

# Nordic Ecolabelling for **Hotels and other accommodation**



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This document is a translation of an original in Norwegian. In case of dispute, the original document should be taken as authoritative.

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## Addresses

In 1989, the Nordic Council of Ministers decided to introduce a voluntary official ecolabel, the Nordic Swan Ecolabel. These organisations/companies operate the Nordic Ecolabelling system on behalf of their own country's government. For more information, see the websites:

### Denmark

Ecolabelling Denmark  
info@ecolabel.dk  
www.svanemaerket.dk

### Finland

Ecolabelling Finland  
joutsen@ecolabel.fi  
<https://joutsenmerkki.fi/>

### Sweden

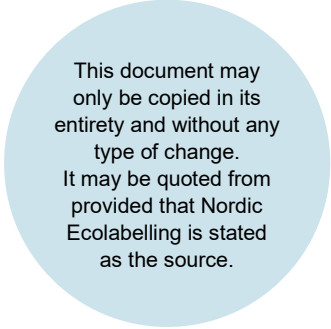
Ecolabelling Sweden  
info@svanen.se  
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### Iceland

Ecolabelling Iceland  
svanurinn@ust.is  
www.svanurinn.is

### Norway

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info@svanemarket.no  
www.svanemarket.no



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## What is a Nordic Swan Ecolabelled hotel or other accommodation?

A hotel or other accommodation certified by the Nordic Swan Ecolabel meets ambitious environmental requirements and has taken a holistic approach to its environmental work connected to energy, water, food, waste, biological diversity, chemicals and procurement.

The hotel takes an active and structured approach to reducing its consumption and optimising operations. A hotel which meets the requirements also contributes to several of the UN's Sustainable Development Goals, especially Goal 12 regarding responsible consumption and production. A Nordic Swan Ecolabelled hotel or other accommodation:

- Limits its energy use.
- Uses no fossil oil or gas for heating.
- Implements energy and CO<sub>2</sub>-reducing measures to limit the environmental footprint.
- Uses water efficiently.
- Limits the amount of residual waste.
- Sorts waste to facilitate material recycling and more circular use of resources.
- Has routines to prevent food waste.
- Uses no disposable items in daily serving.
- Meets strict environmental demands for single use items for catering, take-away and fast food.
- Reduces its environmental footprint by serving more sustainable food.
- Takes measures to ensure biological diversity on the hotel grounds
- Limits harmful and undesirable chemicals by using ecolabelled products for general cleaning, dishwashing and laundry.
- Uses several ecolabelled products and services.
- Trains employees to include everyone in the environmental work.

## Why choose the Nordic Swan Ecolabel?

- A Nordic Swan Ecolabelled hotel or other accommodation may use the Nordic Swan Ecolabel trademark for marketing. The Nordic Swan Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is a simple way of communicating environmental work and commitment to customers.
- The Nordic Swan Ecolabel clarifies the most important environmental impacts and thus shows how a company can cut emissions, resource consumption and waste management.
- Environmentally suitable operations prepare for future environmental legislation.
- Nordic Ecolabelling can be seen as providing a business with guidance on the work of environmental improvements.

- The Nordic Swan Ecolabel covers not only environmental issues but also quality requirements, since the environment and quality often go hand in hand. This means that a Nordic Swan Ecolabel licence can also be seen as a mark of quality.

## What can carry the Nordic Swan Ecolabel?

### Hotels and other accommodation

Establishments that offer accommodation can be Nordic Swan Ecolabelled. This primarily means hotels, but other forms of accommodation such as youth hostels are also eligible.

Businesses that offer accommodation can be Nordic Ecolabelled, which mainly means hotels, but also other accommodation such as hostels. Operations may also include restaurant and conference facilities.

### Combinations of businesses

If several different businesses are part of the same operation, or are marketed as a single unit, all of them must be included in the licence. For example, a hotel with its own restaurant and conference facilities must apply for the Nordic Swan Ecolabel for all three types of business in the same application.

The different combinations of businesses may be:

- hotel or accommodation with associated restaurant and conference facilities
- hotel or accommodation with associated restaurant
- hotel or accommodation with associated conference facilities
- hotel or accommodation with breakfast service (without restaurant)
- hotel or accommodation without any food service

See Table 1 under “How to apply?”, “What is required?” for an overview of which requirements the different combinations of businesses need to fulfil.

### Businesses with spa

If the company applying for the Nordic Ecolabel includes a spa operation, the spa’s energy and water consumption can be deducted, if this can be documented. This is because it is not possible to market the spa business as a “Nordic Swan Ecolabelled spa” even if its consumption is included, because the Nordic Swan Ecolabel’s criteria do not cover the actual spa operation and its treatments.

### Geographical restriction

The levels of the Nordic Swan Ecolabel’s requirements have been set based on Nordic conditions. Some adaptations have also been made for Germany and Poland. Limit values have only been developed for the Nordic region, Germany and Poland. If businesses in other countries wish to apply for the Nordic Swan Ecolabel, Nordic Ecolabelling will consider the possibility of developing requirements for the region in question.

# How to apply

## Application and costs

For information about the application process and fees for this product group, please refer to the respective national website. For addresses see page 3.

## What is required?

The application must consist of a web form and documentation showing that the requirements are fulfilled.

The application must consist of an application form/web form and documentation showing that the requirements are fulfilled.




The criteria for hotels and other accommodation comprise a combination of obligatory requirements and point score requirements. The letter “O” and a number indicate obligatory requirements. These requirements must always 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.

In cases where several different businesses are perceived or marketed as a single unit, all of them must be included in the application and the licence. For instance, a hotel with its own restaurant and conference facilities must fulfil the obligatory requirements and the point score requirements for the combination hotel with associated restaurant and conference.

The term “hotel” is used throughout the criteria. This also means “other accommodation”.

Table 1 gives an overview of which obligatory requirements the business must fulfil for the different combinations of businesses, which point score requirements they can choose, and the points threshold they must reach.

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

-  Upload
-  State data in electronic application
-  Requirement checked on site

To be awarded a Nordic Swan Ecolabel licence:

- All obligatory requirements must be fulfilled.
- A minimum of the total point score must be achieved.
- Nordic Ecolabelling must inspect the site.

All information submitted to Nordic Ecolabelling is treated confidentially. Suppliers can send documentation directly to Nordic Ecolabelling, and this will also be treated confidentially.

Table 1 **Overview of which requirements the business and different combinations of businesses must fulfil and which point score requirements they can choose between. The table uses the following abbreviations: Hotel (H), Restaurant (R), Conference facility (C).**

Req. number	Requirement	HRC	HR	HC	H With break-fast	H With-out food
O1	Description of the business	X	X	X	X	X
	<b>Environmental management</b>					
O2	Responsible person	X	X	X	X	X
O3	Annual follow-up of the licence	X	X	X	X	X
O4	Requirement for continuous improvements	X	X	X	X	X
O5	Changes and unforeseen non-conformities	X	X	X	X	X
O6	Customer complaints	X	X	X	X	X
O7	Communication with staff	X	X	X	X	X
	<b>Energy requirements</b>					
O8	Fossil fuel	X	X	X	X	X
O9	Energy consumption	X	X	X	X	X
O10	Limit values for energy consumption	X	X	X	X	X
O11	Routines / system for energy savings	X	X	X	X	X
O12	Energy and CO <sub>2</sub> -reducing measures	X	X	X	X	X
	<b>Water requirements</b>					
O13	Water consumption	X	X	X	X	X
O14	Limit values for water consumption *	X	X	X	X	X
O15	Water and resource savings for laundry	X	X	X	X	X
O16	New purchases	X	X	X	X	X
P1	Water-reducing measures (max 3 points)	X	X	X	X	X
	<b>Waste requirements</b>					
O17	Sorting at source	X	X	X	X	X
O18	Amount of general waste	X	X	X	X	X
O19	Limit value for general waste	X	X	X	X	X
O20	Waste sorting for guests	X	X	X	X	X
O21	Amount of organic waste	X	X		X	
O22	Prevention of eatable food waste	X	X		X	
P2	Measures to prevent and reduce food waste (max 3 points)	X	X		X	
O23	Ban on disposable items and portion packaging	X	X	X	X	X
O24	Disposable items not permitted in guest rooms	X	X	X	X	X
O25	Disposable items in contact with food and drink, for takeaway, catering and fast-food services	X	X	X	X	X
O26	Prohibition of PVC/PVDC in plastic film	X	X	X	X	X
	<b>Sustainable food and drink</b>					
O27	Proportion of organic food and drink	X	X		X	
O28	Limit value for organic food and drink *	X	X		X	

P3	Organic food and drink (max 5 points) *	X	X		X	
O29	Table serving of water	X	X	X	X	
P4	Locally produced food and drink (max 2 points)	X	X		X	
O30	Vegetarian dish	X	X			
O31	Sustainable fish and shellfish	X	X		X	
O32	Palm oil	X	X		X	
O33	Ban on genetically modified food (GMO)	X	X		X	
	<b>Biodiversity</b>					
O34	Improvement of biodiversity at the outdoor area	X	X	X	X	X
	<b>Consumption of chemicals</b>					
O35	Purchasing of chemicals	X	X	X	X	X
O36	Information on chemicals	X	X	X	X	X
O37	Ecolabelled chemicals	X	X	X	X	X
O38	Dosing	X	X	X	X	X
P5	Nordic Swan Ecolabelled laundry service (3 points) *	X	X	X	X	X
O39	Classification of other chemicals	X	X	X	X	X
O40	Prohibited substances	X	X	X	X	X
O41	Granules for dishwashing	X	X		X	
O42	Water treatment	X	X	X	X	X
	<b>Purchasing of ecolabelled goods and services</b>					
O43	Purchasing of ecolabelled printed matter, tissue paper and copy/printing paper	X	X	X	X	X
P6	Purchasing of ecolabelled products and services (max 12 points) *	X	X	X	X	X
	<b>Summary of points</b>					
O44	Obligatory requirement concerning points achieved *	X	X	X	X	X
	<b>Summary of the table</b>					
	Maximum possible points, Nordic	28	28	18	28	18
	Maximum possible points, Germany and Poland	19	19	9	19	9
	Minimum limit, points obtained, Nordic	12	12	7	12	7
	Minimum limit, points obtained, Germany and Poland	8	8	3	8	3
	Number of mandatory requirements, all countries	44	44	34	43	34
	Number of point requirements, Nordic	6	6	3	6	3
	Number of point requirements, Germany and Poland	5	5	2	5	2

\* Requirements in the criteria with adaptations for German and Polish businesses.

### Licence validity

The Nordic Swan 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.

### **On-site inspection**

In connection with handling of the application, Nordic Ecolabelling normally performs an on-site inspection to ensure adherence to the requirements. For such an inspection, 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.

### **Queries**

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 3 for addresses. Further information and assistance (such as calculation sheets or electronic application help) may be available. Visit the relevant national website for further information.

## **1 General requirements of the business**

### **O1 Description of the business**

Applicants must provide the following information about the business:

- Name, visiting address and country.
- Business definition and combination:
  - Hotel or other accommodation?
  - Does the business have a restaurant and / or conference?
  - Does the business only serve food as breakfast?
- Description of the business (text)
- Does the business have a bar?
- Does the business have a pool and/or spa?
- Does the business offer catering?
- Does the business offer takeaway? What type of takeaway?
- Total annual sales
- Restaurant sales (restaurant sales/food and beverage) as a percentage of total annual sales for the whole business

*Restaurant sales are sales exclusively from food and beverages (F&B). This covers sales of all food and drink, including for parties, à la carte, snack menus, shop, minibars, banquets, courses, and conferences. Restaurant sales do not include venue hire.*

- Total heated area, m<sup>2</sup> (heated to over 10°C)
- Number of guest rooms
- Number of guest nights per year
- Percentage occupancy per year (total occupancy per year, %)
- Number of restaurant guests

- Number of catering and takeaway portions, produced at the company per year  
*Catering and takeaway portions are a dish that is prepared for consumption somewhere other than where it was prepared.*
- Number of conference guests per year
- Specific circumstances or other information you wish to give



Enter the information digitally, following the bullet list above.



Documentation stating the number of guests, percentage of restaurant turnover, total heated area and percentage of accommodation / occupancy.

## 2 Environmental management

### 02 Responsible person

The company must appoint one person who has main responsibility for the application process, and for annual follow-up of the licence, and who ensures fulfilment of the Nordic Ecolabelling requirements during the validity period of the licence.

The company must inform Nordic Ecolabelling if the responsible person is changed.



Name, email, phone number and job title of responsible person

### 03 Annual follow-up of the licence

The business must comply with all obligatory requirements in the criteria during the validity period of the Nordic Swan Ecolabel licence.

Documentation from the following requirements may be requested and controlled annually:

- General information. Number of guest nights, restaurant- and conference guests.
- Percentage of restaurant sales and/or percentage occupancy
- Requirement for energy consumption
- Requirement for water consumption
- Requirement for amount of unsorted waste
- Requirement for food waste prevention
- Requirement for limit value for organic food and drink
- Requirement for information on chemicals
- Requirement for continuous improvements
- Requirement for prohibition of PVC/PVDC in plastic film

*Annually Nordic Ecolabelling may review and control all requirements, or selected ones. Information about follow-up and deadline for reporting is given in advance.*



Confirmation that the company conducts annual follow-up of the licence.

### 04 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



Description of the company's own environmental targets.



Confirmation that an annual review of environmental work will be conducted, as part of which new targets will be set.



Annual protocol/report on the review work that includes the internal follow up and the current environmental targets of the company.

## 05 Changes and unforeseen non-conformities

Planned changes, such as a change of chemical supplier, must be informed to Nordic Swan Ecolabel. Changes that have a bearing on the Nordic Swan Ecolabel's requirements are to be approved by Nordic Ecolabelling. The "responsible person" must ensure that unforeseen non-conformities that affect the Nordic Swan Ecolabel's requirements must be reported in writing to Nordic Ecolabelling.



Confirmation that the requirement is met is made by accepting the terms of Nordic Ecolabelling's digital application tool.

## 06 Customer complaints

The company must ensure that the quality of the Nordic Swan Ecolabelled service does not deteriorate during the licence period. All customer complaints must be handled and archived.



Procedure for handling customer complaints.

## 07 Communication with staff

All employees who are involved in the everyday operation of the company must have knowledge regarding the Nordic Swan Ecolabelling of the company. The company must provide employees with basic training, containing as a minimum:

- information on the environmental work of the company.
- what being Nordic Swan Ecolabelled means for the company.
- what the employees can and must do to help with the environmental work.

The training must take place no later than two months after licensing. All employees will then receive an annual orientation on general environmental issues, the environmental work of the company and the Nordic Swan Ecolabel. New employees must receive the necessary training within two months.

*Nordic Ecolabelling can provide training material on request.*



Description of basic training – how the company trains staff in the environmental work of the company and what it means for the company to be Nordic Swan Ecolabelled.

- ☞ Confirmation that the staff receive training within two months of licensing.
- ☞ Confirmation that new employees receive training within two months.
- ☞ Confirmation that staff receive annual updates on the environmental work of the company and the Nordic Swan Ecolabel.

### 3 Energy requirements

Icelandic companies are exempt from the requirement “Limit value for energy consumption” and must instead meet the requirements “Routines/system for daily energy saving” and “Energy and CO<sub>2</sub>-reducing measures”.

#### 3.1 Requirements concerning energy consumption

##### 08 Fossil fuel

- The company must not use fossil oil to heat its premises or to produce hot water.

*If the requirement is not met at the time of application/renewal of the licence, an 18-month transition period is given where the company has an opportunity to remove the oil-fired boiler, or switch to biofuel. In these cases, the licence is granted with reservations, and Nordic Ecolabelling checks the requirement after 18 months.*

- The company must not use fossil gas to heat its premises (including patio heaters) or to produce hot water.

*The use of fossil gas for cooking and as a top load is permitted. Top load can be used when the heat demand is so great that the hotel's ordinary heating system is not sufficient, e.g. on cold days.*

*If the requirement is not met at the time of application/renewal of the licence, a 36-month transition period is given so that the company can change the heating source. In these cases, the licence is granted with reservations, and Nordic Ecolabelling checks the requirement after 36 months.*

- ☞ Confirmation that the company does not use fossil oil for heating premises and hot water production.
- ☞ Confirmation that the company does not use fossil gas for heating premises and hot water production.
- ☞ Annual follow-up of the requirement, if it is not met at the time of application.

##### 09 Energy consumption

The company must declare its annual energy consumption in kWh.

In addition, the energy consumption is to be placed in the context of area and guest numbers, with calculations for:

- kWh per square metre
- and
- kWh per guest night

*The energy consumption shall be calculated per year/12 months. However, if hotel operations have been abnormal, data from previous years of normal*

*operations can be used. Abnormal operation might, for example, be downtime, due to renovation, pandemic or similar.*

*Energy consumption is to be calculated based on purchased energy\*, such as electricity, district heating, district cooling and fuel. Self-generated renewable energy\*\* is not to be included in the calculation. Self-generated energy that is sold on can be deducted, if it can be documented.*

*Electricity for vehicle charging and internal laundry, and energy for the operation of a spa, may be deducted if it can be documented via separate meter readings, an estimate conducted by a third party, or other competent metrics. Electricity used in the production of self-generated energy, for example to power heat pumps, must not be deducted.*

*Icelandic companies can report their district heating in cubic metres.*

*Area in square metres and number of guest nights are documented in “Description of the business”. Area is defined as the internal space in the building that is heated to more than 10°C.*

*\* Purchased energy: The energy (kWh) supplied to the company in the form of electricity, fuel, gas, district heating and district cooling. Self-generated renewable energy does not count as purchased energy.*

*\*\* Self-generated renewable energy: Energy generated from the sun, wind, ground, air or water in the buildings or on/adjacent to the land of the company. This means solar power, wind power, hydro power from a river/fjord, heat/hot water from solar panels or heat pumps, and recovered heat from ventilation or wastewater.*

**Annual follow-up:** The company must document its energy consumption per square metre and per guest night, and compare the figures with the previous year.

- 🏠 Documentation of purchased energy over the past 12 months, or from a representative period of operation. For example, an invoice or confirmation from suppliers.
- 🏠 Calculations showing annual energy consumption per square metre and per guest night.
- 🏠 Annual reporting of energy consumption.

## O10 Limit values for energy consumption

*Icelandic companies and companies in buildings worthy of protection/preservation are exempt from the requirement “Limit value for energy consumption”, and must meet the requirements “Routines/system for daily energy saving” and “Energy and CO2-reducing measures”. Buildings worthy of protection are buildings of national value, which may be protected under the Cultural Heritage Act. Cultural monuments with local value may be protected by the municipality, on the basis of the Planning and Building Act.*

The limit values are split into three categories, depending on the restaurant sales and/or occupancy rate of the company, calculated on an annual basis.

- Energy consumption must not exceed the “upper limit” in the table below.
- If the energy consumption is lower than the “lower limit” in the table below, the company is considered energy-efficient, and thus does not

need to meet requirements “Routines/system for daily energy saving” and “Energy and CO<sub>2</sub>-reducing measures”.

- If the energy consumption is between the lower and upper limit values, the following obligatory requirements must be fulfilled:
  - Routines/system for daily energy saving, and
  - Energy and CO<sub>2</sub>-reducing measures

Table 2 **Energy limit values**

Category		Lower limit	Upper limit
<b>Companies without restaurant</b>			
1	Companies without restaurant <b>Or</b> Companies with only breakfast service and/or simple bar food	160 kWh/m <sup>2</sup>	300 kWh/m <sup>2**</sup>
<b>Companies with restaurant</b>			
2	The company has restaurant sales accounting for less than 40% of total turnover for the company. <b>And</b> The occupancy rate is lower than 60%	190 kWh/m <sup>2</sup>	350 kWh/m <sup>2**</sup>
3	The company has restaurant sales accounting for over 40% of total turnover for the company. <b>Or</b> The occupancy rate is higher than 60%	230 kWh/m <sup>2</sup>	425 kWh/m <sup>2**</sup>

\* *Restaurant sales are sales exclusively from food and beverages (F&B). This covers sales of all food and drink, including for parties, à la carte, snack menus, shop, minibars, banquets, courses and conferences. Restaurant sales do not include venue hire.*

\*\* *The upper limit is raised by 5% for hotels located in zone 2, 15% for hotels located in zone 3, and 10% for hotels located in zone 4. The zones are found in Appendix 1. Denmark, southern parts of Sweden, Germany and Poland are located in zone 1 and relate to the limit values in the table.*

*Restaurant sales and occupancy are documented in the requirement “Description of the business”.*

☞ Confirmation of the category to which the company belongs.

☞ Energy consumption per square metre kWh/m<sup>2</sup>.

### 3.2 Requirements concerning energy efficiency

The requirements in this chapter apply to companies with energy consumption between the lower and upper energy limits according to the table in the requirement for “Limit values for energy consumption”, and to all Icelandic companies.

#### O11 Routines/system for energy savings

The company must have routines/systems for daily energy savings:

- Lighting and other electrical equipment must be switched off in guest rooms that are not in use.
- Lighting in public areas must be switched off in areas/rooms that are not in use.
- Outdoor lighting must be time- or demand-controlled.
- Outdoor heating must be demand-driven with routines.

- Pool, hot tub and sauna: The company must cover outdoor pools and hot tubs, and have time and demand management for the sauna and hot tub.

*The routines must contain a description of what is carried out in accordance with the requirement, and who is responsible for the implementation.*

☞ Confirmation that the company has routines/systems for daily energy saving for indoor and outdoor lighting, outdoor heating, pool, hot tub and sauna.

📄 Copy of routines, or description of system for daily energy saving.

📍 Checked on site.

## O12 Energy and CO<sub>2</sub>-reducing measures

The company must score at least 6 points for energy and CO<sub>2</sub>-reducing measures in accordance with the table below. Approved measures are measures that have already been implemented, or measures that are planned during the coming year (no later than one year from the licensing date).

Table 3 Energy and CO<sub>2</sub>-reducing measures

Theme	Measure	Points
Energy analysis	The company has carried out an energy analysis in the last three years or is planning an analysis in the coming year. The analysis must either be in accordance with EN 16247-1, or performed by an independent energy expert, with a focus on energy savings. Based on the analysis, the company must have a written routine, which contains objectives and action plans to reduce energy consumption.	6
Own measures	The company has its own energy-reducing measures that will contribute to a 5% reduction in energy consumption, of the total energy demand. When reducing by 5%, 2 points are awarded. It is possible to have one or more "own measures". The measures must be approved by Nordic Ecolabelling.	2
Own energy production	The company has its own energy production, via solar panels or other means, that covers over 10% of the total energy demand. This does not apply to heat pumps.	2
Demand-controlled heat production	The company's heat production for conference facilities and dining rooms is demand-controlled. <i>Demand-control is heat production adapted to the number of people in the premises, and sensor control. Time-control is not accepted.</i>	2
Demand-controlled ventilation system	The company's ventilation system in connection with conference facilities and dining rooms is demand-controlled. <i>Demand-control is air supply adapted to the number of people in the premises, such as CO<sub>2</sub> control and sensor control. Time-control is not accepted.</i>	2
Time-controlled heat production	The company's heat production for conference facilities and dining rooms is time-controlled.	1
Time-controlled ventilation system	The company's ventilation system in connection with conference facilities and dining rooms is time-controlled.	1
Heat pumps	The company has on or more heat pumps.	1
Heat exchangers	The company has heat exchangers that recover surplus heat, from greywater or ventilation air, for example.	1

Lighting, guest rooms	The hotel's guest rooms have demand-controlled lighting.	1
Energy-efficient light fittings	All light sources in guest rooms and corridors use LED or light sources with the best possible energy class.	1
Energy efficient bathroom/sanitary fixtures	All products within a category have energy class A or B. The categories can be mixer tap in guest rooms, showers in guest rooms, or mixer tap in public areas. <i>The energy classification must be in accordance with the standard SS 820000: 2010/2020 or SS 820001:2010.</i>	1
Advanced control of the extractor in the kitchen	The extractor in the kitchen is controlled by sensors or timers, which turn the extractor on and off as needed.	1
Charging stations for electric vehicles	The company offers guests charging stations for electric vehicles.	1
Reduced transport	The company has reduced the amount of transport by 25% over the past 12 months.	1
Environmentally adapted driving	100% of the drivers of one of the company's three largest suppliers have routines that ensure training and follow-up of environmentally adapted/economical driving.	1
Sustainable fuel	100% of the vehicles of one of the company's three largest suppliers run on electricity, Nordic Swan Ecolabelled fuel or hydrogen.	1
Calculation of CO <sub>2</sub>	The company carries out a CO <sub>2</sub> calculation, under the following conditions: <ul style="list-style-type: none"> <li>• Calculation of CO<sub>2</sub> emissions using a method based on the GHG Protocol, for example the "Hotel Carbon Measurement Initiative" (HCMI).</li> <li>• The company decides for itself which emission sources to include in the calculation. The same emission sources are to be included each year in order to see how the emissions develop.</li> <li>• If the company intends to communicate its CO<sub>2</sub> calculations, it must be made clear which emission sources and CO<sub>2</sub> factors have been used in the calculation.</li> </ul>	1

🏠 Description and documentation of the measures implemented.

## 4 Water requirements

### O13 Water consumption

The company must state the amount of water consumed in daily operations per year, expressed in cubic metres, m<sup>3</sup>. The information must come from the water supplier or be based on readings from the facility's own meters. If the company takes its own measurements, there must be procedures in place to describe how water consumption is measured.

*Water consumption for the company's spa can be deducted if it can be documented.*

*Water consumption for internal laundering of more than mops and cloths can be deducted if this can be documented.*

**Annual follow-up:** the company must document its water consumption (m<sup>3</sup>/year) and compare it with the preceding year.



- ☰ Documentation of the past year's water consumption in m<sup>3</sup>, using an invoice or information from the water supplier. Own measurements with associated procedures, if applicable.
- ☰ Annual reporting of water consumption.

#### O14 Limit values for water consumption

*Icelandic companies are exempt from the requirement.*

The company must meet the limit value for annual water consumption per guest as set out in the table below. The requirement applies to all water consumed in daily operations.

If the limit value is not met at the time of application/renewal of the licence, a grace period of 12 months from issuing of the licence will be given to Nordic companies to achieve the limit value. In this case, an action plan must be drawn up with targets for achieving the limit value. German and Polish businesses are given 18 months' grace period.

*Water consumption for the company's spa can be deducted if it can be documented with own measurements, estimates performed by a third party, or other qualified calculations. If the company does not have these possibilities, Nordic Ecolabelling's calculation sheet «water consumption in spa» can be used. This calculation considers showers, as well as evaporation, filter cleaning and water change for indoor pools. The calculations are conservative and do not consider all the water-intensive equipment that can be found in a spa. Accurate measurements will therefore always be preferred. The calculation sheet is available in the Nordic Ecolabelling Portal.*

*Water consumption for internal laundering of more than mops and cloths can be deducted if this can be documented.*

Table 4 Limit values for water consumption

Companies	Limit value
Hotel	150 litres/hotel guest
Hotel with pool	200 litres/hotel guest
Restaurant	30 litres/guest served
Catering	20 litres/catering portion
Conference facility	15 litres/conference guest
External pool guest	50 litres/external pool guest

*If the company combines several operations, water consumption is calculated using the following formula: Limit value for whole company together = (150 litres/hotel guest \* no. of hotel guests) + (30 litres/guest \* no. of restaurant guests) + (20 litres/catering portion \* no. of catering portions) + (15 litres/guest \* no. of conference guests) + (50 litres/guest \* no. of external pool guests).*

*Hotels with pools use the limit value of 200 litres/guest instead of 150 litres/guest.*

- ☰ Calculations showing that the limit is fulfilled.

#### Alternatively

- ☰ Action plan with targets for achieving the limit value.

### O15 Water and resource savings for laundry

- Towels are only changed on request from the guests.
- The company must have routines for training employees in accordance with the requirement.

☞ Confirm that towels are only changed on request from the guests.

☞ Routines for employee training to ensure that towels are only changed on request from the guests.

🔑 Checked on site.

### O16 New purchases

Water efficiency requirements are set for new purchases of mixer taps, showers, toilets, urinals and main dishwashers in accordance with the table below.

Water demanding equipment	Maximum litres
Mixer taps, washbasin in guest rooms	5 litres per minute at a pressure of 3 bar
Mixer taps, washbasin in public areas	5 litres per minute at a pressure of 3 bar, alternatively sensor-controlled
Showers	9.5 litres per minute at a pressure of 3 bar
Toilets	Two flushing options: 3/6 litres per flush One flushing option: 4 litres per flush
Urinals	3.5 litres per flush at a pressure of 3 bar
Main dishwashers*	Hood dishwasher 3.0 litres/rack Conveyor dishwasher 2.0 litres/rack Undercounter dishwasher 2.5 litres/rack

\* The main dishwasher means the dishwasher(s) that account for at least 70% of dishwashing within the company.

For conveyor dishwashers, water consumption is to be stated in relation to a contact time of 2 min. in line with DIN 10510.

☞ Procedures confirming that the company meets the requirements concerning new purchases of mixer taps, showers, toilets, urinals and main dishwashers.

### P1 Water-reducing measures

The company achieves points by implementing water reducing measures. Every measure gives one point. A maximum of 3 points can be achieved in this point score requirement.

Table 5 **Water-reducing measures**

Theme	Measure	Points
<b>Own measures</b>	Own measures that reduce water consumption by at least 5% per measure. For example, technical devices that reduce water consumption in water-intensive equipment.	1
<b>Mixer taps</b>	At least 90% of all mixer taps for washbasins have a limited water flow of no more than 5 litres per minute.	1
<b>Showers</b>	At least 90% of all showers are water-saving showers with a flow of no more than 9.5 litres per minute.	1
<b>Toilets</b>	90% of all cisterns for the company's toilets have two flush settings, or a maximum consumption rate of 4 litres per flush.	1
<b>Urinals</b>	90% of all urinals have a maximum consumption of 3.5 litres per flush.	1
<b>Main dishwasher</b>	In its final rinse cycle, the main dishwasher consumes no more than: Hood dishwasher 3.0 litres/rack Conveyor dishwasher 2.0 litres/rack Undercounter dishwasher 2.5 litres/rack	1

*Own measures must be submitted to Nordic Ecolabelling for approval. The measures must be measurable.*

🏠 Description and documentation of the water-reduction measures implemented.

## 5 Waste requirements

### 5.1 Waste management and limit value for unsorted waste

#### 017 Sorting at source

- The company must sort all waste that is generated. The waste must be sorted at source into relevant fractions, and in accordance with what the waste contractor is able to take away for recycling. See the table below for examples of fractions.
- Organic waste must be sent for recycling/biological treatment, such as biogas production or compost. If the waste contractor cannot offer recycling of biological waste, this must be documented.
- It is mandatory for everyone to sort hazardous waste (the fractions are therefore not mentioned in the table below). This includes, for example, hazardous chemicals, electrical waste, small electronics, light bulbs and batteries – types of waste that can be generated in large quantities over a year.

Table 6 Examples of fractions that may be relevant in the various countries

Sweden	Norway	Denmark	Finland	Iceland	Germany	Poland
Clear glass	Glass and metal	Mixed glass	Mixed glass	Glass	Mixed glass	Mixed glass
Coloured glass						
Metal packaging		Metal waste	Metal packaging	Metal packaging	Metal packaging	Plastic and light metal
Organic waste	Food waste (organic waste)	Organic waste	Biowaste/organic waste	Organic waste	Organic waste	Organic waste
Garden waste	Park and garden waste (organic)	Garden	Garden waste	Garden waste	Garden waste	Garden waste
Paper	Paper	Paper	Paper	Paper		
Corrugated board and paperboard	Board (corrugated and paperboard)	Cardboard	Board (corrugated and paperboard)	Cardboard	Paper, Paperboard and paper packaging	Paper, Paperboard and paper packaging
Paper packaging		Paper packaging for food and drink				
Rigid plastics	Rigid plastics	Rigid and soft plastics are combined, but may also be separate fractions	Rigid plastics in mixed waste/unsorted waste	Plastics	Plastics	Plastics
Soft plastics	Plastic foils (soft plastics)		Plastic foils, plastic packaging			

Ceramics	Ceramics	Ceramics, landfill	Ceramics in mixed waste	Ceramics/inert waste		
Cooking fat	Cooking oil	Cooking fat/oil	Cooking fat/oil	Cooking oil	Cooking fat/oil	Cooking fat/oil
Textiles	Textiles	Textiles	Textiles	Textiles	Textiles, takeback system form leasing company	Textiles, takeback system form leasing company

- 🔗 Overview of the waste fractions that are sorted.
- 📄 Confirmation from the waste management contractor, showing which fractions can, and possibly cannot, be sorted.
- 📄 Document the processing of food waste and other organic waste.
- 📍 Checked on site.

### O18 Amount of unsorted waste

The company must state the amount of unsorted waste generated from daily operations, expressed in kilograms per year. The data is to be provided from the waste management contractor.

*Unsorted waste means all unsorted waste that arises from daily operations and is sent to landfill or for incineration.*

**Annual follow-up:** The company must document the amount of unsorted waste (kg/year), and compare with the previous year.

***Companies that are unable to obtain information on the amount of unsorted waste from their waste management contractor:***

- Must obtain written confirmation from their waste management contractor that it is not possible to source data on unsorted waste and its weight.
- Must then draw up an action plan containing targets and associated measures with a constant focus on reducing the amount of unsorted waste from daily operations. The action plan is to be approved by Nordic Ecolabelling. The “limit value for unsorted waste” will not be relevant.

- 📄 Documentation of the past year’s unsorted waste in kg, for example an invoice or information from the waste management contractor.
- 📄 Annual reporting of unsorted waste.

#### Alternatively:

- 📄 Documentation from the waste management contractor, confirming that it is not possible to source data on unsorted waste and its weight.
- 📄 Action plan containing targets and measures for reducing the amount of unsorted waste from daily operations.

### O19 Limit value for unsorted waste

*The requirement does not apply to those who do not have the opportunity to obtain information on the amount of unsorted waste in kg per year.*

The company must meet the limit value for the annual amount of unsorted waste per guest, as set out in the table below. The requirement applies to all unsorted waste that arises from daily operations.

If the limit value is not met at the time of application/renewal of the licence, a grace period of 12 months from issuing of the licence will be given in order to achieve the limit value. In this case, an action plan must be drawn up with measures and targets for achieving the limit value. The action plan will be followed up by Nordic Ecolabelling over the course of the period, and the limit value will be checked after 12 months.

Table 7 **Limit value for unsorted waste**

Company	Limit value
Hotel	0.10 kg/hotel guest
Restaurant	0.40 kg/guest served
Catering/takeaway	0.40 kg/catering portion
Conference facility	0.10 kg/conference guest

If the company combines several operations, unsorted waste is calculated using the following formula: Limit value for whole company together = (0.10 kg/hotel guest \* no. of hotel guest + 0.40 kg/guest \* no. of guests served) + (0.40 kg/catering portion \* no. of catering portions) + (0.10 kg/guest \* no. of conference guests).



Calculations showing that the limit is fulfilled.

### Where relevant



Action plan with measures and targets for achieving the limit value for unsorted waste.

## O20 Waste sorting for guests

- **Hotel:** Guests must be able to sort their waste into at least two fractions, in addition to unsorted waste, in the different areas of the hotel. This applies to reception and any public areas.
- **Guest rooms:** Guests must be able to sort their waste into at least two fractions, in addition to unsorted waste. Guests must be informed that other fractions 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 fractions in guest rooms, the 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:** Guests 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.



Description of the facility for sorting into different fractions in different parts of the company. The requirement can also be documented with photos.

🏠 Copy of guest information and staff routines for sorting waste from guest rooms, if applicable.

🔑 Checked on site.

## 5.2 Food waste

### O21 Amount of organic waste

The company must state the amount of organic waste in kg per year, generated from day-to-day operations. The information must come from the waste contractor.

Organic waste must be seen in connection with the number of guests served, and a calculation must be made for

- organic waste per served guest.

**Annual follow-up:** the company must document the amount of organic waste (kg/year), and compare with the previous year.

*Organic waste can consist of both usable and non-usable food. Non-usable waste of food is inedible parts, such as bone remains, shells, peels, kernels, coffee grounds, etc. Usable food waste includes all usable parts of food produced for humans, but which are either thrown away or taken out of the food chain for purposes other than human food.*

Exceptions to the requirement:

Companies that do not receive a stated amount of organic waste from the waste contractor in kg per years. The company must receive a written confirmation from the waste contractor confirming this.

🏠 Documentation of last year's amount of food waste in kg, for example from an invoice or information from a waste contractor.

🏠 Annual reporting of food waste.

#### **Companies that do not receive a stated amount of food waste from a waste contractor:**

🏠 Documentation from the waste contractor confirming that it is not possible to obtain information about food waste and weight.

### O22 Prevention of eatable food waste

The company must work actively to reduce its eatable food waste that is fit for human consumption. Nordic Ecolabelling requires the following:

- **Responsible person:** The company must have one person with main responsibility for the follow-up of the requirement "prevention of eatable food waste".
- **Measurement:** The company must measure the quantity of eatable food waste or food waste that arises. The quantity shall be measured by weight and related to the number of guests served. The measurement is to be carried out in two alternative ways:
  - Alternative 1: Measurement of eatable food waste at least twice a year, for a minimum of two weeks each time. Nordic Ecolabelling's electronic "template for reporting eatable food waste" can be used in the work.

- Alternative 2: Daily measurement of food waste.

*Eatable food waste covers all elements of food that are produced for human consumption, but that are either discarded or removed from the food chain for purposes other than human food, from the point when animals and plants are slaughtered or harvested.<sup>1</sup>*

*Eatable food waste may arise in a restaurant due to factors such as incorrect storage, incorrect preparation, overproduction, or waste at serving or on the plate.*

*Here, by eatable food waste, we do not mean food that is unfit for human consumption, i.e. the parts that are inedible, such as bone remnants, shells, peelings, cores, etc.*

*Food waste cover both eatable and non-eatable food. Non-eatable food waste is inedible parts, such as. bone remains, shells, peels, kernels, etc.*

- **Annual follow-up of food waste:** The company must document its eatable food waste / food waste (weight per guest served) and compare it with the preceding year. For alternative 1: The measurement must take place in the same weeks/periods each year.
- **Analysis:** The company must go through its food waste data and look out for trends concerning where the eatable food waste occurs.
- **Information:** Inform guests about the company's efforts to prevent eatable food waste and encourage them to contribute.
- **Training:** The company must train its staff\* with the aim of reducing food waste. The training must include, as a minimum:
  - Training in the difference between eatable and uneatable food waste
  - Training in measuring and reporting eatable food waste / food waste
  - Training in analysing/investigating where the food waste occurs
  - Training in preventive measures and reduction measures
  - Training in communicating\*\* with guests about how the company works on food waste

*\* Staff means everyone who works in purchasing, menu planning, food preparation, restaurant, dishwashing and clearing up.*

*\*\*Nordic Ecolabelling can provide communication material on request.*

If the restaurant is connected to an approved national framework for food waste, for example an industry agreement between the authorities and the food industry, documentation from the work can be used, and the requirement is considered fulfilled. Agreements that have been approved are the Norwegian "Tilslutningserklæring, bransjeavtale om reduksjon av matsvinn" and the Danish "Danmark mod madspild".

Other industry agreements can be approved on request and after examination by Nordic Ecolabelling.



Contact info: Name, email, job title/role of person with main responsibility for food waste.

<sup>1</sup> Industry agreement on reducing food waste between the authorities and the food industry in Norway: <https://www.regjeringen.no/contentassets/1c911e254aa0470692bc311789a8f1cd/matsvinnavtale.pdf>

- ☞ Description of how the measurements are performed and logged. Alternative 1: Description of how the measurement periods are considered to be representative.
- ☞ Alternative 1: Documentation of the amount of eatable food waste per guest. Nordic Ecolabelling's electronic "template for reporting eatable food waste" can be used in the work.
- ☞ Alternative 2: Documentation of the amount of food waste per guest.
- ☞ Annual reporting of food waste/eatable food waste, with weight related to number of guests served.
- ☞ Description of the analysis of eatable food waste / food waste data, focusing on how and where the eatable food waste occurs.
- ☞ Copy of information for guests that clarifies how the company works to reduce eatable food waste, and how the guests may contribute.
- ☞ Description of how the company trains its staff.

## P2 Measures to prevent and reduce food waste

The restaurant is given points for implementing preventive measures and/or reduction measures. Each measure is given one point.

A maximum of 3 points can be achieved in this point score requirement.

*The measures are approved following an assessment by Nordic Ecolabelling. For inspiration, see "Tips for measures to prevent and reduce food waste" in Appendix 2.*

- ☞ Description of the measures implemented by the company.

## 5.3 Disposable items

### O23 Ban on disposable items and portion packaging

The use of disposable items is not permitted. In this instance, disposable items are:

- Plates, bowls, cups, glasses and cutlery
- Drinking straws, cocktail sticks, toothpicks, chopsticks, and stirrers in plastic
- Single portions and small packs (butter, jam, pâté, milk, coffee capsules, etc.)

*The requirement applies to the entire company, with the exception of guest rooms. For guest rooms, the requirement "disposable items not permitted in guest rooms" applies.*

*Companies with takeaway, catering and fast-food services are subject to certain exemptions from the requirement, see requirement "Disposable items in contact with food and drink, for takeaway, catering and fast-food services".*

- ☞ Confirmation that no disposable items are used by the company.
- ☞ Checked on site.



## O24 Disposable items not permitted in guest rooms

The following disposable items are not permitted in guest rooms:

- Shampoo, conditioner, soap, lotion, etc. in small portion bottles.
- Products that cannot be reused, such as slippers\*, shower caps, Q-tips, brushes, nail files, shoe polish, etc.
- Disposable plates, bowls, cups, glasses and cutlery.
- Drinking straws, cocktail sticks, toothpicks and stirrers in plastic.

\* *Exceptions are made for requirements for slippers for hotels with 5 stars according to hotelstars.eu criteria 2020-2025. For hotels in countries without hotelstars.eu membership, documentation of equivalent of 5 stars level can be accepted.*

*Exception:*

- *It is permitted to offer disposable items on request, for example by having the items available at reception.*
- *It is allowed to have portion packs of chocolate drink, tea, instant coffee, cocoa, sugar, and milk substitute.*
- *For room service, the use of portion packs such as salt, pepper, ketchup, mustard and similar is permitted.*
- *It is permitted to use disposable capsules for a coffee machine in guest rooms and/or in corridors near guest rooms, if the capsules consist of a minimum of 75% recycled or 100% renewable material, and recycling of the capsules is ensured. The company must have routines for handling disposable capsules with a description of how the capsules are recycled. In addition, the capsules recycling operation need to be confirmed.*

☞ Confirmation that disposable items are not used in guest rooms, in accordance with the requirement.

🔍 Checked on site.

### When using coffee capsules:

☞ Routines for handling disposable capsules with a description of how the capsules are recycled.

☞ Confirmation from the supplier of the percentage of recycled or renewable material in disposable capsules.

☞ Confirmation on the capsules recycling operation.

## O25 Disposable items in contact with food and drink, for takeaway, catering and fast-food services

Disposable items in contact with food and drink, for takeaway, catering and fast-food services must:

- Be Nordic Swan Ecolabelled. Nordic Swan Ecolabelled disposable items are rewarded in “Purchase of ecolabelled products and services”.

And/or:

- Be made from renewable raw materials such as paper, cardboard, bagasse, palm leaves, and bio-based plastic that can be recycled\* in current recycling systems.

*\*Bio-based plastic is a plastic that is based on renewable raw materials, for example bio-based polyethylene (PE). Nordic Ecolabelling only approves bio-based plastic that can be recycled in current recycling systems for plastics. Disposable items made of biodegradable/compostable plastic that cannot be recycled, such as polylactic acid (PLA), are not approved.*

And/or:

- Be made from a minimum of 50% recycled plastic\*\*
- \*\*Disposable items that contain recycled fossil-based plastic require documentation confirming a minimum of 50% recycled content, and must be marked with the “food safe” symbol of a wine glass and a fork.*

Exemptions from the requirement:

- Laminate and plastic coatings are allowed on paper and cardboard-based products or as “windows”, e.g. in a paper bag, as these can be separated from the paper/cardboard material in the recycling facilities.
- Lids are exempted from the requirement, provided that it is easy to separate the lid from other packaging. The exception only applies if the lid consists exclusively of PET/PE or PP, without added pigment. Other materials are not allowed.
- The use of aluminium trays is permitted for multiple portions, where return of serving equipment is not possible.



Confirmation that the disposable items used fulfil the requirement.



Overview of all the disposable items purchased, and information about the Nordic Swan Ecolabel and licence number, ingoing materials such as renewable raw materials and the proportion of recycled content, plus the “food safe” wine glass and fork symbol. The disposable items purchased as “exceptions” in accordance with the description in the requirement must be shown in the overview.



Checked on site.

## O26 Prohibition of PVC/PVDC in plastic film

From 1 January 2025, all plastic film used for packaging must be free of PVC/PVDC.

*All use of plastic film containing PVC/PVDC must be phased out by this date.*

**Annual follow-up:** At the annual follow-up for the year 2025, the business must document that no plastic film containing PVC/PVDC has been used.

Businesses that only use PVC/PVDC-free plastic film meet the requirement.



Confirmation that all use of plastic film containing PVC/PVDC must be phased out by 1 January 2025.



Confirm that none of the plastic film used contains PVC or PVDC.



Product name of plastic film used.

## 6 Sustainable food and drink

Hotels that only serve breakfast, snacks and simple meals are exempt from the requirements of “O30 Vegetarian dish”.

### 6.1 Organic food and drink

The requirements are set for companies that serve food, either restaurant or only breakfast.

#### O27 Proportion of organic food and drink

The company must state the proportion of purchased organic\* food and drink per year.

*\* Organic means food and drink labelled in accordance with Regulation (EC) 2018/848, KRAV, Luomu, Nyckelpigan, Debio, Statskontrollert økologisk (Ø-merket), Demeter, Biosiegel or Tún-liffrænt.*

*As a minimum, data from three months of operation can be used.*

*Swedish, Danish, Norwegian and German companies must report the purchasing volume in percent (%), either in terms of money or kilos.*

*Icelandic and Polish companies must report the number of products that are regular products in daily serving.*

*Finnish companies can choose whether they report the number of products that are regular products in daily serving, or the purchasing volume in percent (%), either in terms of money or kilos.*

*Limit values for the proportion of purchased organic food and drink are gradually increasing, for the years 2022 and 2024, and must be reported to Nordic Ecolabelling at annual follow-ups in 2023 and 2025, see requirements for “Limit value for organic food and drink”.*

#### **Calculating and documenting the proportion of organic food and drink for companies in Denmark, Sweden, Norway and Germany:**

- *If the company is approved by Det Økologiske Spisemærke as gold, silver or bronze, the approval can be used as documentation.*
- *If the company is KRAV-certified to level 1 (in accordance with KRAV's percentage alternative), level 2 or level 3, the certification can be used as documentation.*
- *If the company has Debio bronze approval (according to Debio's percentage alternative), or Debio silver or gold, the approval can be used as documentation.*
- *It is optional whether you want to use money or kilograms in the calculation of % share.*
- *Mainly applies to purchases for restaurants. Food for hotel shops can be exempted if desired.*
- *It is optional if you want to include drinks in the calculation. On the other hand, it is recommended to include drinks in the calculation if this is appropriate for the company.*

*Drinks include meal beverages such as soft drinks, juices, wine, beer and sides, with and without alcohol, as well as spirits.*

*Examples of cases where it is not appropriate to include drinks in the calculation may be places with a large bar turnover, where much of what is sold is not organic.*

*(Please note that Det Økologiske Spisemærke requires the inclusion of drinks in the calculation.)*

- *Mineral water and other products that cannot be labelled as organic can be excluded from the calculation.*
- *MSC-labelled fish and shellfish cannot be labelled as organic but can be included in the calculation if the company wishes, but must not exceed 50% of the calculated share. (Det Økologiske Spisemærke does not approve the inclusion of MSC-labelled fish.). Wild-caught fish without MSC labelling cannot be considered organic.*
- *If the company buys in wild game meat, this can be deducted from the total purchase value. Deer, wild boar, reindeer and other animals that are farmed/reared do not count as wild game.*

### **Calculating the proportion of organic products for Iceland, Finland and Poland:**

- An organic product must be a permanent feature of daily service in order to count as one product.
- It is fine to count several different organic products within one product category (e.g. two types of cheese/juice/bread/wine, etc.).
- Different flavours of herbs and spices and all kinds of tea only count as one product.
- Different types of milk such as oat milk, skimmed milk, high fat milk and almond milk count as separate products.
- MSC-labelled fish and shellfish cannot be labelled organic but can be included in the calculation if the company wishes, although it must not exceed 50% of the product number.
- Seasonal produce that is only available at certain times of the year must be replaced with other organic products to count.

🏠 Documentation/calculation of last year's purchases of organic food and drink.

## **O28 Limit value for organic food and drink**

The limit value is a minimum limit for purchased organic food and drink.

Due to different access to organic goods within the Nordic countries, Germany and Poland, the limit values are differentiated according to the table below.

The limit value for organic food and drink is increasing in two steps. It is mandatory to meet the limit values for 2022 and 2024, with annual follow-up in the year 2023 and the year 2025, according to the table below.

This means that purchasing data from 2022 will be used for the annual follow-up in 2023, and purchasing data from 2024 will be used for the annual follow-up in 2025. The limit value that applies from 2024 onwards will apply throughout the licence period.

*As a minimum, purchasing data from three months of operation can be used.*

*Companies that have a licence and do not meet the limit values in the annual follow-up in 2023/2025 will lose their licence.*


*Applicants that do not have good enough procurement data/supporting documentation to meet the limit value at the time of application can be granted a licence, subject to the requirement being met after a given period of time (minimum three months). This may be relevant if the company is newly*

*established or if the operation of the company has been abnormal due to renovations, a pandemic or similar.*

Table 8 **Differentiated limit values for the proportion of purchased organic food and drink. Denmark, Sweden, Norway and Germany must meet the limit value of purchases calculated in %, while Iceland and Poland must meet the limit value for the number of products in daily serving. Finland can choose between purchases calculated as a percentage, or the number of products in daily serving.**

Country	Limit value 1: For purchases from the year 2022, which is reported at the annual follow-up in 2023	Limit value 2: For purchases from 2024, which is reported at the annual follow-up from year 2025 and future years.
Denmark	10%	30%
Sweden	10%	10%
Germany	10%	15%
Norway	5%	5%
Finland	13 products, or 5%	19 products, or 7%
Iceland	10 products	16 products
Poland	10 products	16 products

 Confirmation that the company commits to meet the limit values.

 Annual follow-up 2023 and 2025: Documentation/calculation in accordance with requirements for “Proportion of organic food and drink”, which shows that the limit value for organic food and drink is met.

### P3 Organic food and drink

The company is awarded points, as set out in the table below, if the proportion of organic food and drink exceeds the mandatory limit value. A maximum of 5 points can be achieved in this point score requirement.

Table 9 **Score table for purchased organic food and drink. Denmark, Sweden, Norway and Germany are awarded points for the share of purchases calculated as a percentage, while Iceland and Poland are given points for the number of regular products in daily serving. Finland is given points for either purchases calculated as a percentage, or the number of regular products in daily serving.**

Country	2 points	3 points	4 points	5 points
Denmark (%)	≥ 30 - < 40	≥ 40 - < 60	≥ 60 - < 90	≥ 90
Sweden (%)	≥ 10 - < 25	≥ 25 - < 50	≥ 50 - < 90	≥ 90
Germany (%)	≥ 15 - < 25	≥ 25 - < 50	≥ 50 - < 90	≥ 90
Norway (%)	≥ 5 - < 15	≥ 15 - < 50	≥ 50 - < 90	≥ 90
Finland (%)	≥ 7 - < 15	≥ 15 - < 50	≥ 50 - < 90	≥ 90
Finland (products)	≥ 19 - < 25	≥ 25 - < 30	≥ 30 - < 35	≥ 35
Iceland and Poland (products)	≥ 16 - < 20	≥ 20 - < 25	> 25 - < 30	≥ 30

- ☰ Documentation/calculation in accordance with the requirement for “Proportion of organic food and drink”.

## 6.2 Other requirements for sustainable food and drink

### 029 Table serving of water

The serving of bottled water is prohibited where the company has conference service, table service or a buffet for food and drink.

*In this instance, bottled water means still water bottled off-site. The requirement does not apply to carbonated water.*

Exempt from the requirement:

- Sales of bottled water via room service, takeaway, catering, fast-food and hotel shop.
- Sale/serving of bottled water is permitted due to abnormal operational circumstances, such as uncertainty about water quality, whether infection control considerations must be taken into account, or similar situations.

Companies that have both table service and takeaway can sell water but must also have tap water clearly visible as an alternative for their guests.

- ☞ Confirmation that water bottled off-site is not served during table service and buffets.

- ρ Checked on site.

### P4 Locally produced food and drink

The companies awarded points for each category in which they have one or more locally produced\* products. To earn points, the products must be available in one season. A maximum of 2 points can be achieved in this point score requirement.

Each category gives 0.5 points:

- Dairy products (milk, cheese, etc.)
- Eggs
- Grains and baking ingredients
- Fruit and berries
- Vegetables, root vegetables and mushrooms
- Drinks (juice, beer, etc.)
- Poultry (chicken, turkey, etc.)
- Fish and seafood
- Meat (beef, pork, lamb, goat, wild game, etc.)
- Other (honey, oil, herbs, etc.)

*\* In order for food and drink to count as locally produced, all production, rearing, hunting, harvesting, picking, processing and storage must take place within 250 km of the company. For companies north of 62°N, the limit is 500 km, except for Icelandic companies, which can count all national production as locally produced. For fish, the distance that counts is from the fishing port. There must be full traceability along the supply chain from the restaurant back to the producer/place of production. If the product is processed/semi-processed, documenting the main ingredient is sufficient.*

- ☞ Confirmation and overview of purchased locally produced products and categories that earn points.

🏠 Confirmation from the supplier, showing the origin of the products.

🔍 Checked on site.

### O30 Vegetarian dish

The company must offer one or more vegetarian\* main courses on the menu, for both lunch and dinner. This also applies to catering and takeaway.

\* *Vegetarian means food from the plant kingdom such as grain products, vegetables, fruit, berries, potatoes, nuts and seeds, but also dairy products, eggs, honey and so on.*

Companies that only have breakfast service, snacks and simple dishes are exempt from the requirement.

🔒 Confirmation that the requirement is met.

🏠 Description of how the requirement is met.

🔍 Checked on site.

### O31 Sustainable fish and shellfish

A: These species, which are endangered, must not be served by a Nordic Swan Ecolabelled company:

- shark
- all species of skate
- wild-caught sturgeon
- endangered Atlantic bluefin tuna
- eel

*An exception is made in Iceland for traditional serving of the shark species *Somniosus microcephalus* and the skate species *Dipturus batis*/*Raja batis* and *Raja Amblyraja radiata*.*

B: These species, which are threatened, must not be served if they are fished in the stated country (status on country's red list of endangered species in brackets):

Table 10 "B-list" (critically endangered (CR), endangered (EN))

Fish species	Country
Catfish	Sweden (EN)
Halibut	Sweden (EN)
Redfish	Norway (EN)
Sea trout	Finland (EN)
Brown trout	Finland (EN)
Rabbit fish	Sweden (EN)
Roundnose grenadier	Sweden (CR)
White ling	Sweden (EN)
Pollack	Sweden (CR)
Blue ling	Norway (EN)
European weather loach / <i>Misgurnus fossilis</i>	Denmark (CR)
European whitefish	Finland (EN)
Landlocked salmon	Finland (CR)

Arctic char	Finland (CR)
Grayling	Finland (CR)

C: Tropical prawns, i.e. scampi, must not be served.

*Bycatch of species on list A, B or C must not be served. MSC-labelled fish and shellfish may always be served.*

*Labels for standards other than MSC may be used if Nordic Ecolabelling has approved them. The standards must meet Nordic Ecolabelling's requirements for sustainability labelling of raw ingredients from fish and shellfish, see Appendix 4. ASC is currently not approved.*

*The list of non-sustainable seafood may be revised if new information is received.*

*For an overview of all the fish species in different Nordic languages, see Appendix 3.*

🏠 Describe the procedures that the company has in place to ensure fulfilment of the requirement. Serving of fish on the B-list requires full traceability back to the fishery.

🔍 Checked on site.

### O32 Palm oil

Palm oil must not make up any part of the frying oil used by the company.

🔍 Confirmation that the frying oil used by the company is free from palm oil.

🔍 On-site inspection.

### O33 Ban on genetically modified food (GMO)

Nordic Swan Ecolabelled companies are prohibited from using or serving genetically modified food\*.

The company must have procedures in place to ensure that genetically modified food is not purchased.

*\* Genetically modified food is food that, under national legislation, is labelled as containing genetically modified ingredients or ingredients produced from genetically modified organisms (GMO). Particularly relevant products are those based on soya, maize, rapeseed, or sugar beet.*

🏠 Procedures to ensure that the company does not serve food that, under national legislation, is labelled as containing genetically modified ingredients or ingredients produced from genetically modified organisms (GMO).

## 7 Biodiversity

The requirement applies to hotels with a garden/outdoor area larger than 1000 m<sup>2</sup>.

### O34 Improvement of biodiversity in the outdoor area

Companies with gardens/outdoor areas must ensure that biodiversity is improved. It is required that:

- No chemical herbicides (pesticides) are used in the hotel's garden/outdoor area.
- Foreign invasive species found on the site must be removed and controlled. Such species should also not be planted.



*This applies to species for which importing and trading are prohibited. They are found in the following documents: Denmark: The Danish Environmental Protection Agency's list of invasive species.<sup>2</sup> Finland: National list of alien species.<sup>3</sup> Norway: Regulation on alien organisms Appendix 1.<sup>4</sup> Sweden: Currently, the requirement applies to species on the EU list and the list of most problematic species that have not yet been regulated by law.<sup>5</sup> This may be changed when the authorities have prepared new lists. Iceland: Law 583/2000.<sup>6</sup> All countries: Regulation EU 2016/1141.<sup>7</sup>*

- Trees that are over 100 years old and natural watercourses must be protected as far as possible.

*For example, old oak trees, and other large trees, such as beech and birch, as well as natural streams and ponds.*

Exemptions from the requirement are granted if trees and streams are a danger to guests and staff.



Confirmation that no chemical herbicides are used.



Description of how foreign invasive species found on the site are to be controlled, and how it is ensured that such species are not planted in the future.



Description of trees that are over 100 years old, and natural watercourses that are found on the site, and how these should be protected.

## 8 Consumption of chemicals

### O35 Purchasing of chemicals

- **Responsible person:** The company must have one person with main responsibility for the purchasing of chemicals.
- **Purchasing procedures:** The company must have procedures in place for the purchasing of chemicals to ensure that the company only uses approved chemicals and dosing equipment as set out in the chapter "Consumption of chemicals". The procedures must also ensure that the company informs Nordic Ecolabelling if the person responsible for this area changes.



Name, email, phone number and job title of responsible person.



Purchasing procedures for chemicals.

### O36 Information on chemicals

Overview of all the chemicals expected to be used in the future. For each chemical, state the name, supplier, manufacturer, function, frequency of use and ecolabel, where relevant. Appendix 5 may be used.

<sup>2</sup> <https://mst.dk/natur-vand/natur/national-naturbeskyttelse/invasive-arter/de-invasive-arter/>

<sup>3</sup> <https://vieraslajit.fi/lajit?EuList=false&FiList=true&invasiveSpeciesMainGroups=HBE.MG2>

<sup>4</sup> <https://www.miljodirektoratet.no/globalassets/publikasjoner/m777/m777.pdf>

<sup>5</sup> <https://lovdata.no/dokument/SF/forskrift/2015-06-19-716?q=forskrift%20om%20fremmede%20arter>

<sup>6</sup> <https://www.naturvardsverket.se/Sa-mar-miljon/Vaxter-och-djur/Frammande-arter/Invasiva-frammande-arter/#ej-reglerade>

<sup>7</sup> <https://en.ni.is/flora-funga/invasive-plant-species>

<sup>7</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1417443504720&uri=CELEX:32014R1143>

Safety data sheets and user information must be available wherever the chemicals are used, either electronically or in paper.

**Annual follow-up:** The company must submit a report on all the chemical products purchased.

- 🏠 Overview of all the chemicals used by the company. Name, supplier, manufacturer, function, frequency of use and ecolabel (where relevant). Appendix 5 or spreadsheet may be used.
- 🔑 Confirmation that user information and safety data sheets (in line with Annex II to REACH, Regulation (EC) 1907/2006) are available within the company.
- 👤 Checked on site.
- 🏠 Annual reporting of purchased chemicals.

### O37 Ecolabelled chemicals

100% of the products used for general cleaning, dishwashing and internal laundry must be ecolabelled.

*Ecolabelled chemicals are products that carry the Nordic Swan Ecolabel, the EU Ecolabel, Blue Angel or the Bra Miljöval (Good Environmental Choice) label.*

**Concerning cleaning:** *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.*

*Ozonated water (ozone water) and electrochemically activated water (ECA water) are not permitted to be used either for general cleaning or disinfection.*

**The following do not fall into the general cleaning category:** *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.*

**Concerning dishwashing:** *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”.*

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

- 🔑 Ecolabelled chemicals are documented as part of “Information on chemicals”.

### O38 Dosing

All chemicals used for general daily cleaning, dishwashing and laundry are to be dosed automatically or manually using dosing equipment.

- 🏠 Overview/description of the dosing equipment used for the different chemicals. Appendix 5 may be used. Photos can also be used as documentation.
- 👤 On-site inspection. Service reports from checks of automatic dosing equipment are to be available for inspection.

### P5 Nordic Swan Ecolabelled laundry service

*The requirement does not apply to German and Polish businesses.*

Companies that use a Nordic Swan Ecolabelled laundry service are awarded 3 points.

*To obtain the points, the majority of the laundry, over 50%, must be cleaned by the Nordic Swan Ecolabelled laundry service. Internal laundering of mops and cloths is accepted.*



Confirmation of a contract with a Nordic Swan Ecolabelled laundry service.



Licence number and name of laundry service.

### O39 Classification of other chemicals

Other chemicals used regularly by the company must not be classified according to the table below.

*Other chemicals used regularly by the company are soaking agents, descalers, drain cleaners, disinfectants to surfaces, oven and grill cleaners, air fresheners and floor care products. Floor care products include basic polish, floor polish, floor wax, washing polish and detergent with wax, as well as polish remover and wax remover.*

Safety data sheets for other chemicals used during the licence period must be documented by the company applying for the Nordic Swan Ecolabel.

*Ecolabelled chemicals that carry the Nordic Swan Ecolabel, the EU Ecolabel, Blue Angel or the Bra Miljöval (Good Environmental Choice) label fulfil the requirement.*

Exceptions: Cleaning products used for maintenance, such as dishwasher and coffee machine cleaners, metal polish, freezer room cleaners, stainless steel polish, furniture polish, absorbents, chewing gum remover and stain removers for carpets and interiors, are exempted from the requirement.

Table 11 Prohibited classifications of other chemicals

CLP Regulation 1272/2008		
Hazard statement	Hazard category	Hazard code
Hazardous to the aquatic environment	Acute category 1 Chronic categories 1-4	H400*, H410*, H411*, H412*, H413*
Acute toxicity	Categories 1-4	H300, H310, H330, H301, H311, H331, H302**, H312**, H332**
Specific target organ toxicity – single or repeated exposure	STOT SE categories 1-2 STOT SE Category 3 (solely applies to spray products) STOT RE category 1-2	H370, H371, H372, H373  H335 (solely applies to spray products***)
Serious eye damage/eye irritation	Category 1 (solely applies to spray products)	H318 (solely applies to spray products***)
Aspiration hazard	Category 1	H304
Sensitisation on inhalation or skin contact	Category 1/1A/1B	H334, H317 or labelled with EUH 208: "Contains 'name of the sensitising substance'. May cause an allergic reaction".
Carcinogenic	Category 1A/1B/2	H350, H351
Germ cell mutagenicity	Category 1A/1B/2	H340, H341
Reproductive toxicity	Category 1A/1B/2/Lact.	H360, H361, H362

*Please note that the manufacturer is responsible for the correct classification.*

\* An exception is made for products that are classified as environmentally hazardous due to their content of quaternary ammonium compounds. Exception is also made for chlorinated compounds whose use is required by the authorities, or which is used in the event of an outbreak of diseases, an outbreak of mould or a need for decontamination.

\*\* Professional products may be labelled H302, H312 and H332 if the packaging is designed so that the user is not in contact with the product.

\*\*\* Products in spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H335 and H318.

🏠 Safety data sheet in accordance with current European legislation (Annex II to REACH Regulation, 1907/2006/EC) for all “other chemicals” used.

🏠 If the product is marked H302, H312, H332, a description or picture of the packaging design must be attached.

🏠 Confirmation that products classified as H318 and H335 should not be used on spray bottles, that form a cloud of spray.

## O40 Prohibited substances

### Floor care products:

Floor care products must not contain following substances:

- Poly- and perfluorinated alkylated substances (PFAS)

The requirement can be documented by ordering floor care products free from perfluorinated and polyfluorinated alkylated compounds (PFAS). For example, copy of the contract or an agreement with the supplier of chemicals.

*Floor care products include basic polish, floor polish, floor wax, washing polish and detergent with wax, as well as polish remover and wax remover.*

### Disinfectants to surfaces:

- Ozonated water (ozone water) is not permitted to be used as a disinfectant.

*Please note that ozonated water is also not permitted to be used for general cleaning.*

- Disinfectants for surfaces must not contain following substances in such concentrations that it appears on the product's safety data sheet:
  - Reactive chlorinated compounds, such as sodium hypochlorite
  - Organic chlorinated compounds

*Electrochemically activated water (ECA water) forms hypochlorite and is not permitted.*

Exemptions: Chlorinated compounds whose use is required by the authorities, for example for cleaning showers in Norway, are exempted from the requirement. Exemptions are also made in the event of an outbreak of diseases, an outbreak of mould or a need for decontamination.

🏠 Confirmation that the company always order floor care products free from PFAS. For example, copy of the contract or an agreement with the supplier of chemicals.

- ☞ Safety data sheet for all surface disinfectants used, which show that they are free of reactive and organic chlorinated compounds, documented in the requirement for "classification of other chemicals".

#### O41 Granules for dishwashing

*The requirement is only relevant if your company uses granules for dishwashing.*

- Employees who handle the dishwasher must be trained to prevent emissions during maintenance and refilling of granules.
- The use of non-degradable plastic granules must be phased out by 1 April 2024. Granules used after this date must be documented as being degradable in soil, in accordance with the ISO standard 17556:2019.

- ☞ Confirmation that employees receive training in preventing emissions of granules during maintenance and refilling.

- ☞ Confirmation that non-degradable plastic granules will be phased out by 1 April 2024.

- 🏠 Documentation that granules used after 1 April 2024 are degradable in soil according to ISO standard 17556:2019.

#### O42 Water treatment

Water treatment of all incoming water into the company is not permitted. In this instance, water treatment refers to the use of chemicals, biocides or ionisation, e.g. copper-silver ionisation for disinfection of the water.

Exemption:

An exception is made if a risk assessment of the internal piping system and any aerosol spread of Legionella has been carried out, documenting the need for water treatment. The risk assessment shall be carried out in accordance with Appendix 6.

A description of any treatment, safety data sheets and information about the chemicals used are required.

When using silver and copper ionisation, an emission permit must be applied for, if the municipality requires this. This varies from municipality to municipality.

- ☞ Confirmation that no chemicals are used by the company to treat the water.

#### Where relevant

- 🏠 Risk assessment, which documents the need for water treatment.
- 🏠 Information regarding the water treatment that is used.
- 🏠 Safety data sheet in line with Annex II to REACH (Regulation (EC) 1907/2006), for each chemical used.
- ☞ When using silver and copper ionisation: Confirmation that the municipality has been contacted regarding the emission permit, if relevant.

## 9 Purchasing of ecolabelled goods and services

### O43 Purchasing of ecolabelled printed matter, tissue paper and copy/printing paper

- **Printed matter:** 100% of outsourced printed matter must be from a Nordic Swan Ecolabelled printing company or be certified with the EU Ecolabel, or Blue Angel. The company must have procedures for requesting ecolabelled printed matter when placing an order.

*Printed matter means, for example, advertising, brochures, notepads and letter paper with logo. The requirement also applies to printed matter that chain companies order centrally.*

- **Tissue paper:** 100% of purchased tissue paper must be ecolabelled. Tissue paper includes toilet paper, kitchen roll and paper towels.
- **Copy/printing paper:** 100% of purchased copy/printing paper for daily use must be ecolabelled.

*In this instance, ecolabelled means products with the Nordic Swan Ecolabel, the EU Ecolabel or Blue Angel.*



Confirmation of a contract with a Nordic Swan Ecolabelled printing company, or a printing company that supplies printed matter with the EU Ecolabel, or a printing company / printed matter certified with Blue Angel.



Licence number and name of printing company.



Procedures or other documentation confirming that ecolabelled printed matter is requested.



Documentation of purchased tissue paper and copy/printing paper, showing that the purchases are ecolabelled.



Checked on site.

### P6 Purchasing of ecolabelled products and services

The company receives points for purchasing ecolabelled products and services, as set out in the table below. To obtain the points, 100% of each category must be ecolabelled, unless otherwise specified in the table. Nordic businesses can achieve a maximum of 12 points in this point score requirement. German and Polish businesses can achieve a maximum of 6 points in this requirement. Point requirements relevant for German and Polish businesses are marked with \*.

*Ecolabelled means products with the Nordic Swan Ecolabel or the EU Ecolabel, Blue Angel or the Bra Miljöval (Good Environmental Choice) label.*

*Nordic Ecolabelled laundry is rewarded with points in a separate requirement (P5), in the section on chemicals. Products that are obligatory in other requirements in the criteria are not eligible for points in this requirement.*

Table 12 **Products and services that are eligible for points**

<b>Ecolabelled products and services</b>	<b>Points</b>
Cleaning service * and/or window service	3
Dry cleaning	1
Nordic Swan Ecolabelled coffee service	3
Fabric hand towel rolls *	1
Soap and shampoo, on guest rooms and public toilets *	3
Disposable items *	1 per category (max 2 categories)
Napkins *	1 per category (max 2 categories)
Microfibre mops and cloths *	1
Candles *	1 per category (max 2 categories)
Televisions	1
Furniture *	2 per category (max 3 categories)
Outdoor furniture *	2 per category (max 3 categories)
Flooring *	2
Textiles (duvets, pillows, sheets, bedding, towels, tablecloths and napkins) *	2 per category (max 2 categories)
Workwear, at least one category of staff *	1
Nordic Swan Ecolabelled fuel for company vehicles	1
Other ecolabelled products. For example: batteries, toner cartridges, flipcharts, whiteboard markers and so on. *	1 per category, max 3 points
Purchased electricity is ecolabelled with Bra Miljöval, EKOEnergy or equivalent * Ecolabels for electricity must comply with Nordic Ecolabelling's guidelines for certification. Bra Miljöval and EKOEnergy meet the guidelines and are approved	1
<b>Other</b>	<b>Points</b>
Reuse of furniture, materials, textiles and other items if this occurs to a significant extent. Nordic Ecolabelling determines whether the extent qualifies for points.	1 per category, maximum 2 points

🏠 Overview of purchased products and services, supplier and licence number.

🔍 Checked on site.

## 10 Summary of points

### O44 Obligatory requirement concerning points achieved

Nordic companies must meet a minimum of 12 points according to table below.

Table 13 **Calculation of points for Nordic companies**

<b>Point score requirements</b>	<b>Maximum possible points</b>
P1 Water-reducing measures	3
P2 Measures to prevent and reduce food waste	3
P3 Organic food and drink	5
P4 Locally produced food and drink	2
P5 Nordic Swan Ecolabelled laundry service	3
P6 Purchasing of ecolabelled products and services	12
<b>Maximum possible points, total</b>	<b>28</b>

German and Polish companies must meet a minimum of 8 points according to table 14 below.

Table 14 **Calculation of points for German and Polish companies**

<b>Point score requirements</b>	<b>Maximum possible points</b>
P1 Water-reducing measures	3
P2 Measures to prevent and reduce food waste	3
P3 Organic food and drink	5
P4 Locally produced food and drink	2
P6 Purchasing of ecolabelled products and services	6
<b>Maximum possible points, total</b>	<b>19</b>



Summary of points.



## Regulations for the Nordic Ecolabelling of services

To easily identify Nordic Swan Ecolabelled services, the licence number and a descriptive sub-text must always accompany the Nordic Swan Ecolabel.

The descriptive sub-text for 055 Hotels and other accommodation is:

**Hotel/ Hotel with restaurant / Hotel with restaurant and conference / Hotel with conference / Accommodation / Accommodation with restaurant**

More information on graphical guidelines, regulations and fees can be found at [www.nordic-swan-ecolabel.org/regulations/](http://www.nordic-swan-ecolabel.org/regulations/)

## Follow-up inspections

Nordic Ecolabelling may decide to check whether the hotel/restaurant and/or conference facility fulfils Nordic Ecolabelling requirements during the licence period. This may involve a site visit, random sampling or a similar test.

The licence may be revoked if it is evident that the hotel/restaurant and/or conference facility does not meet the requirements.

## Criteria version history

Nordic Ecolabelling adopted version 5.0 of the criteria for Hotels and other accommodation on 19 November 2021. The criteria are valid until 31 December 2026.

On 13 May 2022, Nordic Ecolabelling decided to adjust two requirements. The requirement "Prevention of eatable food waste" has been updated with alternative measurement of food waste. In addition, "Prohibited substances" is simplified to apply only to floor care products and disinfectants. The new version is called 5.1.

On 7 October 2022, Nordic Ecolabelling decided to adjust the exception in the requirement for "Disposable items not permitted in guest rooms". From now on it is permitted to use capsules that consist of 100% renewable material, if recycling of the capsules is ensured. A clarification that it is permitted to use portion packs for room service has also been added. The new version is called 5.2.

On 6 June 2023, Nordic Ecolabelling decided to adapt the criteria to the German and Polish industries. Businesses from Germany and Poland is from now on able to apply for the Nordic Swan Ecolabel. In addition, the requirement for "Prohibited substances" was adjusted, where a clarification was added regarding how the requirement can be documented. The new version is called 5.3.

On 10 October 2023 Nordic Ecolabelling decided to add a clarification in the requirements for chemicals and explain that ozone water is not permitted. In addition, we add an exception regarding slippers in the requirements for disposable items, which ensures the same exemption for hotels that are not

members of hotelstars.eu but are at the level of five star hotels. The new version is called 5.4.

On 14 November 2023, Nordic Ecolabelling decided to adjust two requirements. The requirement "Prohibition of PVC/PVDC in plastic film" has been adjusted and the ban applies from 1 January 2025. In addition, the requirement for "Granules for washing up" has been adjusted and the ban applies from 1 April 2024. Granules used after this date must be documented degradable in soil according to the ISO standard 17556:2019. The new version is called 5.5.

On 5 March 2024 Nordic Ecolabelling decided to adjust the requirement for annual follow up, to make it clearer and more flexible. On 28 May 2024 Nordic Ecolabelling decided to adjust the Swedish and the Norwegian limit value for organic food and drink. The limit value for the year 2024 was lowered, and the level for 2023 is maintained. The new version is called 5.6.



## Appendix 2 Tips on measures to prevent and reduce food waste

### Examples of preventive measures:

- “Nudging”, which means encouraging behaviour that leads to less food waste without guests thinking about it (smaller plates, for example, are a nudge).
- Plate waste can be reduced by serving smaller portions of the main dish, smaller portions of optional sides, allowing guests to choose whether they want bread with their meal, using smaller plates, offering a doggie-bag, communicating with the guests, and so on.
- Buffet waste can be cut by reducing the selection on the buffet, overview of which dishes in the buffet that belong together, reducing the size of serving dishes, optimising procedures for refilling, pricing by weight or size, having a good idea of the number of visitors, maintaining food at the correct temperature, etc. Another option would be to sell surplus food at a reduced price, or through alternative sales channels, or to donate the food to a charity.
- Preparation-related waste can be reduced through good menu planning, and good use of ingredients. Being inventive about the reuse of food is also a key factor. In this case, it is crucial to observe food safety rules.<sup>8</sup>
- Stock-related waste can be prevented by having good purchasing procedures, and having a good overview of what goods are already in stock. Optimal storage is also important, to prevent packaging being damaged, and fruit and vegetables from being crushed to pieces.

### Examples of reducing measures:

- Use excess ingredients: The restaurant can use surplus food and ingredients from manufacturers or grocery stores, either regularly or by appointment.
- Sale of surplus food: The restaurant can sell surplus food, from its usual company, at a lower price, or through alternative sales channels.
- Donation: The restaurant may have a permanent agreement with an organisation to donate excess food.
- Links to pages that can inspire other initiatives:
  - Matvetts tiltaksbank: <https://www.matvett.no/bransje/tiltaksbank>
  - «National action plan for reduced food waste in Sweden»: <https://www.livsmedelsverket.se/produktion-handel--kontroll/produktion-av-livsmedel/matsvinn-foretag/rapporter-och-publikationer>
  - Denmark against food waste, the food industry’s guide to reducing food waste: <https://danmarkmodmadsplid.dk/>
  - “Stop food waste” tips for what can you do: <https://stopspildafmad.org/om-madspild/hvad-kan-du-goere/>

*Own measures must be submitted to Nordic Ecolabelling for approval.*

*The food waste reduction measures must be maintained/updated on an ongoing basis.*

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<sup>8</sup> Veileder for trygg gjenbruk av mat i serveringsbransjen:

<https://www.matvett.no/uploads/documents/Veileder-for-trygg-gjenbruk-av-mat.pdf>

## Appendix 3 Requirement concerning sustainable fish and shellfish in Nordic languages and English

A: These species, which are endangered, must not be served by a Nordic Swan Ecolabelled restaurant:

- all species of shark (en) / haj (sv) / haj (dk) / hai (fi) / hai (no) / hákarl (is)
- all species of skate (en) / rocka (sv) / rokke (dk) / rauskut (fi) / rokke, skate (no) / skata (is)
- wild-caught sturgeon (en) / stör (sv) / stør (dk) / sampikalat (fi) / stør (no) / styrja (is) (Acipenseriformes)
- Atlantic and southern bluefin tuna (en) / tunfiskartene blåfenad och sydlig (sv) / blåfinnet og sydlig tun (dk) / tonnikalaja eteläntonnikalaja (fi) / makrellstørje og sørlig blåfinnet tunfisk (no) / túnfiskur (is) (Thunnus thynnus and Thunnus maccoyii)
- eel (en) / ål (sv) / ål (dk) / ankerias (fi) / ål (no) / áll (is) (Anguilla anguilla)

*An exception is made in Iceland for traditional serving of the shark species Somniosus microcephalus and the skate species Dipturus batis/Raja batis.*

B: These species, which are threatened, must not be served if they are fished in the stated country (status on country's red list of endangered species in brackets, critically endangered (CR), endangered (EN)):

Fish species	Country
catfish (en) / havskatt (sv) / havkat (dk) / merikissa (fi) / steinbit (no) / steinbitur (is) (Anarhichas lupus)	Sweden (EN)
halibut (en) / hälleflundra (sv) / hellefisk, helleflyndre (dk) / ruijanpallas, pallas (fi) / kveite (no) / lúða (is) (Hippoglossus / Reinhardtius hippoglossoides)	Sweden (EN)
redfish (en) / kungsfisk, rödfisk, uer (sv) / rødfisk (dk) / punasimppu, puna-ahven (fi) / uer (no) / karfi (is) (Sebastes mentella, Sebastes marinus)	Norway (EN)
sea trout (en) / havsöring (sv) / havørred (dk) / meritaimen, merivaeltiset kannat (fi) / sjøørret (no) / sjöbirtingur (is) (Salmo trutta m. trutta)	Finland (EN)
brown trout (en) / öring i insjövattnen söder om latituden 67°00'n (sv) / taimen sisävesissä 67°00'n leveyspiirin eteläpuolella (fi), ørred (dk), ørret (no), urriði (is) (Salmo trutta)	Finland (EN)
rabbit fish (en) / havsmus (sv) / havmus (dk), sillikuningas (fi) / havmus, havkatt (no) / há mús (is) (Chimaera monstrosa)	Sweden (EN)
roundnose grenadier (en) / storfjällig skolest (sv) / skolæst (dk) / lestikalaja (fi) / skolest (no) / slétthali (is) (Coryphaenoides rupestris)	Sweden (CR)
white ling (en) / långa (sv) / lange (dk) / molva (fi) / lange (no) / langa (is) (Molva molva)	Sweden (EN)
pollack (en) / lyrtorsk (sv) / lubbe, lyssej (dk) / lyyratorska (fi) / lyr (no) / lýr (is) (Pollachius pollachius)	Sweden (CR)
blue ling (en) / birkelånga (sv) / blålange (dk) / tyllpöpyrstömolva (fi) / blålange (no) / blålånga (is) (Molva dypterygia)	Norway (EN)
European weather loach (en) / dyndsmerling (dk) (Misgurnus fossilis)	Denmark (CR)
European whitefish (en) / anadromiskt vandringsfik (sv) / sik (dk) / merialueen vaellussiika (fi) / sik (no) / tjarnasild (is) (Coregonus lavaretus)	Finland (EN)

landlocked salmon (en) / insjöläx (sv) / (dk) / järvilohi (fi) / innsjølaks (no) / lax í stöðuvötnum (is) (Salmo salar m. sebago)	Finland (CR)
Arctic char (en) / röding i Vuoksens vattendrag (sv) / fjeldørred, rødding (dk) / nieriä Vuoksen vesistöissä (fi) / røye (no) / silungur í vatnasviði Vuoksens (is) (Salvelinus alpinus)	Finland (CR)
grayling (en) / harr i Östersjön (sv) / stalling (dk) / harjus Itämeressä (fi) / harr (no) / harri í Eystrasalti (is) (Thymallus thymallus)	Finland (CR)

C: Tropical prawns, i.e. scampi, tiger prawns, king prawns, giant prawns (en) / tropisk reke, dvs. scampi, tigerräkor, kungsräkor, jätteräkor (sv) / tropisk reje (dk) / jättikatkarapu (fi) / tropisk reke (no) / trópísk risarækja (is) (Penaeus sp., Litopennaeus sp. and Metapenaeus sp. in the family Penaeidae and Macrobrachium rosenbergii) must not be served.

Bycatch of species on list A, B or C must not be served. MSC-labelled fish and shellfish may always be served. Labels for standards other than MSC may be used, if Nordic Ecolabelling has approved them. The standards must meet Nordic Ecolabelling's requirements for sustainability labelling of raw ingredients from fish and shellfish, see Appendix 4. ASC is currently not approved.

The list of non-sustainable seafood may be revised if new information is received.

## Appendix 4 Guidelines for assessing sustainability labelling of fish and shellfish

Nordic Ecolabelling sets requirements regarding standards for certified fish and shellfish. The requirements are summarised in this document, which is updated on an ongoing basis. Each individual standard and certification system is examined by Nordic Ecolabelling to ensure that all the requirements are met.

### **General requirements regarding standards for sustainability labelling of fish and shellfish**

The following requirements apply for both wild-caught and farmed fish:

- The standard must follow all relevant laws and agreements and comply with the conventions and guidelines of the FAO and the UN:
  - 1982 UN Convention on the Law of the Sea
  - 1995 UN Fish Stocks Agreement
  - FAO Guidelines for the ecolabelling of fish and fishery products from marine capture fisheries
  - FAO Guidelines for aquaculture certification
  - FAO Code of Conduct for Responsible Fisheries
- The standard must balance economic and environmental interests. The standard must be drawn up in an open process in which environmental, economic and social stakeholders have been invited to take part. This means that, as a minimum, there must be a public consultation about the standard.
- The standard and documents related to the standard must be public.
- The standard is evaluated and revised on a regular basis so that the process is developed and the environmental impact reduced on an ongoing basis.
- Nordic Ecolabelling places particular emphasis on the standard having absolute criteria that protect against illegal fishing and depletion of natural biodiversity.

### **Requirements regarding standards for wild-caught fish and shellfish**

- The standard must have criteria stating that the fished stocks must not be overfished and that they are to be maintained at a level that promotes the objective of optimal utilisation over the long term.
- Assessment of fish stock status and trends and of the impact of the fishing on surrounding ecosystems is to be based on adequate and scientifically relevant data/information.
- The standard must require consideration of ecosystems, i.e. assessment of the negative effects of the fishing.
- The standard must have criteria aimed at minimising bycatch/discards. This can be fulfilled for instance by conducting a risk assessment.

### **Requirements regarding farmed fish and shellfish**

- The standard must contain criteria concerning environmental aspects that ensure sustainable farming, which includes requirements on fishing for feed purposes.
- Animal health and welfare.
- Food safety.
- Requirements on certification systems and certification bodies.
- The certification system must be transparent, have major national or international credibility and be able to verify that the requirements of the standard are met.
- The certification body must be impartial and trustworthy, i.e. certification must be carried out by an accredited, competent third party.
- The certification system must be suitable to verify that the requirements of the standard have been met. The methods used in certification must be replicable and applicable for fishing/farming. Certification must primarily take place in accordance with a specific standard.
- Checks must be carried out of the standard of the fishing/farming before the certificate is issued.
- The certified fishing/farming must be checked/audited on a regular basis.

### **Requirement regarding CoC (Chain of Custody) certification**

A requirement for CoC may be evaluated if the requirements laid down by authorities require supplementing:

- The products must be traceable throughout the production chain with at least the catch zone, trade name (scientific name) and production method (farmed/wild) (ref.: Regulation 104/2000/EC which only applies to non-processed products).
- Chain of Custody certification is to be carried out by an accredited competent third party, as is the requirement for certification of the fishing.
- The system must set requirements for the CoC chain guaranteeing traceability, documentation and checks throughout the production chain.

### **Documentation**

- Copy of standard
- Contact information (name, address and telephone number) for the organisation that developed the standard and audit report.
- Details of stakeholder representatives who have been invited to participate in the standard development.

Please note that Nordic Ecolabelling may request further documentation to examine whether the requirements of the standard and certification system in question can be approved.



## Appendix 5 Chemicals to be used in the licence period

<b>Product name</b>	<b>Chemical supplier</b>	<b>Function/area of use</b>	<b>Use: General cleaning, dishwashing, and internal textile wash?</b>	<b>Ecolabelled, yes/no?</b>	<b>Licence number (if ecolabelled)</b>	<b>Other chemical? State function</b>	<b>Is the product exempt from the requirement? State function</b>	<b>Dosing device: description, automatic or manual</b>

## Appendix 6 Risk assessment for the spread of Legionella via aerosol

The company is obliged to provide protection against the spread of Legionella via aerosol.

A properly dimensioned plant and established operating routines that ensure good circulation, sufficiently high water temperatures and low cold water temperatures, are the best insurance against the growth of Legionella bacteria.<sup>9</sup>

If a risk assessment of the internal pipe system documents the need for water treatment beyond established operating routines, measures must be implemented.

If the risk assessment documents the need for purification of water using chemicals, biocides or ionization, such as silver and copper ionization, an exception is made for the requirement applicable «Water treatment».

Nordic Ecolabelling requires that such a risk assessment must contain the points below, based on the Legionella guide, chapter «Risk mapping and preventive measures»<sup>10</sup>. Adjustments have been made for hotel businesses.

### In the risk assessment, the company must:

1. Provide an overview/ sketch of the structure of the internal pipe system.  
*The overview is to be used further for the points 2-4.*
2. Identify installations that may pose a risk for the growth of Legionella bacteria.  
*The most important risk factors for growing up are the temperature of the liquid and the bacteria's access to nutrients. In a plant, the extent of fouling (biofilm), sediment, sludge accumulations, limescale deposits and corrosion products that can contribute to bacterial growth will be of great importance when assessing the risk of Legionella growth.*
3. Identify which parts of these installations there may be spread of aerosols that may contain Legionella bacteria.  
*For hotels, installations that will form aerosols will for example be showers and hot tubs.*
4. Map possible risk areas for Legionella growth in relevant installations and assess the use of the system.  
*Are there tapping points which is rarely used? Are there areas that are less in use? Areas with stagnant water can provide favourable growth conditions for Legionella.*

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<sup>9</sup> Folkehelseinstituttet: Forebygging av legionellasmitte - en veiledning. 2015

<sup>10</sup> <https://www.fhi.no/nettpub/legionellaveilederen/temakapitler/risikokartlegging-og-forebyggende-til/>

5. Assess the probability of Legionella occurrence in these risk areas.  
*Legionella occurs in all fresh water in nature. The focus here will be on assessing the probability of the growth and spread potential.*
6. Assess the exposure potential (degree of severity).  
*Who are the users of the system? Individuals or groups belonging to one or more of the risk groups? In a hotel, users of the system may have different risks of becoming infected with Legionella.*
7. Map out what preventive routines one has today to prevent the transmission of Legionella bacteria via aerosol.  
*Ex sampling, cleaning and disinfection of shower head and hose, flushing of little-used tapping points (existing operating and maintenance routines, treatment methods) and the results of the measures, as well as routines to be followed in the event of an outbreak or suspected outbreak.*
8. Carry out temperature measurements of cold and hot water at representative points in a system.  
*The temperature may say something about the basis for the growth of Legionella. To grow, the Legionella bacteria must have access to organic material, water and air. They grow best at temperatures between 20 and 50°C.*
9. Take water samples for Legionella. Water samples should be taken in connection with risk areas for Legionella growth (point 4).  
*The analysis result will be able to say something about the presence of Legionella in the plant. Please note that different analyses give different answers (culture technique shows only live bacteria, while answers in PCR technique detect both dead and live bacteria). Selected test points should also be followed up after the risk assessment. If Legionella is detected, sampling may say something about challenges at a single point or if the system is infected. Demonstrated concentrations from individual samples are not evidence that the system is infected, just as a negative Legionella test is not evidence that Legionella bacteria are not present. If more than 30% of the samples in an internal water system show findings of Legionella, it indicates that the entire system could be infected, according to the Legionella guide.*

A comprehensive assessment of the points above should be able to say something about the overall risk for the plant in question, and whether there is a need for changes in operation and maintenance routines, as well as which measures should be implemented. Technical changes that remove the conditions of growing in combination with good routines for operation and maintenance, will be best. In situations where this is not sufficient, it is relevant to consider purification of water to keep the growth of Legionella under control.

The risk assessment should be adapted to each individual system, and the points above do not necessarily apply to everyone and should in such cases be used as guidelines.

Nordic Ecolabelling recommends dialogue with product-independent consulting companies with expertise in Legionella control.