



## **HI-Q&S: A quality and sustainability management system and certification**

Hostelling International has developed HI-Q&S (Hostelling International Quality & Sustainability), a label that stands for a commitment to provide an experience of high quality, with a positive effect on local economy, communities and the environment. Their certification is based on assessment criteria aiming to: demonstrate effective sustainable management; maximise social and economic benefits to the local community, cultural heritage and environment and minimise negative impacts; conserve biodiversity, ecosystems and landscapes. The HI-Q&S standards engage hostellers in a viable, equitable and bearable way of travelling that supports HI's values of authenticity, inclusivity, learning and understanding, and sustainability. HIQ-S is GSTC-Recognized. GSTC-Recognized means that a sustainable tourism standard has been reviewed by GSTC technical experts and the GSTC Accreditation Panel in order to be deemed equivalent to the GSTC Criteria. Additionally, an organization that meets GSTC requirements must administer the standard.

### **3 levels for HI-Q&S:**

**HI-Q&S light:** Fulfill all mandatory requirements (48 points)

**HI-Q&S 1:** Fulfill all mandatory requirements (48 points) + 30 points from the free basket

**HI-Q&S 2:** Fulfill all mandatory requirements (48 points) + 50 points from the free basket

**Audit Checklist:** This list is the one being used by the auditors when visiting aspiring HI-Q&S hostels. The *Criterion* column is a detailed version of the HI-Q&S criterias that serve as references for the work of the auditor. The audit is divided by operation areas of hostels

### MANAGE PLAN (PROCESS 11) & DEVELOPMENT OF PRODUCTS AND SERVICES (PROCESS 1)

Implementing a long-term Sustainable Management system that is suitable to its reality and scope and which addresses environmental, socio, economic, cultural, quality, health and safety issues.						
No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
1	901	A declaration of <b>HIQ&amp;S</b> is signed by the CEO / Owner and / or Hostel Manager in which their long term vision and strategy about sustainability management is explained and how they intend to meet all criteria set for HIQ&S certification. The declaration is based on the <b>HI Sustainability Charter</b> which is, as a whole, guidance for the hostel's / Association's policies, strategies and operations. Further evidence of meeting all relevant intentions is provided by using the HIQ&S system. The declaration of HIQ&S can be seen by guests near reception and / or publications. A photo is stored in the dropbox in process 3; Front-Office				
2	902	A list of <b>all legal requirements</b> the Hostel / Association has to meet, including environmental, health, safety and labour issues is available. Evidence that the Hostel / Association is in compliance with all appropriate requirements is in the list (such as licenses, diploma's, policies, guidelines) provided in the dropbox in the process 1; Development of Products & Services				
3	903	Evidence of meeting <b>HI Minimum standards</b> is available. Evidence is a filled in checklist in process 1; Development of Products and Services				
4	904	A yearly <b>Plan</b> for Improvement actions (possibly as a part of a Business Plan / Management Review) with a minimum of 3 sustainability actions for level light, 4 for level 1 and 5 for level 2, is available. The plan is discussed with the staff. Resources (staff, deadlines or budget) for those actions are available. Progress of carrying out the Actions is available in <b>meeting reports or Plan updates</b> . The Plan is available in process 11; Manage Review and Improvement Actions				
5	905	The Hostel / Association and / or the HI Office publishes a <b>'Sustainability' report</b> for its stakeholder and / or general public at least once a year for which the hostels are obliged to contribute with relevant data. Hostel should use the report for their own publications and for contributing to the network. A framework for such a report if provided by HIQ&S and includes <b>data of energy, water &amp; waste consumption</b> . The format used for that part compares those figures per overnight and against budget. Evidence is provided in process 11; Manage Review and Improvement Actions				
			0	0	0	

### MEASURE INSTRUMENTS (13)

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
6	906	<b>Internal 'HIQ&amp;S' audits</b> are done at least once a year by using this list, identifying points of improvement and show actions to solve them. Evidence: to be sent to the HI-Q office or made available in the dropbox in process 13; Measure Instruments				
7	907	<b>Energy consumption is measured</b> on a frequent basis (minimum yearly, but we recommend monthly), sources (Gas, Electricity..) are indicated and measures are adopted to minimize overall consumption. Evidence is provided by registering the usage of energy in process 13; Measure Instruments, preferably put against a budget to compare (possibly in conjunction with process 9; Finances)				
8	201	<b>Customer satisfaction</b> is measured, including <b>sustainability aspects (Green Ratings on hihostels.com, own website or own Guest-Questionnaire)</b> . Response from customers is encouraged. A reliable response rate of all webratings and questionnaires is 0,5 % of all overnights per year, with a minimum of 50. The minimum outcome is 75% customer satisfaction and the outcome is frequently analyzed. Suggestions for improvements and corrective actions, also for sustainable practices in the hostel, are taken where appropriate and visible for example in Meeting reports or the Action plan. Evidence is an overview of ratings scores and / or the questionnaire outcome, provided in process 13; Measure Instruments				
			0	0	0	

### MANAGE DOCUMENTS (14)

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
9	908	All <b>processes of the HIQ&amp;S system are identified and are implemented / managed through guidelines, checklists or templates</b> . They are <b>controlled</b> (header and/ or footer ) and updated versions are available for those that need to work with them. Evidence is provided by having all originals of documents in the dropbox controlled				
			0	0	0	

### HUMAN RESOURCES (8) Employment guidelines & practices

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
10	909	Responsibilities for all functions - including sustainability - have been defined within a job description / job profile and at least one person in the Association / Hostel is appointed as the <b>HI-Q&amp;S Coordinator</b> that guides the implementation and continuous actions to maintain and improve the HIQ&S system. Job descriptions are available in process 8; Manage Human Resources				
11	101	The Hostel / Association offers <b>equal employment opportunities</b> to a wide reang of different groups including women and man, locals (like within a range of 20 km) and local minorities. Those in managerial positions are also included. Alongside this, the issue of child labour is restrained. Evidence is provided via Human resources guidelines, contracts, induction and training tools presented in process 8				
12	102	The Hostel / Association respects the <b>international or national legal protection of employees</b> and demonstrates this through paying employees at least a living wage. Evidence is provided in Human resources (process 8) like in guidelines, contracts or general salary structures in comparison to (if existing) minimum wages in the country				
13	103	The Hostel's / Association's <b>sustainability policy</b> is presented during the <b>recruitment and training</b> process. Evidence provided in HR guidelines, brochures for induction & training process 8				
14	104	The organization <b>communicates and involves their staff their vision, strategy, targets, results and their circle of continous improvements (PDCA) in all areas of sustainable tourism in Plans and Meetings. Also results of measures are discussed.</b> Evidence via plans & actions (process 11) or meeting reports (process 8)				
			0	0	0	

### MARKETING (2) and INFORMATION (3A)

The organization encourages its customers, staff and suppliers to understand the efforts made by the Hostel / Association to contribute to sustainability by reducing transportation-related greenhouse gas						
No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
15	910	All <b>promotional materials are accurate</b> and complete with regards to its products and services, including sustainability claims. All main components of HIQ&S are communicated. They do not promise more than is being delivered. Evidence is provided via various communication channels (websites, folders, brochures in process 2), and via the complaint / major concern register in process 3				
16	202	Guests are asked in a kindly manner to <b>contribute to energy saving measures</b> and - if applicable - to separate waste. Evidence to be provided in 'Welcome Info', room info etc. in process 3				
17	701	Guests are Informed via Internet, publications and brochures about <b>how to reach the hostel by public transport.</b> Evidence to be provided on the various media				
18	702	Guests are informed via the same channels about use of <b>local public transport, push bike rental, walking activities, natural surroundings, local culture and cultural heritage.</b> Evidence to be provided on the various media				
			0	0	0	

### FRONT OFFICE (3)

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
19	911	Hostel is <b>bookable on www.hihostels.com</b> with sufficient inventory				
20	908	<b>Guidelines and checklist(s) or templates</b> of (daily/weekly/monthly/yearly) <b>tasks in Front Office</b> operation (including the sub-processes 'information' provided to guests, 'reservation', 'check-in and out' and - if applicable - 'activities') are available and in use. Evidence of 'originals' are provided in process 3				
21	912	<b>Complaints</b> or guest concerns are answered in time, <b>registered</b> and discussed with staff to rectify for the future. Evidence is the used Concern & Complaint Register in process 3				
			0	0	0	

**FOOD & BEVERAGE (4)**

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
22	908	A guideline and checklist(s) or templates of (d/w/m/y) tasks in Food & Beverage operation is available and in use. Evidence of originals are provided in process 4				
			0	0	0	

**HOUSEKEEPING (5) and MAINTENANCE & SAFETY (6)**

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
23	908	A guideline, checklist(s) or templates of (d/w/m/y) tasks in Housekeeping operation are available and in use. Evidence of originals are provided in process 5				
24	601	A dispensing system is in place for all chemicals used for daily and periodical cleaning such as floors, bathrooms, toilets and kitchens must be dosed automatically or manually. Evidence is provided by photo's provided in process 5				
25	602	If towels and bed linen is provide during short term stay, changing is only done if guests ask for it. Evidence via HK guidelines in process 5				
26	801	No disposable items such as slippers, tooth brushes, tooth paste, shower gel etc. are offered by the hostel. Evidence via HK guidelines in process 5				
27	603	Environmental harmful liquids (chemicals) are handled with care and separately disposed of to authorities or recycling companies. Evidence is provided by photos and/ or receipts from recycling companies in process 5				
28	908	A guideline, checklist(s) or templates of (d/w/m/y) tasks including a logbook for repairs and a list of preventive maintenance are available and in use. Evidence of originals are provided in process 6				
29	501	Compressors of refrigerators, freezers or any other type of equipment with compressors are frequently cleaned (we recommends min. twice a year) and cleaning is noted (preventive maintenance list). If space is available, they are not placed near heating elements. Evidence via periodical Housekeeping cleaning or preventive Maintenance list in process 5 or 6				
30	604	The use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning material is minimized, and substituted when available, by innocuous products or processes. Evidence is photos of chemical supplies and (iff applicable) swimming pool logbook in process 6				

**Waste**

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
31	802	Any residual waste disposal has no adverse effect on the local population and the environment. Evidence: a collector service contract / photos put in process 6				
32	803	Waste is separated and given to authorities or recycling companies in minimum 3 fractions, like glass, metal, paper / cardboard, organic / green components , chemicals / toners of printers, plastic (bottles), kitchen oil. Evidence via contracts with waste disposal companies and / or photos				
33	804	Batteries collection for guests is available				
			0	0	0	

## BUILDING, EQUIPMENT & INVENTORY (7)

### General & Water

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
34	605	For those Hostels & Associations in countries where there are no law regulations for municipality sewage and those -regardless in any country - that are not connected to a municipality sewage: wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects on the local population and the environment. If wastewater-treatment is for the hostel to do, to be shown on photos in process 7. Otherwise describe.				
35	606	Toilets: More than 90% of the WCs use a maximum of 10 litres of water per flush. Evidence via specifications of equipment or by photo's (simply put extra 'weight' in reservoirs) in process 7				
36	607	Taps: 20-50% water saving taps are in place, evidence via specifications of equipment. Evidence via specifications of equipment or by photos in process 7				
37	608	Showers: 20-50% water saving showers are in place, evidence via specifications of equipment. Evidence should be via specifications of equipment or by photos in process 7				

### Energy

No.	Code	Criterion	Ok	partly	not ok	Remarks of the Auditor
38	502	Curtains / rolls protection against high or low temperatures are in place, Evidence: photos in process 7				
39	503	Lights: 20-50 % of hostel lights are energy saving. Evidence: specification sheets or by photos in process 7				
			0	0	0	

## NATURAL & CULTURAL CAPITAL

No.	Code	Criterion: all Hostels / Associations assure with an 'ok' , they will agree with the below criteria and act accordingly, if applicable	Ok	partly	not ok	Remarks of the Auditor
40	1001	No captive wildlife is held, except for properly regulated activities, in compliance with local or international laws. If applicable, evidence is provided by showing licenses				
41	1002	Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local to international law. Agreed via this statement				
42	1003	Ensuring that wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures their utilization is sustainable and in compliance with local to international laws. Agreed via this statement				
43	1004	Living specimens of protected wildlife are only kept by those authorized and suitably equipped to house and care for them humanely. If applicable, evidence is provided by licenses and photos of animal housing. Otherwise agreed via this statement				
44	1005	The interactions with wildlife, taking into account cumulative impacts, do not produce adverse effects on the viability and behaviour of populations in the wild. Agreed via this statement				
45	301	The organization's activities does not impede access by local residents to local historical, archaeological, culturally and spiritually important properties and sites. If applicable, evidence provided by guidelines. Otherwise agreed via this statement				
46	314	Ensure that our land and water rights property acquisition are legal and comply with local communal and indigenous rights, including their free, prior and informed consent and do not require involuntary resettlement. Evidence by checking different licenses, acquisition, contracts, etc				
47	315	The association has a policy against any form of exploitation and harassment, particularly of children, adolescents, women and minorities. If applicable, evidence is provided by policy. Otherwise agreed via this statement. The policy is being implemented by the organisation				
48	316	Ensure that our activities do not adversely affect local access to livelihood, and do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities. Agreed via this statement				
			0	0	0	

Points of all mandatory requirements minimum: HIQ light (17) and HIQ&S light (22+9): 48	0	0	0
Points of free basket criteria:HIQ&S Level 1 = +30 points, HIQ&S Level 2 = +50 points	0	0	0
Total points	0	0	0
Percentage	0	0	0

## Summary of the Audit

General findings		Answer from the Hostel please reply within 6 weeks after the audit report is received
<b>Majors</b>		<b>Majors</b>
1		1
2		2
3		3
4		4
<b>Minors</b>		<b>Minors</b>
1		1
2		2
3		3
4		4
<b>Advice</b>		<b>Advice</b>
1		1
2		2
3		3
4		4

	passed	conditions	not yet
Result of the audit			

Name and signature auditor

**Name and signature  
Hostel  
Manager**

**Free basket:** The following criterias are the non-mandatory, but suggested ones, in the process of HI-Q&S certification. They each give access to a greater amount of points, that grant the higher levels of certification.

### DEVELOPMENT OF PRODUCTS & SERVICES (1)

No.	Code	Criterion	Points	Score	Remarks of the Auditor
49	506	<b>Planning, design and construction</b> when new hostels are planned or refurbished is based on locally appropriate sustainable practices and materials. Beside, natural and cultural heritage is respected in planning, sitting and design. Verification of natural and cultural impacts has been assessed by the auditor. Evidence for building, reconstruction or new important equipment, is provided by architectural planning / plan of requirements or a declaration of the owner, placed in process 1	4		
50	703	There is at least one guest room adapted for the <b>physically disabled</b> . The level of accessibility is clearly communicated. Evidence is for example design of the room(s), photos or specifications of no feathers for pillows, organic linen in process 1	1		
51	530	Guest rooms do <b>not have television sets</b> , evidence by photos or declaration. Process 1	1		
52	305	Local <b>Government connections and synergies are</b> to work together to implement sustainable strategies as "Agenda 21" in the area, further evidence. <i>Agenda 21 Links: <a href="http://sustainabledevelopment.un.org/index.php?page=view&amp;nr=23&amp;type=400&amp;menu=35">http://sustainabledevelopment.un.org/index.php?page=view&amp;nr=23&amp;type=400&amp;menu=35</a> <a href="http://www.unep.org/Documents.Multilingual/Default.asp?documentid=52">http://www.unep.org/Documents.Multilingual/Default.asp?documentid=52</a></i>	1		
53	306	The hostel should create long-term relationships with and <b>support community groups</b> (minimum 2 sports, nature societies, schools...). Evidence: photos, calendars, activity overviews in process 1	1		
54	307	Work with <b>organizations of similar sustainability interest should take place</b> . For example, tourism companies and individuals in the area, fair trade organizations or eco certified suppliers. Evidence is documents that show	1		
55	308	The hostel should council or <b>provide education to local companies</b> or communities groups concerning sustainability. This should be reflected through documents or photos	1		
56	813	The hostel provides an area for <b>swapping items</b> such as books, clothes, cosmetics. Evidence is photos	1		

### MARKETING OF PRODUCTS & SERVICES (2)

No.	Code	Criterion	Points	Score	Remarks of the Auditor
57	815	More than 90% (measured as a percentage of production costs) of the <b>printed materials used or ordered</b> by the hostel <b>is Eco labelled</b> . Evidence: declaration of suppliers / invoices, labels printed on the printed matters	1		
58	704	Guests are offered to <b>compensate their CO<sup>2</sup> emission</b> . Alternatively <b>guests can financially contribute to a sustainability activity or project they are passionate about</b> within or outside the organisation, that is supporting the objectives of the sustainability charter. Evidence is provided via website-info, the information or reservation process.	1		

### FRONT OFFICE (3)

No.	Code	Criterion	Points	Score	Remarks of the Auditor
59	203	<b>Sustainability activities or programmes</b> are offered to FITs ( <b>Solo travellers</b> ). Evidence is provided by Activity guidelines and programmes	1		
60	204	If the hostel serves them, <b>sustainability programs</b> are offered to <b>Groups and Schools</b> . Evidence is provided in the same way	1		
61	311	<b>No activities take place in indigenous and local communities</b> without the collaboration and consent of the affected community. This is part of the Guidelines for Activities	1		
62	309	The hostel / Association <b>actively supports initiatives for social infrastructure and social community development</b> , by providing the hostel facilities to local clubs, neighbourhoods, NGO's or other type of ... for example. Evidence is provided by the hostel or Association showing social projects for the community	1		
63	310	Hostels' <b>activities follows established guidelines or a code of behaviour for visits to culturally or historically sensitive sites</b> , in order to minimize negative visitor impact and maximize enjoyment. Evidence is provided in the guidelines for Activities & Programmes	1		
64	1009	An explanation is given of appropriate behaviour while visiting natural areas, living cultures and cultural heritage sites	1		
65	1010	Interpretation of the natural surroundings, local culture and cultural heritage is provided to customers	1		
66	816	More than <b>90% of printing paper in the hostel is recycled</b> , non-bleached or has an official green label. Evidence: invoices or photos	1		
67	705	<b>Bicycles are available for rental</b> . Guests are provided clear information and made aware of this as a possibility. Evidence: invoices or photos	1		
68	918	Sustainability actions are taken into considerations for in- or external events / conferences (organize it in a sustainable certified building, consider distance for the attendees to reach the venue, well public transport communication system, water fountains or jugs instead of bottled water, recycling facilities, paper free, no disposables...) Evidence: list of details, agenda	1		
21	706	The hostel encourages guests to <b>share their car</b> . Evidence: Notice wall with car-sharing offers	1		

**FOOD & BEVERAGES (4)**

No.	Code	Criterion	Points	Score	Remarks of the Auditor
69	401	The hostel / purchases at least 2 local services and goods, in line with <b>fair-trade principles</b> of the WTO. Link on Fair trade principle: <a href="http://www.wfto.com/index.php?Itemid=14&amp;id=2&amp;option=com_content&amp;task=view">http://www.wfto.com/index.php?Itemid=14&amp;id=2&amp;option=com_content&amp;task=view</a> . Evidence is provided in the suppliers / purchase guidelines	1		
70	807	<b>No individually wrapped single person portions</b> of jam, butter or other meal components are used by the hostel unless law requires this. Evidence is provided via Purchase list or photos of other ways those components are provided	1		
71	808	<b>No single use of cutlery, plates and cups</b> . Evidence is provided via Purchase list or photos of other ways those components are provided	1		
72	402	If a restaurant is available, it offers at least <b>one vegetarian meal</b> . Evidence provided via menu list	1		
73	403	If any ingredients in the meal including breakfast contain GMOs (Genetically Modified Organisms) this is <b>stated on the menu</b> , alternatively food containing GMOs is not served. Links for GMO food: <a href="http://gmoguide.greenpeace.ca/shoppers_guide.pdf">http://gmoguide.greenpeace.ca/shoppers_guide.pdf</a> <a href="http://www.nongmoproject.org/find-non-gmo/search-participating-products/">http://www.nongmoproject.org/find-non-gmo/search-participating-products/</a> Evidence is provided via menu ingredients and via suppliers specifications	1		
74	404	During breakfast, the restaurant informs customers as to the <b>country of origin of the meat ingredients</b> . Evidence provided via Menu list or photos	1		
75	405	<b>Food ingredients</b> that involved an <b>environmental impact are avoided</b> . This include palm oil, etc. Links on Palm oil: <a href="http://www.worldwildlife.org/pages/which-everyday-products-contain-palm-oil">http://www.worldwildlife.org/pages/which-everyday-products-contain-palm-oil</a> <a href="http://www.palmoilinvestigations.org/products-australia">http://www.palmoilinvestigations.org/products-australia</a> <a href="http://www.palmoilinvestigations.org/names-for-palm-oil">http://www.palmoilinvestigations.org/names-for-palm-oil</a> and ingredients list Evidence provided via Menu	1		
76	406	Food from <b>unsustainable sources, especially fish and seafood</b> is not served and it is communicated to the customers. See Greenpeace red list of unsustainable fisheries. Link for red list of fish and seafood: <a href="http://www.slowfood.com/slowfish/pagine/eng/pagina.lasso?-id_pg=94">http://www.slowfood.com/slowfish/pagine/eng/pagina.lasso?-id_pg=94</a> Evidence via menu list	1		
78	809	<b>No plastic bottled water</b> is served. Instead the hostel uses fountains or other types of systems. Evidence via photos	1		
79	407	Between 1-4 main ingredients <b>organic food &amp; beverages</b> (either having an official organic label or are produced without using irradiation, industrial solvent, synthetic pesticides, chemical fertilizers or food additives) are served in the restaurant. Evidence: ingredients list <a href="http://www.soilassociation.org/whatisorganic">http://www.soilassociation.org/whatisorganic</a>	1		
80	408	5-9 main ingredients of organic food & beverages are offered	1		
81	409	10 or more main ingredients of organic food & beverages are offered	1		
82	410	At least <b>2 local food &amp; beverages</b> are offered at the hostel. Evidence: List of suppliers	1		
83	411	5 main ingredients of local food and beverages are offered	1		
84	412	5-9 main ingredients of local food and beverages are offered	1		
85	413	10 or more main ingredients of local food and beverages are offered	1		
86	414	At least <b>3 vegetables are grown</b> at the hostel, Evidence: photos	1		
87	415	More than 5 vegetables are grown at the hostel	1		
88	416	If a guest kitchen is available: the <b>food sharing system</b> is provided to customers	1		

**HOUSEKEEPING (5): WASTE**

No.	Code	Criterion	Points	Score	Remarks of the Auditor
89	538	The Hostel only uses <b>microfiber cloths</b> for daily cleaning. Evidence invoices or photos	1		
90	534	50% of <b>chemical cleaning products for general cleaning</b> (based on the active substances) are Eco labelled. Evidence is invoices and declarations of suppliers. Links on Ecolabelled products: <a href="http://ec.europa.eu/ecat/">http://ec.europa.eu/ecat/</a>	1		
91	535	More than 80% of the amount of <b>chemical products used for regular cleaning</b> (calculated in terms of active substances) is Eco labelled. Evidence is invoices and declarations of suppliers	1		
92	536	More than 80% of the amount of <b>chemical laundry products</b> (calculated in terms of active substances) is Eco labelled. Evidence is invoices and declarations of suppliers	3		
93	537	90% of the amount of <b>dishwashing detergent</b> is Eco labelled. Evidence is invoices and declarations of suppliers	2		
94	539	Bed linen and towels are <b>washed by the hostel</b> . Evidence: photos	1		
95	540	Eco labelled soap and shampoo are used in more than 90% of the bathrooms/toilets	2		
96	805	<b>Waste is sorted</b> into <b>4 to 6 fractions</b> . Evidence: photos	1		
97	806	<b>Waste is sorted</b> into <b>more than 7 fractions</b> . Evidence: photos	1		
98	814	The hostel only uses <b>rechargeable batteries</b> for its devices, evidence invoices	1		
99	817	<b>Toners are recycled or refilled</b> and reused. Evidence via invoices	1		
100	810	At least <b>3 suppliers</b> provide goods in <b>returnable packaging</b> , such as boxes, pallets, bottles, containers... Evidence: suppliers agreement	1		
101	811	Purchase at least two goods in <b>bulk packaging</b> and re-use. Evidence: order list	1		
102	812	<b>Organic waste</b> is composted, organically rotted, used for biogas production or a worm farm available. Evidence: photo	1		
103	312	Work in <b>cooperation with the municipal authorities</b> and / or waste <b>disposal companies</b> to find solutions in <b>reducing and recycle</b> in the field of waste management. Evidence is contracts, meeting reports, mails	2		
104	818	50-90% of <b>toilet and hand drying paper (tissue product)</b> is made out of recycled material. Evidence via declaration or certificate from supplier	1		
105	819	More than 90 % of the volume of <b>purchased tissue products</b> is Eco labelled. Evidence: suppliers label or photos	1		
106	618	Eco labelled <b>soap and shampoo</b> are used in more than 90% of the bathrooms / toilets	1		
107	531	More than 40% <b>bed linens</b> are Eco labelled / manufactured with organic fibres	1		



**MAINTENANCE & SAFETY (6): Energy**

No.	Code	Criterion	Points	Score	Remarks of the Auditor
108	507	An energy analysis/audit has been conducted during the last 5 years. Evidence: report	3		
109	504	50-80% of hostel <b>lights are energy saving</b> . Evidence: Light counting excel spread sheet provided by HIQ&S	1		
110	505	80-100% of hostel lights are <b>energy saving</b> . Evidence as above	1		
111	511	20 - 50 % of <b>electrical equipment</b> used (also computers) are of the <b>highest energy saving level</b> (minimum label A+). Evidence: specification sheet	1		
112	512	50 - 80 % of <b>electrical equipment</b> used (also computers) are of <b>highest energy saving level</b> (minimum label A+). Evidence as above	1		
113	513	80 - 100 % of <b>electrical equipment</b> used (also computers) are of <b>highest energy saving level</b> (minimum label A+). Evidence as above	1		
114	514	<b>Individually manipulating</b> and / or automatically <b>reacting / controlling of heating / cooling</b> in rooms. Evidence: photos	1		
115	515	20 - 50% <b>air conditioning appliances</b> have highest energy saving label (at least label A++) and are free of CFS. Evidence: copy of technical specifications	1		
116	516	50 - 100% <b>air conditioning appliances</b> have highest energy saving label (at least label A++) and free of CFS. Evidence: specifications of equipment	1		
117	517	Up to 50% <b>timers/sensors</b> to automatically switch of the lights of the <b>rooms which are not intended for the guests</b> . Evidence: specification sheet	1		
118	518	50 - 80% <b>timers/sensors to automatically switch of the lights</b> in hallways, washrooms, toilets and outdoor areas. Evidence as above	1		
119	519	80 -100% <b>timers/sensors to automatically switch of the lights</b> in hallways, washrooms, toilets and outdoors areas. Evidence as above	1		
120	523	All outdoor lighting is time- or needs based and compact fluorescent lamps used for lighting is lit at night. Entrance, illuminated signs and emergency lighting are exceptions. Evidence as above	1		
121	508	20 - 50% of <b>electricity usage</b> is coming from <b>renewable sources</b> (water, sun, wind, biomass). Evidence: contracts with suppliers or photos	1		
122	509	50 - 80 % of <b>electricity usage</b> is coming from <b>renewable sources</b> (water, sun, wind, biomass). Evidence: contracts with suppliers or photos	1		
123	510	80 - 100% of <b>electricity usage</b> is coming from <b>renewable sources</b> (water, sun, wind, biomass). Evidence: contracts with suppliers or photo	1		
124	520	20 - 50% of <b>heating usage</b> is coming from <b>renewable sources</b> . Evidence: suppliers contract	1		
125	521	50 - 80 % of <b>heating usage</b> is coming from <b>renewable sources</b> . Evidence as above	1		
126	522	80 - 100% of <b>heating usage</b> is coming from <b>renewable sources</b> . Evidence as above	1		
127	524	All <b>windows are insulated</b> in at least the grading the building requirements ask for. Links on insulation criteria: <a href="http://www.glassforeurope.com/images/cont/91_96281_file.pdf">http://www.glassforeurope.com/images/cont/91_96281_file.pdf</a> <a href="http://ec.europa.eu/energy/efficiency/buildings/buildings_en.htm">http://ec.europa.eu/energy/efficiency/buildings/buildings_en.htm</a>	3		
128	525	Complete <b>insulation of all pipes for heating, hot water, air-conditioning</b> are controlled and monitored. Evidence: photos	3		
129	526	Less than 50 % of the ventilation system is connected to heat recovery and heat from sewage and / or chillers is not used. Evidence via specifications of the supplier(s)	3		
130	527	The <b>ventilation system is timer-controlled</b> in more than 90% of the rooms that are ventilated. Evidence is a service book	1		
131	529	The hostel has installed <b>elevators that produce energy</b> . Evidence is specifications	1		
132	528	More than 90% of office machines (computers, faxes, copiers, etc.) are operated with the <b>standby function</b> activated. Evidence: photos or guidelines	1		
133	532	All <b>heat pumps, refrigeration appliances, freezers and air conditioning</b> equipment are HCFC and CFC free. Evidence: specifications	1		
134	533	<b>Refrigeration equipment, freezers, heat pumps and air conditioning</b> equipment in the hostel is not refilled with CFC/ HCFC refrigerant. Logbook is evidence	1		

### BUILDING, INVENTORY & EQUIPMENT (7)

No.	Code	Criterion	Points	Score	Remarks of the Auditor
135	313	The Association / Hostel <b>incorporates elements of local art, architecture, or cultural heritage</b> in its design, decoration, operations, food or shops; while respecting the intellectual property rights of local communities. Evidence is via guidelines and plan of requirements when developing a new site	1		
136	920	If the Association / Hostels owns the building or has an agreement with the owner to maintain the building: there is a <b>one or more year's plan and budget</b> , direction on how to maintain the hostel building, major equipment and inventory. The plan takes into account weaknesses of the building and major equipment as well as the Sustainability Charter. Evidence of the plan is provided in the dropbox	1		
137	609	<b>Water sourcing</b> is sustainable and does not adversely affect environmental flows. Water supply is either from a municipal / government approved source or there is some evidence that the water supply is a sustainable source and has not previously and is unlikely to affect environmental flows. Evidence via invoice, contract or declaration of the supplier	1		
138	610	50 - 80% <b>water saving showers</b> are in place. Evidence: suppliers specifications and photos	1		
139	611	More than 80% <b>water saving showers</b> are in place. Evidence: suppliers specifications and photos.	1		
140	612	50 - 80% <b>water saving taps</b> are in place. Evidence: suppliers specifications and photos	1		
141	613	More than 80% <b>water saving taps</b> are in place. Evidence: suppliers specifications and photos	1		
142	614	More than <b>90% of the WCs</b> used a maximum of <b>6 litres</b> of water for lower flush and not more than 8 litres for the higher flush. Evidence: specifications	2		
143	615	<b>Rain /air conditioning water</b> discharged is <b>collected and re-used</b> for cleaning or water garden. Evidence: photos	2		
144	616	The <b>garden is designed</b> in accordance with the zoning water needs and maximum allowance. Water Wise Gardening is a style of gardening that uses little or no water in a landscape, resulting in financial and natural resource. This is very much appropriate in climate regions with high risk of drought. Evidence is photos / documents	1		
145	617	<b>Dropping systems</b> for watering the garden are used in order to minimize the consumption. Evidence: photos	1		

### HUMAN RESOURCES (8)

No.	Code	Criterion	Points	Score	Remarks of the Auditor
146	105	All personnel are offered regular training to enlarge their experience and opportunities for advancement. This includes training regarding their role and responsibilities to the environmental, social, economic, cultural, quality, legal requirements, health and safety issues. Evidence is provided via induction practices for (short term) staff (2 points for at least signed checklists and guidelines) and a training plan for (long term) core staff (another 2 points), showing attendance lists, certificates and diplomas	4		
147	707	The hostel does <b>not own a car</b> . Evidence: declaration	1		
148	709	The hostel uses only <b>hybrid or electric cars</b> or contribute by sharing cars. Evidence provided via HR guideline about vehicle usage or Travel Plan for the workplace ( <a href="http://en.wikipedia.org/wiki/Travel_plan#workplace_Travel_Plans">http://en.wikipedia.org/wiki/Travel_plan#workplace_Travel_Plans</a> )	2		
149	710	Three or more staff members have push bikes, walk or use <b>public transport year-around tickets</b> . Evidence provided via copies of a declaration, an existing Travel Plan for the workplace or copies of the contract conditions.	1		
150	106	The organization <b>offers extra social benefits</b> (above existing legal requirements) such as pension to employees, flexibility in working time and place, maternity leave and social counselling. Evidence provided via HR policy and practices, like contracts, central labour agreements	1		
151	107	The Hostel / Association registers and monitors accidents (1 point) and incidents in order to prevent future occurrences (1 point) for customers. Staff should identify risks and - depending on the outcome - assure possible follow up with preventive actions in the Action Plan. Evidence provided by using the complaint register or similar instruments and via the Action Plan	2		

### FINANCE / PLAN (9)

No.	Code	Criterion	Points	Score	Remarks of the Auditor
152	919	There is a yearly <b>budget allocated</b> to the Plan / Actions for sustainability initiatives. Evidence provided via the budget / plan	3		

**SUPPLIERS (12)**

No.	Code	Criterion	Points	Score	Remarks of the Auditor
153	304	At least 1 for level 1, 3 for level 2 <b>suppliers</b> hold a third party ' <b>environmental / sustainability label</b> '. Evidence will need to be provided with a copy or the certificate in the Process Suppliers	1		
154	303	At least 3 (1 point, if more 2 points) suppliers are <b>recruited locally</b> , which are able to contribute with local products. Evidence will need to be provided by showing copies of contracts or invoices of deliveries	2		
155	302	The means for <b>at least two local small entrepreneurs</b> to develop and sell sustainable products that are based on the area's nature, history, and culture (including food and beverages, crafts & gifts, performance arts, agricultural products, etc.), are in place. Evidence is provided by pictures, contracts or invoices in the process suppliers	1		

**MEASURE INSTRUMENTS (13)**

No.	Code	Criterion	Points	Score	Remarks of the Auditor
156	913	<b>Water consumption is measured</b> , sources are indicated and measures are adopted to minimize overall consumption. Evidence is provided by registering the water usage in process 13: Measure Instruments, preferably against a budget to compare (possibly in conjunction with process 9; Finances)	1		
157	914	<b>Non-recyclable waste is measured</b> . Mechanisms are in place to reduce waste, and where reduction is not feasible, to re-use or recycle it. Any residual waste disposal has no adverse effect on the local population and the environment. Evidence is provided by registering in process 13; Measure Instruments including kg of waste per month/year, photos of waste disposal practices and/or contracts with waste disposal companies	1		
158	915	<b>Greenhouse gas emissions</b> from all sources (energy usage, water usage, waste, work related transport emissions) controlled by the organization are <b>measured</b> , procedures are implemented to minimize them and offsetting remaining emissions is encouraged. Evidence: report provided in process 13; Measure Instruments and Action Plan.	1		
159	916	The purchase and use of <b>disposables and consumable goods</b> is measured and the organization actively seeks ways to reduce their use. Evidence is provided by (F&B) suppliers guidelines, invoice (like excel overview) of suppliers and Action Plan	1		
160	917	The hostel measures chemicals consumption (like cleaning liquids, paint, chemicals for maintenance of swimming pools, freezers or fridges) and is actively working on reduction. Evidence provided via invoices and f.e. excel list etc.. and the Action Plan	1		

**NATURAL & CULTURAL CAPITAL**

No.	Code	Criterion	Points	Score	Remarks of the Auditor
161	1007	During hostel activities there are efforts made to minimize and rehabilitate any disturbance to <b>natural ecosystems</b> . There is also a compensatory contribution to conservation management if any harm is done. Evidence: instructions and planning of activities in protected areas and mails or instructions for compensation if harmful	1		
162	1006	<b>Native materials (indigenous species) are used</b> for landscaping and restoration, particularly in natural landscapes. Measures are taken to avoid the introduction of invasive alien species. To be specified in a 'Plan of Requirements' when investing and shown via photos	1		
163	1008	Hostels in isolated areas, near or in nature reserves, support work on improving road and area signposting for ecologically sensitive areas. Evidence provided by photos	1		
164	1008	The organization contributes to the protection of local historical, archeological, culturally, and spiritually important properties and sites. Evidence provided by actions taken, invoices, activities	2		
165	1008	The organization contributes to biodiversity conservation. Evidence provided by actions taken, invoices, activities	2		
166	1008	The organization implements practices to reduce pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water, and soil contaminants (up to 8 points - one each item achieved). Evidence provided by actions taken, activities	1		
167	1007	The organization supports natural protected areas and areas of high biodiversity value. Evidence provided by actions taken, invoices, activities	2		
<b>TOTAL SCORE</b>			<b>0</b>	<b>0</b>	