

---

---

**Tourism and related services —  
Guidelines on developing  
environmental specifications for  
accommodation establishments**

*Tourisme et services connexes — Lignes directrices pour l'élaboration  
de spécifications environnementales pour les hébergements*

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

[ISO/TS 13811:2015](https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015)

[https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-  
ff8318a77b8a/iso-ts-13811-2015](https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015)



**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

ISO/TS 13811:2015

<https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015>



**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2015, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
Ch. de Blandonnet 8 • CP 401  
CH-1214 Vernier, Geneva, Switzerland  
Tel. +41 22 749 01 11  
Fax +41 22 749 09 47  
copyright@iso.org  
www.iso.org

# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Terms and definitions</b> .....	<b>1</b>
<b>3 Principles</b> .....	<b>2</b>
3.1 General.....	2
3.2 Reduce the negative impacts and strengthen the positive impacts of tourism on the environment.....	2
3.2.1 Conserve the natural environment and biodiversity.....	2
3.2.2 Reduce the consumption of resources.....	3
3.2.3 Reduce pollution.....	3
<b>4 Recommendations</b> .....	<b>4</b>
4.1 General recommendations.....	4
4.2 Recommended criteria to maximize positive impacts to the environment and minimize negative impacts.....	4
4.2.1 Applicability.....	4
4.2.2 Conserving biodiversity, ecosystems, and landscapes.....	4
4.2.3 Conserving resources.....	5
4.2.4 Reducing pollution.....	5
4.2.5 General criteria.....	5
<b>Bibliography</b> .....	<b>7</b>

[ISO/TS 13811:2015](https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015)  
<https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015>

## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

The committee responsible for this document is Technical Committee ISO/TC 228, *Tourism and related services*.

ISO/TS 13811:2015

<https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015>

## Introduction

Accommodation establishments exist in nearly every habitat in the world. While many impacts, such as energy and water consumption, are universal, the location of the accommodation establishment determines the priority and type of impacts to be considered. A hotel in the desert, on a small island or in a traditional resort can have greater impact on water resources than one in a rain forest. A building in the Arctic needs to consider protection of the permafrost from melting beneath the buildings. A lodge in the African savannah needs to consider its effect on wildlife, just as a resort hotel on the beach needs to consider the effect of its lighting on nesting sea turtles.

Because of the diversity of habitats in the world, these effects are not detailed in this Technical Specification. This Technical Specification is intended to be used as a guideline for the development of national and private specifications that are oriented towards the special conditions prevailing in each country, while considering the general impacts of tourists and accommodation establishments. In order to reduce their environmental impacts, accommodation establishments are encouraged to follow good practices which do not compromise health and safety practices and requirements.

The aim of this Technical Specification is not to create a new label, but to harmonize existing criteria. The Global Sustainable Tourism Council (GSTC) has contributed to the development of this Technical Specification. The criteria specified in [4.2](#) are based on the environmental part of the GSTC Criteria for Hotels and Tour Operators.

## iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/TS 13811:2015](#)

<https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015>

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

ISO/TS 13811:2015

<https://standards.iteh.ai/catalog/standards/sist/aa14b666-9b1b-4d2e-9bc4-ff8318a77b8a/iso-ts-13811-2015>

# Tourism and related services — Guidelines on developing environmental specifications for accommodation establishments

## 1 Scope

This Technical Specification provides guidelines for developing specifications aimed at reducing the negative impacts and increasing the positive impacts of accommodation establishments on the environment.

This Technical Specification does not apply to campsites.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### **accommodation**

provision of at least sleeping and sanitary facilities

[SOURCE: ISO 18513:2003, 2.1.1]

### 2.2

#### **accommodation establishment**

establishment providing tourist *accommodation* (2.1)

### 2.3

#### **additionality**

difference between what an individual consumes at home and in an *accommodation establishment* (2.2)

### 2.4

#### **environment**

surroundings in which an *accommodation establishment* (2.2) operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships

Note 1 to entry: Surroundings in this context extend from within an accommodation establishment to the global system.

[SOURCE: ISO 14001:2015, 3.2.1, modified]

### 2.5

#### **environmental aspect**

element of an *accommodation establishment's* (2.2) activities or products or services that can interact with the *environment* (2.4)

Note 1 to entry: A significant environmental aspect has or can have a significant *environmental impact* (2.6).

[SOURCE: ISO 14001:2015, 3.2.2, modified]

### 2.6

#### **environmental impact**

change to the *environment* (2.4), whether adverse or beneficial, wholly or partially resulting from an *accommodation establishment's* (2.2) *environmental aspects* (2.5)

[SOURCE: ISO 14001:2015, 3.2.4, modified]

2.7

**grey water**

waste water from household baths and showers, handbasins and kitchen sinks but excluding waste water and excreta from water closets

[SOURCE: ISO 6107-7:2006, 21]

2.8

**specification**

document stating requirements

[SOURCE: ISO 9000:2015, 3.8.7, modified]

### 3 Principles

#### 3.1 General

This clause provides guidelines for new and, when reviewed, existing specifications, which:

- should consider the principles of this Technical Specification;
- should emphasize the importance of taking actions to implement these principles;
- may contain explanations for exceptions where parts of this Technical Specification have not been adopted and/or applied.

iTeh STANDARD PREVIEW

#### 3.2 Reduce the negative impacts and strengthen the positive impacts of tourism on the environment

##### 3.2.1 Conserve the natural environment and biodiversity

Biological diversity and the integrity of landscapes can be affected by tourism positively or negatively. Accommodation establishments can contribute to conservation or can damage the natural resources.

- a) Positive impacts can be produced by:
  - conserving or restoring natural areas and areas of scenic beauty, whether owned by the accommodation establishment or not;
  - extractive activities that are sustainable and increase the viability of natural populations, relative to traditional extractive activities;
  - environmental education of individuals, staff, and neighbouring communities.
- b) Negative impact can be produced by:
  - inappropriate earth movement or destruction of natural habitats during construction;
  - destruction or alteration of scenic landscapes;
  - direct or indirect extractive activities (inappropriate harvesting, use, display, or sale of plants and animals);
  - blocking migratory paths for animals;
  - light and noise pollution;
  - physical pollutions (air, water and soil pollutions);
  - introduction of invasive species or species that compete for resources with the natural habitat;



- alteration of wildlife habitat or behaviour by activities of accommodation establishments.

### 3.2.2 Reduce the consumption of resources

Specifications should consider how accommodation establishments can make an active contribution to the conservation and recovery of natural resources. From the point of view of additionality, water consumption, for example, involves a typical inhabitant of Europe consuming 100 l to 200 l per night at home; however, in a hotel, a European tourist consumes around 300 l per night depending on how the hotel is managed and the facilities offered (see References [7] and [8]). Hotels with bad practices can consume more water than an entire village and, in some cases, they have left local communities without sufficient water for their own consumption.

Similar cases exist for the consumption of energy from electricity, fossil fuels and firewood. Disposable goods, chemicals for laundry use and green areas, etc. all have additionality relative to the consumption of an individual. In most cases, accommodation establishments offer economies of scale that permit greater efficiency in resource use than would be possible for the individuals at home, but all too frequently these potential efficiencies are not put into practice, even though they would save large quantities of money in operating expense.

Criteria should be designed to promote zero or negative additionality for the consumption of resources. In regions with important resource limitations, such as water in arid regions, criteria should be designed to limit the use of resources in accordance with their availability, taking into consideration that access to the resource by local communities should not be diminished. See ISO 14046.

### 3.2.3 Reduce pollution

The degree of contamination of water, air or soil depends both on the amount of resources consumed and on the disposition that is made of the resultant waste products.

The principal categories of air, water and soil pollution produced in accommodation establishments from resource consumption are:

- greenhouse gases from transportation, heating and cooling, electricity and methane from sewage treatment (see ISO/TS 14067);
- other air pollutants caused by burning wood or fossil fuels, or the release of chemicals that can cause ozone depletion;
- sewage;
- solid waste;
- chemical pollution of soil and water caused by detergents, paints and solvents, pesticides, herbicides and fertilizers, among others.

Excess noise and light pollution can also be produced, irrespective of consumption. Noise and light pollution can negatively affect the quality of life of individuals. It can also affect the behaviour and viability of populations of wildlife.

To limit pollution, emphasis should be placed on policies and actions that reduce the consumption of waste-producing items, such as fossil fuels, disposable goods, chemicals, detergents and water. Following this, methods of disposing of waste should be based on best international practices on the re-use of waste, such as processed grey water, composting of organic waste, or secondary uses of waste heat. Remaining wastes should be recycled where possible, and the remainder given final disposition in a manner that does not damage the environment.