
**Tourism and related services —
Sustainability management system
for accommodation establishments —
Requirements**

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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	6
4.1 Understanding the organization and its context	6
4.2 Understanding the needs and expectations of interested parties	6
4.3 Determining the scope of the sustainability management system	7
4.4 Sustainability management system	7
5 Leadership	7
5.1 Leadership and commitment	7
5.2 Policy	7
5.3 Roles, responsibilities and authorities	8
6 Planning	8
6.1 Actions to address risks and opportunities	8
6.1.1 General	8
6.1.2 Issue identification and evaluation	8
6.2 Sustainability objectives and planning to achieve them	9
7 Support	9
7.1 Resources	9
7.2 Competence	9
7.3 Awareness	10
7.4 Communication	10
7.5 Documented information	10
7.5.1 General	10
7.5.2 Creating and updating	11
7.5.3 Control of documented information	11
8 Operation	11
8.1 Operational planning and control	11
8.2 Dealing with modified activities, products or services	12
8.3 Supply chain management	12
9 Performance evaluation	12
9.1 Monitoring, measurement, analysis and evaluation	12
9.2 Internal audit	12
9.3 Management review	13
10 Improvement	14
10.1 Nonconformity and corrective action	14
10.2 Continual improvement	14
Annex A (normative) Environmental requirements for sustainable accommodation establishments	15
Annex B (normative) Social requirements for sustainable accommodation establishments	20
Annex C (normative) Economic requirements for sustainable accommodation establishments	23
Annex D (informative) Examples of practices for sustainable tourism	26
Bibliography	29

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).

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This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

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Introduction

Tourism is one of the world's major economic segments and is a target of increasing attention due to its potential to contribute to sustainable development and the impacts that it may have in environmental, social and economic areas.

Organizations of all types in the tourism sector are increasingly recognizing the need to address sustainability issues in their practices. This document provides requirements for a sustainability management system for accommodation establishments that wish to develop and implement sustainable policies and objectives in the management of their activities, products and services.

This document has been drafted to help accommodation establishments of all sizes, from different geographical, cultural and social backgrounds, to improve sustainability in their related activities.

This document has four annexes. [Annexes A, B and C](#) are normative and refer to each of the three dimensions of sustainability (environmental, social and economic). [Annex D](#) is informative and provides examples of sustainability practices.

This document can also be used as a reference for accommodation establishments, in order to consistently implement and maintain practices that contribute to a major goal in sustainable tourism.

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