

Recommended criteria for hotel services

1. Criteria for hotel services

CPV code: 55100000

This document relates to the purchase of hotel services, i.e. overnight hotel accommodation including breakfast.

2. Environmental impact

The greatest environmental impact in respect of hotel services relates to the consumption of energy, waste, chemicals, consumables, transport and water consumption. In other words, the environmental impact is related to the hotel building itself and the way in which it is managed. In addition, the hotel's consumption of elements such as bed linen and other textiles, food, cleaning, etc. has a role to play in the overall environmental impact.

Impact		Approximation
<ul style="list-style-type: none">Energy Energy consumption is a significant environmental factor for hotels. It causes greenhouse gas emissions, depending on the energy source.	→	<p>The supplier is required to have systems for measuring and monitoring energy consumption.</p> <p>Requirements are imposed in respect of energy consumption.</p>
<ul style="list-style-type: none">Waste Waste is resources that have gone astray. Therefore, it is desirable to keep waste to a minimum and to recycle resources.	→	<p>The supplier is required to have systems for measuring and monitoring waste disposal/sorting at source.</p> <p>Requirements are imposed in respect of waste management.</p>
<ul style="list-style-type: none">Chemicals Chemicals can cause damage to health and the environment and affect biodiversity.	→	<p>The supplier is required to have systems for measuring and monitoring chemical consumption and updating of a substance index.</p> <p>Requirements are imposed in respect of chemical consumption.</p>
<ul style="list-style-type: none">Water Water consumption affects energy needs for heating and discharges of contaminated wastewater.	→	<p>The supplier is required to have systems for measuring and monitoring water consumption.</p> <p>Requirements are imposed in respect of water consumption.</p>
<ul style="list-style-type: none">Transport In addition to actually staying at the hotel, it is important for guests to	→	<p>The supplier is required to have information on public transport.</p>

have information on how to get to the hotel by public transport.		
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3. Proposed procurement process

When hotel services are purchased by the public sector, a framework agreement is often involved. Particularly favourable terms and simple ordering procedures are required for overnight stays at the destinations utilised most frequently during business trips both in Norway and abroad. In such instances, many hotels will be selected as contractual parties, often via chain offices. The same requirements are laid down for all hotels in the agreement.

4. Recommended requirements and criteria

The environmental requirements and criteria that are specified must be included in the invitation to tender for public procurements. This will form part of the invitation to tender, along with other requirements and criteria.

The fundamental principle of proportionality presented in Section 3-1, fifth paragraph of the Regulations on public procurement (FOA) means that the environmental requirements and criteria that are established must be in relation to the contract that is being established. According to the fundamental principles, the requirements must be relevant for the actual contract and the documentation requirements established must also be reasonable in relation to the contract.

This means that some of the environmental requirements and criteria proposed must be adapted to the actual procurement. This also means that documentation requirements and scope must be adapted to the size and type of contract. Some contracts can be complex even if the contract value is not large. This means that there must be a concrete evaluation as to whether or not the proposed requirements and criteria are appropriate for the planned procurement.

4.1. Purpose of the contract

Purchase of environmentally friendly hotel services covering overnight hotel accommodation, including breakfast.

4.2. Technical specifications

Hotels are divided into three classes based on the type of hotel (i.e. what the hotel has to offer, e.g. conference hotels, spa facilities, etc. - hotel bookings and the geographical location of the hotel).

CLASSIFICATION

Class A – If at least one of the following parameters is met:

- The enterprise has a restaurant turnover of over 45% of the total turnover concerning the restaurant and accommodation.
- Accommodation bookings are over 60 %.

Class B – If A is not met, but at least one of the following parameters is met:

- The enterprise has a restaurant with a turnover of between 15 and 45% of the total turnover concerning the restaurant and accommodation.
- Accommodation bookings are between 40 and 60%.
- There is a pool facility.

Class C – Other types of accommodation enterprise

4.2.1. No-smoking rooms

At least 60% of the rooms on offer (per hotel) must be no-smoking.

Documentation requirements: Summary of the number of rooms and the relevant categories of the rooms (e.g. smoking rooms, no-smoking rooms, rooms for allergy-sufferers, single rooms, double rooms, suites, etc.)

4.2.2 Transport

The hotel must provide its guests with information on public transport to and from the hotel.

Documentation requirements: Self-declaration with information on the public transport services that are available.

4.3. Qualification requirements

To ensure that the hotel service has a low environmental impact over any contract period, the supplier must have:

- Systems for measuring and monitoring energy consumption
- Systems for measuring and monitoring waste disposal/sorting at source
- Systems for measuring and monitoring chemical consumption
- Systems for measuring and monitoring water consumption

Documentation requirements: Report on existing procedures which documents that the requirement is met. If this is described in the hotel's quality or environmental management system in accordance with ISO 14001 or EMAS registration, documentation may be produced for this, or alternatively a licence for Environmental Lighthouse Certification, the Nordic Swan label or the EU Flower may be produced.

If required, the requirement can alternatively be included as a contractual requirement in the following instances: If there is no certified system, a declaration including a binding schedule stating that systems must be introduced within six months of entry into the contract will be accepted. If this alternative is adopted, this entire point will be deleted as a qualification requirement.

4.4. Award criteria

Additional credits will be given for every point complied with.

4.4.1. Energy consumption

The hotels must have a maximum average energy consumption¹ per guest day or per square metre of heated floor space in accordance with the limits specified below. Hotels which achieve this requirement are awarded four credits.

Limits

The limit relates to the hotel's heated indoor floor space. For the limit to function for hotels with high booking levels, there is also an option for relating this to the number of guest nights.

The hotel can choose from:

Option 1: Energy consumption per year and square metre for operation of the hotel building, kitchen, etc.

Option 2: Energy consumption per year and guest night for operation of the hotel building, kitchen, etc.

The hotel's specific limit is found by:

1. First reading the map on the next page to find which climate zone the hotel is in (this map can be found in the Nordic Swan criteria – see Background material).
2. Then reading the limit which applies to the hotel's class from one of the two tables in the climate map.

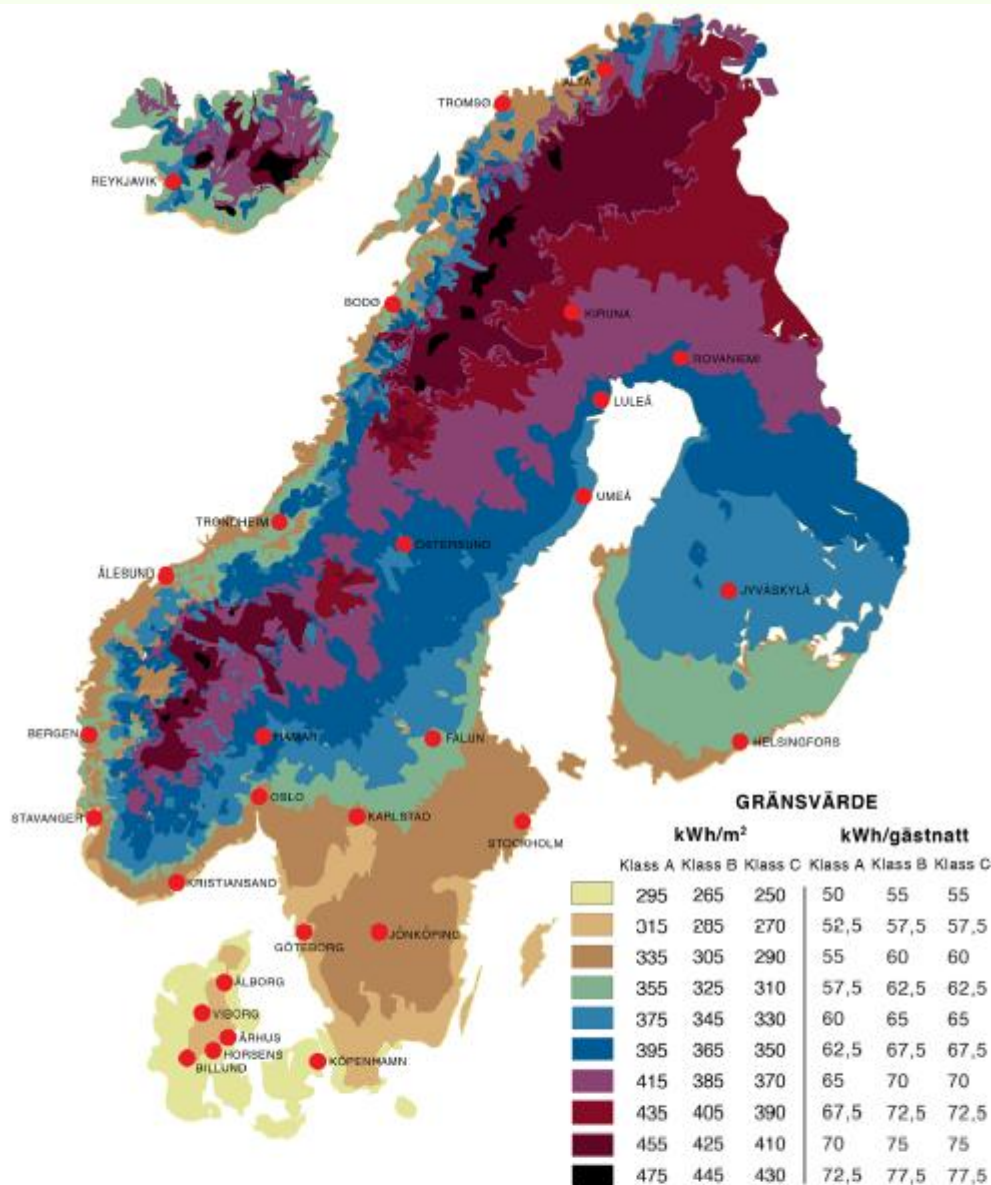
Documentation requirements: Summary of the enterprise's total annual consumption of energy (e.g. electricity and fuel), or alternatively documentation from the supplier to confirm the information. Alternatively, a valid licence for the Nordic Swan eco-label may be presented.

¹ Energy consumption includes the hotel's purchased electricity, heating and fuel.

* If the hotel has its own laundry, the energy consumption of the laundry may be deducted from the total energy consumption.

* Heat pumps: only purchased energy should be taken into consideration in the calculation of the limit.

* Area: The hotel's total heated floor space.



Källa: NORDKLIM 2001, Nordic climate maps, DNMI report 06/01

Hänsyn kan tas vid stora klimatavvikelser från normalår efter godkännande av Nordisk Miljömärkning. Om anläggningen har tillgång till noggrannare klimatdata kan Nordisk Miljömärkning godkänna att gränsvärdet modifieras.

4.4.2. Waste

Two credits can be attained for hotels which meet the criteria.

The hotel must have a maximum average waste quantity per guest day in accordance with the table below. This limit applies to all unsorted waste from day-to-day operations. Use the hotel's classification from section 4.2.

Limit (kg/guest day)

Class A	Class B	Class C
1.5 kg	1.0 kg	0.5 kg

Documentation requirements: Summary of total quantity of waste from the enterprise, and kg/guest day.

4.4.3. Chemicals

Two credits may be attained for hotels which meet the criteria.

The hotel must have a maximum average chemical consumption per guest day in accordance with the table below. This limit applies to all use of chemical products for cleaning and washing. The chemical limit is measured according to the active substance. Use the hotel's classification from section 4.2.

Limit (grams/guest day)

Class A	Class B	Class C
35 g	30 g	25 g

Documentation requirements: Summary of total consumption of chemicals for cleaning and washing used by the enterprise and grams/guest day.

If the enterprise has its own laundry, the chemical consumption of the laundry may be deducted from the total chemical consumption.

4.4.4. Water

Two credits may be awarded for hotels which meet the criteria.

The hotel must have a maximum average water consumption per guest day in accordance with the table below. Use the hotel's classification from section 4.2.

Limit (litres/guest day)

Class A	Class B	Class C
300 l	250 l	200 l

Documentation requirements. Documentation of the enterprise's total annual water consumption, e.g. the water bill, and litres/guest day.

If the enterprise has its own laundry, the water consumption of the laundry may be deducted from the total water consumption.

4.4.5. Organic food

Two credits may be attained if the hotel offers organic food² – clearly visible in the breakfast buffet. The credits will be allocated as follows:

Hotels offering more than ten organic foods: two credits .

Documentation requirements: Summary of products.

4.5. Contractual requirements

(See under qualification requirements)

5. Background documentation

The following background documentation is available:

- Description of hotel services in the Panel's recommendation dated 3/2006 – See the enclosed PDF.
- [Nordic Swan eco-label criteria document for hotels](#)
- [Environmental Lighthouse industry requirements for hotels](#)
- [EU Flower criteria document for overnight accommodation services](#)

Background to the work

In June 2007, the Norwegian Government launched an action plan for environmentally and socially aware procurement. State procurements in particular are being targeted. This action plan came into force on 1 January 2008. Hotel services are one of the selected product areas in this action plan. A recommended set of criteria must be prepared for the range of products selected. The task of preparing these criteria has been delegated to the Panel for environmentally aware procurement, with GRIP acting as secretariat.

² "Organic" refers to food and drink labelled in compliance with the regulation on ecological production and labelling of ecological agricultural products and foods (FOR-2005-10-04-1103), EU Regulation EEC 2092/91 (e.g. the Debio label, the Ø label, KRAV and the Finnish Sun label (Luomo)).