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The Eco-Choice Ecolabel Programme

Service Standard

Tourist Accommodation Facilities



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Use of This Standard

This voluntary environmental labeling standard may be used by competent sustainability assessors to establish tourist accommodation providers' compliance with the Eco-Choice Ecolabel standard. Services that are certified with the mark of conformity in terms of this standard have been independently assessed and demonstrate compliance to the environmental and social performance criteria detailed in this standard.

The overall goal of environmental labels and declarations is the communication of verifiable and accurate information, which is not misleading, on environmental aspects of products and services. This encourages the demand for, and supply of, those products and services that cause less stress on the environment, thereby stimulating the potential for market-driven continuous environmental improvement.

This standard identifies environmental, quality, regulatory and social performance criteria that tourist accommodation services must provide to visitors and guests in order to be considered as good "environment practice". Tourist accommodation providers that have been certified to this standard have the opportunity to receive higher market recognition and a compliance and certification creates a marketing advantage in government and business procurement programs, as well as broad consumer preference.

This standard can be used by tourist accommodation service providers to guide their sustainability programme by using the prescribed criteria as key performance benchmarks to reduce the environmental loads resulting from their activities, and to improve their overall sustainability performance. The standard is necessarily restricted in its identification of environmental loads under the direct control of the service provider. Providers should consider other environmental measures, which are not included in this standard, in their activities and aim for even higher levels of environmental performance where technically possible.

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Eco-Choice Ecolabel Programme

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CONTENTS

	<i>Purpose</i>	4
	<i>Definition</i>	4
1	INTRODUCTION	7
	1.1. <i>Purpose</i>	7
	1.2. <i>Background</i>	7
	1.3. <i>Principles of Sustainable Accommodation</i>	7
2	STANDARD CATEGORY SCOPE	8
3	GEOGRAPHICAL LIMITATIONS	8
4	USE OF ECO-CHOICE LABEL	8
5	VALIDITY AND COMPLIANCE EVALUATION	8
6	MINIMUM STANDARDS	9
	6.1. <i>Sustainable Operations and Management Criteria</i>	9
	6.2. <i>Social and Cultural Criteria</i>	9
	6.3. <i>Economic Criteria</i>	9
	6.4. <i>Environmental Criteria</i>	10
	6.5. <i>Resource Management Criteria</i>	10
	6.6. <i>Procurement Criteria</i>	10
	6.7. <i>Transport Criteria</i>	11
	6.8. <i>General Criteria</i>	11
7	EVIDENCE OF CONFORMANCE	11
	7.1. <i>On-Site Assessments and Reviews</i>	11
	7.2. <i>Audit Methodology</i>	12
	7.3. <i>Assessor competency</i>	12
	7.4. <i>Suitable Sources</i>	12
8	ANNEXURE A – Standard Interpretation Guide	13
9	ANNEXURE B – Draft Sustainability Vision Statement	19



ECO-CHOICE ECOLABEL PROGRAMME STANDARD FOR TOURIST ACCOMMODATION FACILITIES

Tourist Accommodation Facilities

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Purpose

This Standard specifies sustainability performance requirements of a broad range of tourist accommodation facilities for the Eco-Choice Ecolabel Program. The program complies with ISO 14024: "Environmental labels and declarations - Guiding principles" which requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable.

This standard specifies requirements for the use of energy and water by tourist accommodation facilities as well as the systems which should be in place to support waste management and product procurement. Requirements for the arrangement of cleaning, maintenance and cultural programs exist as well as compliance with regulatory bodies concerning the environment and occupational health and safety.

Definitions

"accreditation"	third-party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks
'accessibility'	independent usability of a product, service, environment or facility by persons with a wide range of mobility or sensual limitations, either permanent or temporary in nature.
"attestation"	issue of a statement, based on a decision following review, that fulfillment of specified requirements has been demonstrated
"baseline"	a minimum or starting point used for comparisons
"benchmark"	a standard or point of reference against which performance may be compared or assessed.
"benefit"	monetary or non-monetary advantage (or both)
"best practice"	the most efficient (least amount of effort) and effective (best result) way of accomplishing a task, based on repeatable procedures that have proven themselves successful over time for large numbers of people.
'carbon credit'	a generic term for any tradable certificate or permit representing the right to emit one tonne of carbon dioxide or the mass of another greenhouse gas with a carbon dioxide equivalent (CO ₂ e) equivalent to one tonne of carbon dioxide.
"carbon emissions"	the release of carbon into the atmosphere as a result of the use or consumption of fossil fuel energy sources and carbon dioxide (CO ₂) as a result of human activity.'
"carbon footprint"	the amount of carbon dioxide released into the atmosphere as a result of the activities of a particular individual, organisation, or community.
"carbon offset"	a reduction in emissions of carbon dioxide or greenhouse gases made in order to compensate for or to offset an emission made elsewhere.

“certification” “conformity assessment”	third-party attestation related to products, processes, systems or persons demonstration that specified requirements relating to a product, process,
“continual improvement”	a continual process by which the effectiveness or results of a process or activity are evaluated and improved upon
‘contractor’	a person or firm that undertakes to provide materials or labour to perform a service or do a job on behalf of another.
“corrective action”	action to eliminate the cause of a detected nonconformity or other undesirable situation
“designated group” “documented”	as defined in the relevant national legislation (see foreword) a formalised recording of information required to be controlled and maintained by an organisation
“general claim”	statement that is not independently verified
“guest”	a member of the public that may or not be paying for service or facilities
“interested party”	any person, organisation or stakeholder that can affect or be affected by a decision or activity
“legacy”	the enduring physical, economic, social or environmental impacts of an event
“local”	pertaining to the local area of the event or facility
“local area”	in the case of businesses located within urban areas, the local municipal area within which the business is located, and in the case of businesses located within rural areas, the district municipal area within which the business is located
“local community”	all people who live in the local area of the event
‘local economy’	the economic activity within a defined community or area
“monitoring”	a process or activity designed to determine the status of a system, process or activity
“objective”	result to be achieved
“organisation”	any person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.
“outsourced”	any activity which is provided by an external party as part of an organisations function or process
“performance”	a measurable result
“policy”	the stated intentions or direction of an organisation or body
“persons with disabilities”	any person with permanent or temporary restriction of mobility or function
“responsible purchasing”	process in which organizations buy products and services that have a lesser or reduced negative effect and enhanced positive impact on human health and the natural, social, cultural and local economic environment when compared to other products and services that serve the same purpose
“responsible purchasing policy”	The formally stated overall intentions and direction of a company or individual on responsible purchasing
“review”	verification of the suitability, adequacy and effectiveness of selection and determination activities, and the results of these activities, with regard to fulfillment of specified requirements by an object of conformity assessment
“risk”	the combination of the likelihood of an activity and the severity of the consequences associated with the activity
‘service provider’	an organisation, business or individual which offers service to others in exchange for payment.
“specified requirement”	need or expectation that is stated
“standard”	a measure, norm, procedure or model used for common and repeated use of performance or comparative evaluation and approved by a recognised body.

“stewardship”	a responsibility for sustainable development shared by all those whose actions affect environmental performance, economic activity and social progress
“supplier”	any person or organisation providing products, services or facilities
“sustainability”	use of resources in an environmentally sustainable, socially just and economically viable manner, taking care of present needs without compromising the ability of future generations to meet their own needs
“sustainability system”	management system that directs and controls an organization’s actions in relation to sustainability
“target”	a detailed performance requirement that needs to be met in order to achieve the objective

- Please note that these definitions are not inclusive. Where appropriate or necessary, additional definitions related to the Addenda can be found in the relevant section of this standard.

1 INTRODUCTION

1.1. Purpose

This Standard seeks to define good sustainability performance benchmarks for providers of tourist accommodation facilities in the southern African region. It is a voluntary environmental labeling standard administered by Eco-Choice Africa which specifies voluntary minimum environmental performance criteria for the sector. Establishments that meet the standard can confidently compete in the international market as more sustainable than those who choose not to participate.

1.2. Background

The tourist accommodation sector has become a dominant economic activity across the world. In southern Africa, it is estimated that this sector accounts for approximately three-quarters of national economic activity and for creating three out of every five jobs.

The primary purpose of this standard is to define environmental performance criteria for the provision of sustainable accommodation facilities and services, in particular the environmental impact resulting from activities undertaken by accommodation providers. In many cases the provider may have no control over the environmental impacts of the built environment itself; however, the environmental impacts attributable to the energy, waste and water consumption habits of facility providers and their procurement and consumption of materials - either directly or on behalf of their guests, can be substantial. This Standard is limited to activities that are directly controlled by the accommodation facility without imposing requirements on the built environment or the client specifically.

An environmentally efficient tourist accommodation sector is preferable because it reduces the demand for virgin raw materials needed to provide basic services while at the same time limiting the emission impacts of various waste types. While direct impacts such as these are most obvious, indirect impacts such as those on human health and wellbeing should also be considered.

1.3 Principles of Sustainable Accommodation

The overall principle of sustainable accommodation is the implementation of responsible living practices, which includes ensuring a balance between environmental protection, social development and economic benefit. This '**triple bottom line**' should be practiced to promote equality, participation and education in local communities and to leave a lasting legacy for future generations.

Sustainable accommodation facilities are those which are planned and managed based on the following minimum demonstrable set of principles:

- a) the efficient use and conservation of energy and water;
- b) the reuse, recovery and reduction of waste and avoidance of overproduction;
- c) the use of local resources in a responsible and sustainable manner;
- d) the understanding of and sensitivity towards local cultural conditions;
- e) the recognition of environmental, social and economic impacts associated with the business;
- f) the use of and support for environmentally responsible suppliers and service providers;
- g) the involvement and benefaction of people from the local area;
- h) the monitoring of associated impacts; and
- i) the open disclosure of information.

2 Standard Category Scope

The scope of this standard includes the provision of tourist accommodation services and any of the following auxiliary services under the management of the tourist accommodation provider:

- food services;
- leisure or fitness facilities including spas and other non-medical wellness facilities;
- gardens, grounds and accessible landscaped areas;
- facilities associated with conferences, meetings or training events;
- public toilet and restroom facilities

The standard excludes any associated transport, tour or excursion services.

3. Geographical Limitations

This standard has been developed from similar international initiatives and specifically adapted and expanded to reflect existing legislative, social and environmental requirements and limitations in the southern African region. While this does not preclude adoption by accommodation establishments in other parts of Africa or internationally, but notice must be made of the relevance of these standards locally.

4. Use of the Eco-Choice Label

The Label must be used responsibly by certified establishments in line with the licensing agreement offered to successful applicants. This includes specification of the certified service and licence number alongside any display of the label. The Label must not be used to over-represent the extent and scope of certification under this Standard.

Certification under this Standard applies only to the administrative function of the business seeking certification. The Label must not be associated with goods or with other services excluded by this scope that are provided by the business, or as part of advertising material for those goods or services.

Tourist Accommodation Establishments certified by Eco-Choice may display the Eco-Choice Label on confirmation of compliance by Eco-Choice Africa. The Eco-Choice label does not in any way constitute endorsement of the extent or quality of services provided by the business.

5. Validity and Compliance Evaluation

The Eco-Choice Label is awarded for a period of 12 months from date of issue and may be automatically renewed subject to the facility meeting the Standard.

Eco-Choice Africa shall undertake an on-site assessment of compliance on an annual basis to ensure compliance with the Standard. A nominal fee shall be charged (see Fee Schedule in Addendum) for each assessment and/or re-assessment. During such assessment, the facility shall provide data used for calculations of resource consumption and waste; original certificates of compliance issued by relevant authorities or service providers; test records; procurement records relevant to sustainable procurement practice and similar documents to support their compliance activities.

6. Minimum Standards

The following minimum standards have been developed to give effect to the core principles of sustainable tourist accommodation facilities.

6.1 Sustainable Operations and Management Criteria

- 6.1.1 The business shall comply with all relevant national, provincial and local legislation, regulations, licences and permits, as may be required.
- 6.1.2 A Sustainable Vision Statement suitable to the nature and scale of the business, and which shall consider all associated environmental, socio-cultural, economic, quality, health and safety issues, shall be developed and implemented.
- 6.1.3 The Sustainable Vision Statement publicly shall be made available when requested by any interested or affected party.
- 6.1.4 A sustainability management system suitable to the nature and scale of the business - and which addresses the associated environmental, socio-cultural, economical, quality, health, and safety issues, must be implemented.
- 6.1.5 Appropriate and regular sustainability training and awareness shall be provided to all staff at the facility.
- 6.1.7 Promotional materials shall be accurate and complete; shall not promise more than can be delivered by the business; and shall not make misleading claims regarding sustainability.
- 6.1.8 Internal monitoring of sustainability performance shall be planned and undertaken to ensure the overall sustainability system is being implemented and applied effectively. This shall include recording all non-conformance's and any incidents that may occur.
- 6.1.10 Guests, visitors and staff feedback on the measures taken to ensure sustainability performance will be encouraged.

6.2 Social and Cultural Criteria

- 6.2.1 Where a facility is located in, at or around any site of local historical, archaeological, cultural or spiritual importance, reasonable steps shall be taken to ensure that the business activities do not directly or indirectly negatively impact such site.
- 6.2.2 Where applicable, local communities or residents shall be provided reasonable, controlled access to sites of historical, social, cultural or religious significance that are located on the site of the facility.
- 6.2.3 Management shall provide a code of behaviour for guests and visitors in respect of local cultural, historical and religious sites or communities. Such code shall be developed in conjunction with the affected parties.
- 6.2.4 The business shall provide access and facilities for persons with disabilities and special needs.
- 6.2.5 The activities of the business shall not jeopardise the provision of basic services, such as water, energy and sanitation, to neighbouring communities.

6.3 Economic Criteria

- 6.3.1 Management shall provide temporary employment opportunities for people from the local area where this is possible or required.
- 6.3.3 Management shall demonstrate procurement support from small enterprises wherever possible.

- 6.3.4 The business shall demonstrate that all employees are protected in terms of the Basic Conditions of Employment Act (Act 75; 1997) and Amendments (2002).
- 6.3.5 The business shall demonstrate general compliance to the terms of the Labour Relations Act (Act 66; 1995); the Occupational, Health and Safety Act (Act 85; 1993) and any other legislation related to anti-discrimination; sexism; child labour or applicable labour standards.

6.4 Environmental Criteria

- 6.4.1 Measures to reduce pollution from noise, light, runoff, erosion, ozone-depleting compounds and other pollutants caused or effected by the business shall be implemented.
- 6.4.2 All national and international laws, regulations, agreements and conventions governing the trade in listed, endangered or threatened species (or any combination of these) shall be upheld and managed by the business.
- 6.4.3 The use of non-indigenous plants for decor, landscaping or rehabilitation purposes shall not exceed a maximum of 25% of total plantings or use.
- 6.4.4 Measures must be taken to avoid any adverse effects on ecosystems by the activities of the business, and that any negative environmental impacts resulting from the activities of the business are addressed.
- 6.4.5 The use of chemical-based herbicides and pesticides is prohibited.
- 6.4.6 The business must avoid the use of non-certified cleaning products or chemicals. This will include all products used for general cleaning; dishwashing detergents; laundry products; kitchen and food preparation area cleaning; etc.

6.5 Management Criteria

- 6.5.1 Management shall set its own annual environmental targets for the year to come. At the same time, a review of the previous year's environmental targets must be conducted, to ensure internal follow up. The "responsible person" has responsibility for making sure that the review is completed.
- 6.5.2 Management shall implement and report on energy efficiency measures that are taken and shall ensure that energy consumption is measured and recorded (in kWh). This shall not include fuel use for company vehicles (see 6.7.3)
- 6.5.3 Management shall implement and report on measures that are taken to minimise water consumption and shall ensure that water consumption is measured and recorded (in KI)
- 6.5.4 Management shall implement measures to minimise air quality impacts related to the business. This shall include emissions both internal and external and include regular maintenance of air-handling and extractor systems.
- 6.5.5 Management shall ensure that waste management plan is available, addressing both solid and liquid wastes, and shall ensure measures are in place to collect, reduce, recycle and manage waste associated with the facility (recorded in Kg or tonne).
- 6.5.6 Appropriate facilities shall be provided and managed for the disposal of hazardous chemicals, materials and waste.
- 6.5.7 Chain of custody evidence must be available for all hazardous waste streams.
- 6.5.8 Consumption and waste data must be recorded and made available on request to all interested or affected parties on request.

6.6 Procurement Practice Criteria

- 6.6.1 A Sustainable Procurement Policy must be developed, implemented and managed by the business.
- 6.6.2 Procurement policies must give preference to environmentally preferable products. Environmentally preferable products are those licenced recognised third-party Type 1 environmental certification schemes.
- 6.6.3 The business shall minimise the use of disposable, single-use food service items.
- 6.6.4 Management shall take reasonable measures to - and encourage its service providers to adhere to sustainable purchasing practices.
- 6.6.5 Products used for general cleaning, dishwashing and internal laundry must be ecolabelled by an independent Type 1 ecolabel. The business must have procedures in place for the purchasing of chemicals to ensure that the company only uses approved chemicals and dosing equipment.
- 6.6.6 Local suppliers and service providers shall enjoy preference over suppliers outside of the economic footprint of the business.

6.7 Transport Criteria

- 6.7.1 A no-idling policy must be implemented and managed for all vehicles at or within the business premises.
- 6.7.2 All distances travelled by company vehicles must be recorded in a log book(s).
- 6.7.3 Air travel undertaken by staff on official travel for the company must be recorded.

6.8 General Criteria

- 6.8.1 The business shall nominate an individual responsible for the sustainability management system. Eco-Choice must be notified if this individual changes during the certification period.
- 6.8.2 The business is required to comply with relevant environmental legislation and government regulations at the Local, National and Regional levels, where issued.
- 6.8.3 Where the business is bound by foreign jurisdiction, that jurisdiction's environmental regulations will apply except where no such legislation exists. In such instance, South African environmental legislation and regulations shall apply.
- 6.8.4 Where the business has been found guilty by a legally constituted court in the last 24 months on the basis of a breach of any environmental legislation or permits, there must be evidence of corrective action. Failure to provide such evidence shall disqualify the applicant.
- 6.8.5 The property shall have a substantive plan for achieving meaningful, continual improvement in its environmental performance. The plan shall include goals with short- and long-term benchmarks and use quantifiable metrics wherever possible.

7 EVIDENCE OF CONFORMANCE**7.1 On-Site Assessments and Reviews**

Eco-Choice shall conduct an on-site review annually or earlier should it become necessary during the licence period, to verify that the facility continues to meet the Eco-Choice standard. For such a review assessment, data used for calculations, original copies of submitted certificates, test records, purchase statistics, and similar documents that support the application must be available for examination. The licence may be revoked if it is evident that the facility does not meet the requirements.

7.2 Audit Methodology

Conformance with this standard shall be demonstrated by undertaking an assessment under the above criteria by an approved assessor, following the certification and verification procedures detailed in Eco-Choice Ecolabel Programme, which generally follows the environmental auditing requirements of ISO 14 001 and ISO 17065.

7.3 Assessor Competency

The Eco-Choice Ecolabel Program classifies approved assessors as:

- a) Persons registered by Eco-Choice Africa as environmental assessors that hold expertise relevant for an assessment, and who have undertaken training in the procedures of the Eco-Choice Ecolabel Program; or
- b) Environmental auditors accredited with the SANAS.

7.3 Suitable Sources

Audit evidence should be of such a quality and quantity that competent environmental auditors, working independently of each other, will reach similar audit findings from evaluation of the same audit evidence against the same audit criteria.

Suitable sources of information to establish compliance may be - but are not limited to:

- a. technical specification of a product.
- b. obvious characteristics of the facility under examination.
- c. environmental management system and audit reports and results.
- d. life-cycle assessment via scientific testing.
- e. a statement of confirmation by an executive officer.
- f. an assessment of company records, including minutes of meetings, policy documents and receipts.
- g. any other material that can be considered objective evidence of compliance.

ANNEXURE A – Standard Interpretation Guide Tourist Accommodation Facilities

The following interpretation of standards associated with tourist accommodation facilities is a guide and should not be considered definitive.

6.1 Sustainable Operations and Management Criteria

- 6.1.1 The business must be registered with their local authority and have the prescribed trading licences for the business being conducted. In addition, the business must demonstrate that it is registered with the Department of Labour and the South African Revenue Services and any other legislated authority.
- 6.1.2 A Sustainable Vision Statement must be developed to address issues such as energy, water, waste and air quality commitments; labour and fair trade issues and sustainable procurement commitments. A draft policy is attached as **Annexure B**
- 6.1.3 The Sustainable Vision Statement should be displayed in a prominent place within access to the public. It can be made available electronically and accessible on a website with link to a QR code.
- 6.1.4 The business must develop and implement a sustainability management system or EMS that addresses and formalises policies and procedures designed to minimise the environmental, social and financial impacts of the business.
- 6.1.5 All staff – existing, casual and new, must undergo regular awareness and interpretive training sessions on the Vision Statement and relevant sustainability procedures of the business. This should be done at least annually and as part of any induction training programme.
- 6.1.6 All advertising and promotional material issued by the business (electronic or printed) must fairly and accurately represent the sustainability status of the business. This will avoid potential greenwashing claims. The Eco-Choice Ecolabel may not be used in conjunction with any Type 2 or Type 3 ecolabel or claims.
- 6.1.7 All non-conformances related to sustainability performance must be recorded and where necessary, details of corrective action must be demonstrated.
- 6.1.8 A record of all feedback (comments, compliments and complaints) from guests, visitors and staff and evidence of any corrective actions which may be taken must be maintained.

6.2 Social and Cultural Criteria

- 6.2.1 Where a facility is located in, at or around any site of local historical, archaeological, cultural or spiritual importance, reasonable steps shall be taken to ensure that the business activities do not directly or indirectly negatively impact such site.
- 6.2.2 Where applicable, local communities or residents shall be provided reasonable, controlled access to sites of historical, social, cultural or religious significance that are located on the site of the facility.
- 4.2.3 A code of behaviour for guests and visitors should be developed to encourage and monitor respect of local cultural, historical and religious sites or communities. The code must be developed in conjunction with the affected parties.
- 6.2.4 Visitors, guests and staff with mobility, sight or audio limitations must be provided for in terms of access and/or communication support. This will range from accessible entrances and floor surfaces throughout the facility; brail signage and safety devices that will alert those with hearing or sight impairments.

- 6.2.5 However the business is operated, efforts must be made to ensure that operations do not result in any environmental impacts or losses to the local community. For example, if the business draws water from a communal well, aquifer or open water body, the extraction cannot negatively affect others making use of the same source. Waste generated by the business cannot be disposed-of at the expense of the community and the use of any chemicals, cleaning products or any form of liquid waste may not enter communal water sources. This is a common-sense requirement but it does require a policy statement or document to manage the issue..

6.3 Economic Criteria

- 6.3.1 As far as possible, employment opportunities must be provided to members of the local community. This includes temporary or casual labour needs and permanent positions. Where this is not possible, motivation must be provided. The Assessor will require a detailed breakdown of employment demographics during the assessment..
- 6.3.2 Small, local business should be used wherever possible for maintenance, procurement or services by the business. Local is regarded as being within the municipal boundaries of the location of the business and small businesses are regarded as single, owner-run businesses.
- 6.3.3 The business shall demonstrate that all employees are protected in terms of the Basic Conditions of Employment Act (Act 75; 1997) and Amendments (2002).
- 6.3.4 The business shall demonstrate general compliance to the terms of the Labour Relations Act (Act 66; 1995); the Occupational, Health and Safety Act (Act 85; 1993) and any other legislation related to anti-discrimination; sexism; child labour or applicable labour standards.

6.4 Environmental Criteria

- 6.4.1 Policies, procedures and oversight must be in-place and documented to ensure that all impacts associated with the business are managed effectively and sustainably. This will include the development of policies related to Water and Energy consumption; Waste management and recovery; Procurement; Air Quality and emissions and other activities that could have an impact on the environment.
- 6.4.2 All national and international laws, regulations, agreements and conventions governing the trade in listed, endangered or threatened species (or any combination of these) shall be upheld and managed by the business.
- 6.4.3 Depending on the location and style of operation, the gardens and grounds must contain at least 75% indigenous plantings with an emphasis on water-wise varieties. Where exotic species are unavoidable, they must be managed so as to minimise irrigation needs.
- 6.4.4 The business must ensure that its operations do not impact negatively on the environment. This will include managing waste to minimise litter to ensuring that there is no fuel contamination of soil and grounds.
- 6.4.5 The use of chemical-based herbicides and pesticides is prohibited. A record of all herbicides and pesticides used on the premises must be made available for review.
- 6.4.6 The business must make use of ecolabelled cleaning products and chemicals. Where these are not available or suitable, relevant documentation (MSDS) to justify the use of non-certified products must be made available.

The requirement applies to products used for general cleaning, on all flooring and surfaces, including guest rooms, conference rooms, kitchens, glass, mirrors, bathrooms, toilets, public areas and staff offices.

The following products may be considered in the absence of ecolabelled alternatives subject to the provision of MSDS documentation: Floor treatments, descalers, swimming pool chemicals, dishwasher and coffee machine cleaners, drain cleaner, metal polish, freezer room cleaners, furniture polish, stainless steel polish, oven cleaner, grill cleaner, steel cleaner, chewing gum remover, stain remover for carpets and interiors.

The requirement applies to all detergents and drying agents used in dishwashers and for manual dishwashing. Soaking agents and descalers are excluded and must fulfil the requirement concerning “other chemicals”.

The requirement applies to all laundry chemicals (including fabric softeners, wash booster, bleach and stain remover) used to launder textiles within the company itself.

6.5 Resource Management Criteria

6.5.1 Requirement for continuous improvements

Once a year, the company must set its own environmental targets for the year to come. At the same time, a review of the previous year's environmental targets must be conducted, to ensure internal follow up. The “responsible person” has responsibility for making sure that the review is completed. The environmental targets must focus on improvements **in at least two of the following categories:**

- Energy
- Water
- Waste
- Food waste
- Organic food and drink
- Chemicals
- Purchasing

6.5.2 Records of energy consumption must be kept and used for comparative and management purposes. All electricity should be recorded in kWh, while diesel for generators is recorded in Litres or by hours operated.

Guide to energy consumption limitations

Type of Business	Daily Consumption Limit Value
Accommodation only	160kWh/m ² – 300 kWh/ m ²
Accommodation with restaurant with occupancy < 60%	190 kWh/ m ² – 350 kWh/ m ²
Accommodation with restaurant and occupancy > 60%	230 kWh/ m ² – 425 kWh/ m ²

6.5.3 Water consumption must be recorded in KI for the whole property. Where possible, this should be recorded per area of use (such as kitchens, laundry, gardens, etc) and used to manage and plan further savings and reductions. As a guide, the following is considered best practice:

Type of Business	Daily Consumption Limit Value
Accommodation	150 litres/guest
Accommodation with Pool	200 litres/guest
Restaurant	30 litres/cover served
Catering	20 litres per portion
Conference Facility	15 litres per delegate
External Pool	50 litres per pool guest

- 6.5.4 The quality of air in and around the business can affect the health and wellbeing of everyone concerned. Steps must be taken to minimise emissions to air associated with the activities of the business and will include the development of an appropriate policy that addresses maintenance, operational and planning aspects. The burning of fossil fuels and land management also needs to be addressed.
- 6.5.5 Waste is an inevitable problem in any business. A comprehensive, published policy that covers the management, separation and disposal of waste must be in place. This should address everything from separation-at-source to the recovery, separation and the actual disposal of waste (in Kg or tonne). The success of the waste management process will be determined by the actual percentage recovered and recycled against the volume sent to landfill. Procurement strategies also play an important part in this process.
- 6.5.6 Hazardous chemicals, materials and e-waste must be managed with great care. Again, much of this waste is related to the procurement phase of the business, but any hazardous materials must be disposed-of in accordance with existing legislation and regulations.
- 6.5.7 Chain of custody evidence must be available for all hazardous waste streams.
- 6.5.8 Consumption and waste data must be recorded and made available on request to all interested or affected parties on request. Ensure that the waste removed from the property is accurately measured (weighed) and disposed-of in accordance with the law.

Waste sorting Suggestions for Guests

- **Accommodation:** Guests must be able to sort their waste into at least two types, in addition to unsorted waste, in the different areas of the facility. This applies to reception and any public areas.
- **Guest rooms:** Guests must be able to sort their waste into at least two types, in addition to unsorted waste. Guests must be informed that other types such as hazardous waste, bottles, packaging, cardboard, etc. can be deposited in a suitable place. The waste must be sorted at source by the staff.
If it is not possible to offer waste sorting in three types in guest rooms, staff must sort the waste. The guest must be informed that their waste will be sorted. The staff must have written routines for handling the waste.
- **Conference:** Delegates must, as a minimum, be able to sort paper and unsorted waste. If food is served, the guests must also be able to sort food waste.
- **Restaurant:** If the guests deal with their used plates, cutlery and so on themselves, they must be able to sort both food waste and unsorted waste, as a bare minimum. Clear instructions must be posted concerning waste sorting.

Waste Limitations for Unsorted Waste

Type of Business	Daily Consumption Limit Value
Accommodation	0.10 kg per accommodation guest
Restaurant	0.40 kg per cover/guest
Catering	0.40 kg per catered portion
Conference Facility	0.10 kg per delegate

6.6 Procurement Practice Criteria

- 6.6.1 A Sustainable Procurement Policy must be developed, implemented and managed by the business. This policy must identify high-impact procurement items (items that have significant environmental impact at the disposal stage) and plan alternatives for such items.
- 6.6.2 There are so many 'green' products available on the market, but wherever possible, procurement should be guided by third-party certification of the products concerned. This will entail questioning suppliers about the products they provide and requesting certified alternatives wherever possible. While cost is a consideration in procurement, the durability, waste potential and waste impact of products must be considered at the procurement stage. Some examples are:
- Cleaning Services and/or window cleaning services
 - Dry Cleaning Services
 - Ecolabelled Coffee (Fair Trade; etc)
 - Certified organic or ecolabelled food products
 - Fabric Hand Towel Rolls (washable or reusable)
 - Soap, Shampoo and other Guest Amenities
 - Disposable items
 - Paper napkins
 - Microfibre mops and cloths
 - Textiles (Duvets; Sheets; Pillowcases; Towels; Tablecloths; Serviettes)
 - Printed matter
 - Tissue Paper
 - Copier Paper
- 6.6.3 Limit the number of single-use disposable and non-recyclable products used by the business. This can include:
- *Products that cannot be reused, such as slippers*, shower caps, Q-tips, brushes, nail files, shoe polish, etc.*
 - *Shampoo, conditioner, soap, lotion, etc. in small portion bottles.*
 - *Disposable plates, bowls, cups, glasses and cutlery.*
 - *Drinking straws, cocktail sticks, toothpicks and stirrers in plastic.*
- 6.6.4 Suppliers should be required to complete an annual declaration related to the products they supply. This should include confirmation that the products do not contain any harmful ingredients; that packaging is recyclable; that chemicals and cleaning products are environmentally friendly and ecolabelled and any other relevant information that could affect the sustainability vision of the business.
- 6.6.5 As part of the overall sustainability journey, the procurement of chemicals and cleaning supplies must give preference to independent Type 1 ecolabelled products and manufacturers. Products that do not carry an independent certification of sustainability and environmental suitability must be avoided.
- *The requirement applies to products used for general cleaning, on all flooring and surfaces, including guest rooms, conference rooms, kitchens, glass, mirrors, bathrooms, toilets, public areas and staff offices.*
 - *The requirement applies to all laundry chemicals (including fabric softeners, wash booster, bleach and stain remover) used to launder textiles within the company itself.*
- 6.6.6 Local suppliers and service providers shall enjoy preference over suppliers outside of the economic footprint (50km) of the business. Where local alternatives to distant service providers are available, preference should be given to local unless the business can provide evidence of price gauging; poor service; national contract or other limitation.

6.7 Transport Criteria

- 6.7.1 A no-idling policy must be implemented and managed for all vehicles at or within the business premises. This will include visible signage and active monitoring of vehicles by security staff.
- 6.7.2 All distances travelled by company vehicles must be recorded in a log book(s).
- 6.7.3 Air travel undertaken by staff on official travel for the company must be recorded.

6.8 General Criteria

- 6.8.1 A member of staff must be appointed to oversee and manage the sustainability journey of the business. Ideally, this should be a senior member of staff that has the authority to instruct and manage staff. The person must be formally appointed by means of an appointment letter which states his/her responsibilities; authority and obligations to the business.
- 6.8.2 Whatever local, regional, national or international laws, regulations, by-laws or other administrative processes are applicable to the business must be adhered to and registrations must be current. Proof of this will be required on request.
- 6.8.3 If the business is located outside the borders of the Republic, applicable laws in the country of operation will be applicable. Where there is no environmental law or regulations in such location, the South African standard will be applied.
- 6.8.4 If the business has been found guilty of any environmental regulations or registrations in the previous 24 months, evidence of corrective action to avoid a repeat offence is required before registration or certification.
- 6.8.5 The business must be in a position to demonstrate that a continual improvement process is being managed. Evidence of annual improvement in areas such as resource and waste management; procurement and other key elements is necessary. In addition to this, achievable targets should be set on an annual basis based on the previous 12 months to provide a road map to improved performance..

ANNEXURE B – Draft Sustainability Vision Statement**The (Business Name) Sustainability Policy Statement**

The (Business Name) is managed as a professional and sustainably conscious business, acknowledging the impact that its operations may potentially have on the environment and on our community.

1. The clear objective of The (Business Name) is to minimise any impact on our environment by;
 - preventing pollution, reducing waste and ensuring wherever practical measures are implemented to protect and preserve natural habitats, flora and fauna
 - considering the effect that our operations may have on the local community
 - protecting the interests and well-being of our staff
 - taking action to eliminate or reduce as far as practicable any potentially adverse Sustainability impacts
 - promoting Sustainability awareness amongst our suppliers, contractors and partners by implementation of operational procedures
 - seeking to work in partnership with the community by behaving in a confederate and socially responsible manor
 - Ensuring effective and expedient indecent control, investigation and reporting.
2. Management and supervisory staff have responsibilities for the implementation of the policy and must ensure that Sustainability issues are given adequate consideration in the planning and day-to-day supervision of all work.
3. The (Company Name) will fully comply with the duties placed upon it within the requirements of statutory legislation, whilst at all times complying with, as a matter of best practice, the requirements and duties set out within approved guidance as issued by the Eco-Choice Africa Ecolabel Programme.
4. All employees and subcontractors are expected to co-operate and assist in the implementation of the policy, whilst ensuring that their own tasks, as far as is reasonably practical, are carried out without risk to themselves, others or the environment. This includes co-operating with management on any Sustainability related matters.
5. The (Business Name) will take all practical steps to ensure that potential hazards and risk to the environment are identified and that suitable and effective preventative and control measures are implemented. All employees will be provided with the necessary resources, equipment, information, instructions and training to fulfil their requirements of this policy.
6. The operation of this policy and the associated procedures will be monitored and reviewed on a regular basis to ensure that they remain current and applicable to the company's activities.

Signed:

Date: