### P36 Vegetarian food

The restaurant always offers at least one vegetarian meal: 0.5p

A vegetarian meal shall be included in the menu every day. For restaurants serving a buffet, the meal should be included in the lunch and evening buffet.

*A vegetarian meal refers to a hot or cold main course and excludes salads and starters/side orders.*

- Declaration or completed Appendix 2.

### P37 Declaration of GMO content

The restaurant states on the menu if any of their meals contain any ingredients which have been genetically modified (GMOs). The requirement covers all ingredients which according to national legislation shall be labelled for GMO content. 0.5p

*GMO: Genetically modified organism.*

- Describe the hotel's procedures to check if any food stuff or ingredient contains GMOs. Requirement also checked on site.

### P38 Origin of main ingredients

The restaurant has complete knowledge as to the country of origin of the main ingredients, so that customers, if they so wish, can obtain this information: 0.5p

*Main ingredients include ingredients such as potatoes, pasta, meat, fish and beans. Accompaniments and other ingredients which form only a small part of the meal, for example, spices, salt, herbs, mustard, ketchup, dressing and food oil are not main ingredients.*

- Description of how customers may receive information about the origin of the food.

**P39 Food with documented sustainable origin**

Tiger prawns, if served, are cultivated in accordance with FAO's principles of sustainability: 0.5p

Tiger prawns are not served: 0.5p

It is required that the production of foodstuffs that may have a significant negative environmental impact has taken place in accordance with documented principles of sustainability.

At present, the requirement covers the following foodstuffs:

Tiger prawns: Tiger prawns must be cultivated in accordance with FAO's principles of sustainability.

*Tiger prawns: Tropical shrimps that in shops and on restaurant menus are often called tiger prawns, king prawns, Thai prawns, jumbo shrimps or scampi. These shrimps are significantly larger than prawns from North Atlantic waters, and can grow to over 30 cm long.*

Declaration or Appendix 2. Requirement also checked on site.

**P40 Returnable bottles or barrels/tanks**

At least 90% of the purchase volume of the restaurant's beer, soft drinks and mineral water comes in return systems, e.g. bottles, barrels or tanks: 0.5p

Description of the return system and purchasing volume.

**P41 Energy and water-saving actions**

Energy and water-saving actions	Score
Kitchen's energy consumption measured separately.	0.5
Kitchen's water consumption measured separately.	0.5
Stove has induction or low-radiation hotplates.	0.5
All rinsing taps for dishwashing are fitted with a "dead man's handle", i.e. they shut off when the lever is released, or are sensor controlled.	0.5
Main dishwasher's maximum consumption of final rinse water: a: hood dishwasher - 4.5 litres/basket b: pass-through/flight dishwasher - 2.5 litres/basket	1

Summary and description of the actions. Submit technical information about the dishwasher's water consumption.

Total score for Kitchen, Dining Room and Restaurant:

Maximum total score for Kitchen, Dining Room and Restaurant is 12p.

Maximum total score for hotels only offering breakfast is 5p.

## 2.7 Cleaning and laundry

### Mandatory requirements

#### O11 Reactive chlorine compounds

Reactive chlorine compounds (such as bleach) must not be used for cleaning, with the exception of where recommended by regulatory authorities for disinfection with chlorine purposes.

- Description/copy of procedures in the environmental management system.

#### O12 Detergents

80% of the purchase volume of the hotel's detergents must be ecolabelled (calculated for active substances). For products that are not ecolabelled, the supplier must certify that the requirement in Appendix 5 is fulfilled.

*Active substances: Chemical substances excluding water.*

- List of ecolabelled detergents used. Use Appendix 5.

#### O13 Chemical products for cleaning

50% of the purchase volume of chemical products for cleaning (calculated for active substances in all-purpose, sanitary and floor cleaners) must be ecolabelled. For products that are not ecolabelled, the supplier must certify that the requirement in Appendix 5 is fulfilled.

Exception can be made if the authorities have special requirements for cleaning. Nordic Ecolabelling may even grant exemption from the requirement if no ecolabelled products are available on the market.

The requirement does not apply to oven cleaning and other special cleaning.

- List of ecolabelled chemical products used for cleaning. Use Appendix 5.

### Point score requirements

#### P42 Dry cleaning methods

Dry cleaning methods or moistened micro fibre cloths are used for the general or daily cleaning of furniture, skirtings, doors and lamps: 1.5p

It is acceptable to use other methods for stains which cannot be removed in this way.

- Copy of cleaning procedures.

#### P43 Laundry

Sheets and linen are cleaned at a Swan-labelled laundry: 2p

Sheets and linen cleaned at the hotel: 1p

- Invoice from laundry.

#### P44 Exact dosing

Chemicals are dispensed exactly using an automatic dosage system. 2p

Description of the dosage system.

**P45 Chemical products**

At least 50% of cleaning products are concentrated: 1p

*The percentage is calculated based on the weight percent of the active substance.*

*Concentrated product: Product containing less than 40% water. Applies to chemical products.*

Specification of which concentrated products are used.

Total score Cleaning and Laundry:

The maximum score for Cleaning and Laundry is 6.5p.

## 2.8 Waste

### Mandatory requirements

#### O14 Environmentally dangerous waste

All environmentally dangerous waste and special waste the hotel produces must be sorted at source and disposed of in the best possible way from an environmental point of view in accordance with guidelines from the authorities. The following fractions are mandatory:

- paint, solvents and waste oil (where relevant)
- batteries
- light sources that contain heavy metals, i.e. fluorescent tubes and low-energy lamps
- waste electronic and electrical equipment

☺ Checked on site.

#### O15 Waste sorting

Waste must be sorted into the fractions stipulated by the local authority, but into at least four of the following fractions (in addition to sorting of environmentally dangerous waste in accordance with the requirement above): glass, paper, corrugated cardboard, liquid packaging board, plastics, metal, textiles, organic material, grease and combustible waste.

☒ Summary from waste management companies.

#### O16 Batteries

Battery collection facilities shall be available to guests:

☺ Checked on site.

### Point score requirements

#### P46 Further waste sorting

Waste is sorted into more than four fractions: 0.5p per fraction up to 4p

☒ Description/copy of procedures in the environmental management system.

#### P47 Returnable packaging

At least 30% of suppliers make deliveries with returnable packaging at least twice a month: 1p

☒ Specification of which deliveries are made with returnable packaging and a report from the supplier.

#### P48 Organic waste

Organic waste is composted, rotted down or used for biogas production: 1p

Description of how organic waste is dealt with.

Total score for Waste:

Maximum score for Waste is 6 p.

## 2.9 Transport

### Point score requirements

#### P49 Own vehicles

At least one vehicle is powered by renewable fuel (e.g. ethanol, biogas) or electricity: 1p

Or

At least one vehicle driven has maximum carbon dioxide emissions as in the table below: 1p

Size of vehicle	Maximum carbon dioxide emissions g/km
Ordinary private car with room for 6 passengers including the driver	120
Ordinary private car with room for 7 to 9 passengers (adults) including the driver, minivan	125

Or

The hotel has no vehicles of their own: 1p

Specification of vehicles and types of fuel.

*Own vehicles: refers to vehicles used in the running of the hotel, e.g. to carry goods and guests to and from the hotel. Leased cars are also counted as own vehicles.*

#### P50 Public transport

Hotel staff can inform the guests about the availability of public transport to and from the hotel: 1p

Clear information and timetables shall be provided at reception.

Copy of information for guests.

#### P51 Bicycles and horses

Bicycles, horses or other similar means of transport are available for hire/rental and there is clear information for the guests as to this possibility: 1p

Specification of how and where the guests have access to bicycles, horses or other means of transport.

Total score for Transport:

Maximum total score for Transport is 3 p.

## 2.10 Extra requirements for hotels with conference facilities

### Mandatory requirements

#### **O17 Waste sorting**

Conference guests must be provided facilities to sort paper at source.

☺ Checked on site.

### Point score requirements

#### **P52 Waste sorting**

Conference guests have the opportunity to sort their waste into at least three fractions including paper: 1p

☺ Checked on site.

#### **P53 Conference pads**

At least 90% of conference pads are ecolabelled: 1p

☒ Specify the proportion of pads that are ecolabelled and which ecolabelled pads are used (type, supplier and ecolabel).

#### **P54 Flipcharts**

At least 90% of the flipcharts ecolabelled: 1p

☒ Specify the proportion of flipcharts that are ecolabelled and which ecolabelled flipcharts are used (type, supplier and ecolabel).

#### **P55 Drinking glasses**

Only reusable glasses are used in the conference facilities: 1p

☺ Checked on site.

#### **P56 Organically grown fruit**

At least 50% of the fruit available is organically grown: 1p

Points are awarded only if not also received under P31.

☒ List of fruit purchased with specification as to which fruits were organically grown.

Total score for Extra Requirements for Hotels with Conference Facilities:

Maximal total score for Extra Requirements for Hotels with Conference Facilities is 5p.

## 2.11 Extra requirements for hotels with pool/spa/hot springs

Pool refers to a pool in which the water is recirculated and disinfected

### Point score requirements

#### P57 Pool disinfection

Chlorine is supplemented with an environmentally better option (e.g. ozone or UV light): 1p

- Technical description explaining how the pool water is cleaned and disinfected.

#### P58 Pool cleaning chemicals

The pool is equipped with automatic dosing equipment for pool chemicals and there are clear instructions: 1p

- Description of how the dosing equipment works.

#### P59 Pool facilities/spa/hot springs

Water and energy consumption are metered separately for the pool facilities: 1p

Water or energy consumption is metered separately for the pool facilities: 0.5p

Energy consumption for hot springs is regulated and optimised: 1p (only for Iceland)

- Specification of which meters there are specifically for the pool facilities.

#### P60 Pool temperature

The average temperature of the water max. 27°C: 1p

- Checked on site.

Total score Extra Requirements for Hotels with Pool/Spa/Hot Springs:

Maximal total score for Extra Requirements for Hotels with Pool/Spa/Hot Springs is 4p.

## 2.12 Extra requirements for hotels with garden

### Mandatory requirements

#### **O18 Biocides**

No chemical pesticides may be used on the outdoor areas of the establishment.

- Description of how weeds are removed.

#### **O19 Composting**

Garden waste shall be composted (only applies if the garden is larger than 1000 m<sup>2</sup>):

- Description of how garden waste is dealt with.

*Garden: Garden refers to an outdoor area belonging to the hotel excluding roads, driveways and car parks.*

## 2.13 Extra requirements and changes for youth hostels

For a youth hostel to be awarded the Swan label it must satisfy the requirements for hotels in Sections 1 and 2, with the following changes and extra requirements. Enter the scores under the relevant section.

### Extra mandatory requirements for youth hostels

#### O20 Dishwashing detergents and cleaning chemicals

All chemicals for dishwashing and cleaning that are purchased for use by the guests must be ecolabelled.

- List of the chemicals to which the guests have access.

#### O21 Waste

Clear, simple instructions as to how guests should sort their waste must be provided.

- Description of waste sorting procedures for the guests.

### The following requirements have been adjusted:

#### Section 2.5 Guest rooms

The requirements also apply to “common areas”, e.g. common toilets, showers and guest kitchens.

#### P11 Applies if the basic price includes soap/shampoo. Requirements for other youth hostels:

Only ecolabelled shampoo, soap and washing detergent is sold: 2p

No consumables are sold: 2p

- List of shampoos/soaps that have been purchased for resale.

#### P21 Applies if the youth hostel hires out sheets and towels. Other youth hostels: 1p

#### P22 Applies if the youth hostel hires out sheets and towels. Other youth hostels: 1p

#### P28 Applies if the basic price includes soap and shampoo. Other youth hostels: 2p

#### P45 Not relevant for youth hostels (a major part of the cleaning is done by the guests). Youth hostels: 1p

## 2.14 Environmental management

For Swan labelling requirements to be met, the establishment must have a written environmental management system in which the following procedures are documented: If the hotel's environmental management system is certified to ISO 14001 or EMAS, where the following procedures have been implemented, it is sufficient for the accredited auditor to certify that the requirements in Section 6 have been implemented.

### Mandatory procedures

#### O22 Organisation and responsibility

The hotel's organisation must be described. Individuals shall be appointed responsibility for the following environmental areas:

Area of responsibility	Person	Position
Swan licence		
Marketing of Swan licence		
Observance of legislation		
Training		
Purchasing		
Operation and maintenance		
- service of dishwashers		
- service of refrigeration units		
- service of ventilation and heating		
- cleaning		
- special cleaning		

- Name the people responsible in the table above (or using an equivalent layout that covers the same areas of responsibility). The person responsible for marketing the Swan licence must also sign Appendix 1.

#### O23 Actions to reduce environmental impact

The establishment must have an action plan containing relevant measures to reduce its environmental impact. The action plan must include the following:

- At least two measurable, scheduled targets within the areas of energy, chemicals, water or waste with actions that lead to concrete environmental improvements.
- Appointment of a responsible member of staff for the activity.
- Assignment of resources for the activity.

The action plan must be revised when there are operational changes and when new goals are established.

*See Appendix 9 for an example of an action plan.*

- List or completed Appendix 8.

## **O24 Legislation and regulatory requirements**

The hotel shall ensure the observance of legislation in force including legislation on the working environment, external environment, hygiene and health. Nordic Ecolabelling may revoke the licence if this requirement is not fulfilled.

Signed application form.

## **O25 Information about the Swan for employees**

All employees who are involved in day-to-day operations must have the knowledge to ensure that Swan licence requirements are met. New employees shall receive this introduction within 14 days of starting work.

All employees must be informed annually about the hotel's environmental work including the action plans for continuous environmental improvements and the result of the measurements concerning the limit values for the Swan licence. The employees must also be continuously trained in general environmental issues and in environmental issues that relate particularly to their area of work. The purpose of the training is to make employees aware of the possible environmental impact of their work and the environmental benefits that can arise from improved individual efforts and by working with Swan.

Participation in training must be documented along with a description of the training course. Contractors who are involved in day-to-day hotel operations must participate in the training provided by the hotel or be able to show documentary proof that they have undergone equivalent training.

## **O26 Guest information**

Guests must be informed:

- that they are staying in a Swan-labelled hotel and that they are therefore contributing to reducing the environmental impact of their stay.
- of the hotel's environmental efforts.

The guests can also be informed how they can contribute further to environmental improvements by, for example, saving energy, using towels more than once or sorting waste.

Copy of information for guests.

## **O27 Continuous measurements**

There must be procedures for measuring and documenting the limit values for the Swan licence for water, energy, waste and chemical products as follows:

- energy use – monthly when the establishment is open.
- water consumption – monthly when the establishment is open.
- amount of chemical products – yearly.
- amounts of waste – quarterly.

Checked on site.

**O28 Documentation of Swan requirements**

All Swan licence documentation should be accessible. Metering reports, training registers, service agreements and similar must be easily accessible.



Checked on site.

**O29 Energy-demanding equipment and service log**

The hotel must maintain a list of energy-demanding technical equipment and their service intervals along with a list of the individuals responsible for servicing the equipment. Energy-demanding equipment includes for example refrigeration units, heating systems, ventilation systems and pool facilities.

Employees at the hotel responsible for maintenance and service of technical equipment are responsible for ensuring that planned service measures are carried out (see O21).

The hotel must maintain a service log which shall include the date, signature and measures taken indicating that the technical service has been carried out (Appendix 7 can be used). The service log shall be kept for at least 2 years.



List of energy-demanding equipment (Appendix 6 can be used).



Service log, checked on site.

**O30 Handling of chemical products**

The establishment must have clear and easily understood instructions for the staff regarding dosage and handling of chemical products. A written list of products must be kept. This list shall be updated at least once a year.

Safety instructions must be available in the hotel for all chemical products used. The safety instructions must be in a language the employees understand.



Up-to-date list of all chemical products used at the hotel and instructions on how these should be handled. If required, a copy of the self-inspection programme should be attached to indicate how the chemical products are handled.

**O31 Annual follow-up**

Every year, compliance with environmental requirements must be followed up. Each year, Nordic Ecolabelling issues a questionnaire. The checklist must be signed by the company's Swan licence administrator and submitted to Nordic Ecolabelling no later than the date indicated on the questionnaire.



The questionnaire shall be sent to the appropriate ecolabelling secretariat.

## 2.15 Summary of point scores

Section	Hotel's score	Maximum possible score
Extra points from the limit values		
Operation and maintenance		24
Consumables		11.5
Fixtures, fittings and other equipment		7
Guest rooms		13.5
Kitchen, dining room and restaurant If the hotel only offers breakfast, enter 5p		
Kitchen, dining room and restaurant If the hotel has its own restaurant, enter 12p		
Cleaning and laundry		6.5
Waste		6
Transport		3
Extra requirements for hotels with conference facilities If there are conference facilities, enter 5p		
Extra requirements for hotel with pool If there is a pool, spa or hot springs, enter 4p		
Total		

**At least 60% of the maximum point score for Operation and Maintenance is achieved:**

**At least 65% of the total point score is achieved:**

## Marketing

The Swan label is a very well-known and well-reputed trademark in the Nordic region. Swan-labelled hotels may be marketed using the Swan label as long as the associated licence is valid.

A Swan-labelled hotel that has conference facilities can market these facilities as "Swan-labelled conferencing".

The label must be positioned so that there is no doubt as to what the label refers to and so that it is clear that the hotel is ecolabelled.

More information on marketing can be found in "Regulations for Nordic Ecolabelling" of 12 December 2001 or later version.

## Design of the Swan label

Design of the Swan label:



Licence number

Each licence has a unique six-digit licence number that must accompany the label.

More information on the design of the label can be found in "Regulations for Nordic Ecolabelling" of 12 December 2001 or later version.

## How long is a licence valid?

Nordic Ecolabelling adopted the criteria for Hotels and youth hostels on DAY MONTH YEAR. The criteria are valid until DAY MONTH YEAR.

An ecolabel licence is valid providing the criteria are fulfilled and until the criteria expire. The validity period of the criteria may be extended or adjusted, in which case the licence is automatically extended and the licensee informed.

Revised criteria shall be published at least one year prior to the expiry of the present criteria. The licensee is then offered the opportunity to renew their licence.

## **Future criteria**

Ahead of the next revision of these criteria, the sustainability of operations will be assessed further with a focus on energy, water, chemicals and waste.

For example:

Investigate whether it is possible to set requirements on the control of air-conditioning.

Investigate how future EU directives on building energy performance can affect the criteria.

Investigate the possibility to tighten the requirement on chemicals that are not ecolabelled.

Investigate the possibility to harmonise these criteria with Flower criteria.

## Glossary

Term	Explanation or definition												
Active standby	Active standby: The TV connected to a power source produces neither sound nor vision but is exchanging / receiving data from an external source.												
Active substances	Chemical substances, excluding water (regardless of whether or not water has been added).												
Area	The total heated indoor area of the establishment.												
Calorific values for the energy limit value	<p>The calorific values listed below are used for the calculations. More accurate calorific values may be used subject to approval by Nordic Ecolabelling.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th>Value [MJ/kg]</th> </tr> </thead> <tbody> <tr> <td>Oil</td> <td style="text-align: center;">40.4</td> </tr> <tr> <td>Wood pellets</td> <td style="text-align: center;">16.8</td> </tr> <tr> <td>Wood chips</td> <td style="text-align: center;">8.3</td> </tr> <tr> <td>Natural gas</td> <td style="text-align: center;">51.9</td> </tr> <tr> <td>LPG</td> <td style="text-align: center;">46.1</td> </tr> </tbody> </table>		Value [MJ/kg]	Oil	40.4	Wood pellets	16.8	Wood chips	8.3	Natural gas	51.9	LPG	46.1
	Value [MJ/kg]												
Oil	40.4												
Wood pellets	16.8												
Wood chips	8.3												
Natural gas	51.9												
LPG	46.1												
Concentrated product	Product containing less than 40% water. Applies to chemical products.												
Day guest	A guest staying at the establishment for at least four hours.												
Direct-acting electricity	Electric power that is used for heating directly, e.g. in electric radiators, electric boilers or under floor heating. Additional electricity for heat pumps does not count as direct-acting electricity.												
Ecolabelled	Ecolabelled: a product marked with the Swan, the EU flower, Bra Miljöval (Good Environmental Choice) or TCO 99 or later versions - unless otherwise specified.												
Garden	Garden refers to an outdoor area belonging to the hotel excluding roads, driveways and car parks.												
Geothermal energy	For the limit value calculations, the heat from geothermal energy is counted as free, but the water consumption must be included in the limit value for water.												
Guest night	One let bed per day (24 hours).												
Heat pumps definition	Heat pumps refer to built-in units and free-standing units heavier than 3 kg. When calculating the limit value, only supplied electrical energy and possibly other peak heating is included.												
Heat pumps – calculation for requirement R3	<p>If the efficiency factor of the heat pump is x does it correspond to a part according to the formula <math>[(x-1)/x] * 100 \%</math>. This part must be related the heat pumps part of the total energy consumption for heating.</p> <p>Example: A hotel gets half of their energy consumption for heating from a heat pump. If the efficiency factor is three is their part will be 66% of half of the energy consumption for heating which will be 33%. The hotel will get 1 p.</p>												
Heating	The energy used for heating the hotel's rooms and other areas.												
Lodging turnover	Revenue from guests who stay overnight.												
Low-energy lamps	Low-energy lamps includes conventional fluorescent tubes, fluorescent tube bulbs and low-energy lamps.												
Organic	Organic refers to food and/or drink labelled according to Council Regulation (EEC) No 2092/91, unless otherwise specified, for example, KRAV, the Finnish "Sun label" (Luomu) – controlled organic												

	production, Debio, Statskontrolleret økologisk (Ø-label), and Tún-lífrænt.
Own vehicles	Vehicles that are used in the running of the hotel, e.g. to carry goods and guests to and from the hotel. Leased cars are also counted as own vehicles.
Passive standby	Passive standby: The TV is connected to a power source, produces neither sound nor vision, and is waiting to be switched into the modes 'off', 'active standby' or 'on' on receipt of a direct or indirect signal, e.g. from the remote control.
Printed matter	Printed matter refers to, for example, advertising, brochures, writing paper and other stationery carrying the hotel logo. The requirement also covers printed matter the hotel chain has ordered centrally.
Refrigeration appliances	Refrigeration appliances refers to built-in units and free-standing units heavier than 3 kg.
Renewable energy sources	Renewable energy sources include wind power, solar energy, geothermal energy, wave and tidal energy, hydroelectric power, biofuel, landfill gas, gas from sewage-treatment plants and biogas. Biofuel is the biodegradable fraction of products, waste and residual products from agriculture (vegetable and animal), forestry and similar industries, and the biodegradable fraction of industrial waste and municipal waste.
Restaurant	A restaurant where food is prepared, rather than simply re-heated.
Restaurant turnover	Revenue from food, drink and other restaurant takings.
Service life, low-energy lamps	Refer to the method described in Commission Directive 98/11/EC of 27 January 1998 implementing Council Directive 92/75/EEC with regard to energy labelling of household lamps.
Turnover	Turnover refers to the revenue from lodging and restaurant activities and conference if it is included in the license.
Waste heat	Excess heat that cannot be recovered and is released to the surroundings. The heat may be contained by fluids or gases.
Water consumption	The total water consumption of the establishment. If the establishment has its own laundry, the water consumption of the laundry may be deducted from the total water consumption.