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AUDIT BOOKLET FOR MANAGERS OF TOURIST ACCOMMODATION IN NATURAL AREA



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INTRODUCTION

The ECO Hosting.net project aims to contribute to reducing the environmental impact of tourism in European natural areas, protected or not. It proposes to meet the needs for awareness, training and technical support in the field of the environment: managers of tourist accommodation working in European natural spaces, particularly the most isolated, and the tourists who frequent these accommodations

With the accommodation eco-audit booklet, EcoHosting partners offer tourist accommodation managers the opportunity to evaluate the current situation of their company in terms of environmental impact.

This involves, through simple questions, identifying how the company takes into account at a given moment the impact of tourist activity on the natural environment of the site and how it can progress. The Booklet complements the training resources of the Ecohosting.net project which are available upon simple registration.

The booklet is for strictly personal and confidential use: it is not intended to judge or control your action, but to help you evaluate the current situation of your accommodation in order to progress and develop new initiatives.

Find out more: <https://www.ecohostingnet.eu/>

MANUAL

For each of the environmental themes, this booklet offers you:

A questionnaire that allows you to assess your commitment to a more ecological strategy in the management of your establishment. You will answer it truthfully and accumulate the points obtained. The point result is calculated by adding the numbers in front of each answer.

Some advice to progress in your efforts. For each theme, you can find more management advice and technical ideas on the EcoHosting.net training platform, accessible free of charge from the following link:
<https://www.ecohostingnet.eu/e-learning-platform/>

At the end of the document, you will find the EcoHosting partner in your country who you can contact for further information, technical help to access the training platform or organize training



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WATER MANAGEMENT IN MY ESTABLISHMENT

For each question, circle the appropriate answer and then count the number of points associated with each answer

STATE OF PLACE

01. I measure the total annual consumption of my establishment

- 1** Never
- 2** Rarely
- 3** Often
- 4** Always

02. I control the use and consumption of water in my accommodation

- 1** Never
- 2** Rarely
- 3** Often
- 4** Always

03. I use regulated flow dispensers

- 1** I use standard faucets
- 2** I use a low flow toilet
- 3** I use flow-regulated shower heads and faucets
- 4** I use flow-regulated shower heads, faucets and toilets

04. Have I set up a water leak monitoring/prevention system?

- 1** No I do not have
- 2** Yes, I have one but I rarely check for water leaks
- 3** Yes, I have such a system in place and often monitor for water leaks
- 4** Yes, I have implemented a water leak monitoring and prevention system.

05. Do I collect rainwater in my establishment to reuse it, for example in the maintenance of green spaces?

- 1** Never
- 2** Rarely
- 3** Often
- 4** Always

Your points

You have obtained more than 15 points: you are already well engaged in a process of economical water management in your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You have obtained less than 15 points: you can still improve the economical management of water in your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- Monitoring your accommodation's total water consumption per liter/night/person consists of measuring the quantity of water used in liters, per night and per person, and comparing it to a criterion of excellence.
- Criterion of excellence estimated by the World Tourism Organization:
 - Total water consumption ≤ 140 L per night in full-service hotels.
 - Total water consumption ≤ 100 L per night in accommodation where bathrooms are shared between several rooms (for example, in hostels).
- Setting up water consumption monitoring, by reading the meter every month, allows leaks to be quickly identified. Otherwise, regular monitoring of your invoice is essential.
- You can inspect and monitor water leaks in your establishment by regularly checking that faucets are not dripping and toilets are not leaking.
- Using efficient equipment in your guest house involves installing low-flow equipment or retrofitting existing equipment in toilets, faucets and shower heads.
- Rainwater harvesting involves collecting rainwater from the roof of your facility and storing it. You can use it to water your green spaces, clean your vehicles, etc.

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WASTE MANAGEMENT IN MY ESTABLISHMENT

For each question, circle the appropriate answer and then count the number of points associated with each answer

STATE OF PLACE

01. We have implemented selective sorting of waste in the rooms and common areas

- 1** No
- 2** Only in rooms or common areas for a single category of waste (cardboard or glass or plastic)
- 3** Only in rooms / only in common areas but for all categories of waste (paper-cardboard/plastic/organic/glass/undifferentiated)
- 4** Everywhere and for the 5 categories of waste

02. We measure the quantity of waste produced per room or per guest and by category of waste to be able to monitor its evolution over time

- 1** No
- 2** Only the total quantity of waste produced by the establishment
- 3** Only the average quantity of waste produced per room/guest
- 4** The average quantity of waste produced per room/guest and per waste category

03. We have implemented food waste reduction practices

- 1** No
- 2** We have implemented measures to reduce food waste in the kitchen
- 3** We have implemented measures to reduce waste in the kitchen and dining room (limiting quantities, reducing packaging, bulk, etc.)
- 4** We have implemented measures to reduce waste in the kitchen and dining room (limiting quantities, reducing packaging, bulk, etc.) and we collect uneaten food to reuse or redistribute it.

WASTE MANAGEMENT IN MY ESTABLISHMENT

04. We have implemented No-food waste reduction practices

- 1** No
- 2** We reduce printing
- 3** We reduce printing and packaging
- 4** We reduce packaging and waste for each consumable in the establishment (paper, packaging, electronic waste, etc.)

Your points

You have obtained more than 12 points: you are already well engaged in a process of reducing and recovering waste in your establishment. Use the Ecohosting training resources and prescriptions below to progress further.

You have obtained less than 12 points: you can still improve waste management in your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- The five main categories of waste are: Glass, paper, packaging, undifferentiated waste and organic waste. In each room, you can install a sorting container by category.
- Measuring the quantity of waste allows you to know which categories to prioritize.
- The best waste is that which is not produced. In addition to recycling, effective tracking of your orders and supplies allows you to reduce packaging waste and waste...
- For breakfasts and meals, it is preferable to limit the use of self-service or reduce individual packaging

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ENERGY CONSUMPTION IN MY ESTABLISHMENT

For each question, circle the appropriate answer and then count the number of points associated with each answer

STATE OF PLACE

01. We measure energy consumption in the establishment annually

- 1** No
- 2** Yes, overall
- 3** Yes, we measure average consumption/night or per room.
- 4** Yes, we monitor consumption per room individually.

02. We implement economical management of electricity consumption

- 1** No
- 2** We raise customer awareness
- 3** We use low consumption bulbs
- 4** We put in place several combined devices: bulbs, timers, detectors, awareness, devices turned off between 2 occupations, etc.

03. We implement economical management of heating and air conditioning

- 1** No
- 2** We carry out regular maintenance of the equipment
- 3** We set up thermostats available to customers
- 4** We set up thermostats and set an average temperature in summer and winter. Customers can change the temperature upon request

04. The energy we consume comes mainly from renewable sources

- 1** No
- 2** We have a contract with a supplier who includes a share of renewable energy
- 3** We have a contract with a renewable energy supplier
- 4** We produce our own energy (solar, wind, biomass, geothermal, etc.)

05. We are improving the insulation of our establishment

- 1** No
- 2** We have undertaken some insulation work
- 3** We have undertaken global insulation work across our establishment
- 4** Our establishment has been designed according to the latest energy efficiency standards in force.

Your points

You have obtained more than 15 points: you are already well engaged in a process of managing the energy efficiency of your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You have obtained less than 15 points: you can still improve the energy efficiency of your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- **Monitoring annual electricity/gas and fuel consumption makes it possible to identify the impact of any savings measures carried out.**
- **The average energy consumption standards in Mediterranean countries have been evaluated (source CCI Provence Alpes Côte d'Azur) :**

Category of establishment	good	Passage
Eco hotel *	3 € / night	3 € / night
Superior hotel****	5 € / night	12 € / night
Restaurant	€0.06 / meal	€0.12 / meal
Camping	0.6 € / night	1 € / night
Guestroom	4 € / night	8 € / night

- **How to control the temperature of your premises:**
- **Use a room thermostat to maintain a constant room temperature. This reduces the heating bill by 15%.**
- **Equip your hydraulic radiators with thermostatic valves to adjust the temperature room by room.**
- **Set up thermostat programming.**
- **For air conditioning, do not exceed 3 to 5°C difference with the outside.**
- **Use deciduous vegetation which shades the facade and has a windbreak effect.**



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SUSTAINABLE CONSUMPTION IN MY ESTABLISHMENT

For each question, circle the appropriate answer and then count the number of points associated with each answer

STATE OF PLACE

01. For the choice of food supplies

- 1** We source from wholesalers without taking into account their location
- 2** We obtain our supplies from wholesalers located less than 50 km from the establishment
- 3** We mainly source from local producers (located within 50 km)
- 4** We try to produce as many supplies as possible ourselves and in an ecological manner. For the rest, we source from local producers.

02. For the choice of supplies and supplies

- 1** We favor the best price without targeting a particular label
- 2** We prefer organic products for food
- 3** We prefer organic and eco-labeled products for food and hygiene
- 4** We prefer eco-labeled products for all supplies (more than 70% of labeled products)

03. Regarding packaging

- 1** We don't pay any particular attention to it.
- 2** We recycle packaging
- 3** We recycle packaging and favor wholesale/bulk supplies when possible
- 4** We systematically favor bulk and wholesale supplies, and we recycle packaging when it is not possible to do otherwise

04. We educate tourists about sustainable consumption

- 1** No
- 2** We communicate about the origin of our products
- 3** We communicate on the origin and labeling of our products. We invite customers to consume frugally
- 4** We communicate on the origin and labeling of our products. We offer participatory activities around consumption (cooking workshops, gardening, visits to local producers, etc.)

Your points

You have obtained more than 12 points: you are already well engaged in a process of promoting sustainable consumption in your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You obtained less than 15 points: you can still improve sustainable consumption in your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- **The use of local suppliers is not systematically more expensive if we take into account the cost of transport, the quality of the product, the best cost/effectiveness ratio, the strengthening of the company's image with a certain customers.**
- **There are many eco-labels, not only for food products but also for cosmetics, detergent products, etc. Certain standards are established at European level, such as the Organic Agriculture label or the European Ecolabel.**
- **Better consumption requires a change in individual behavior: do not hesitate to raise awareness among your customers, but also your teams**

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BIODIVERSITY IN MY ESTABLISHMENT



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For each question, circle the appropriate answer and then count the number of points associated with each answer

STATE OF PLACE

01. You inform yourself and your staff to deepen your knowledge of local biodiversity

- 1** No, I don't
- 2** Rarely
- 3** Often
- 4** Regularly

02. You promote eco-responsible leisure activities to your customers that do not disturb wildlife and natural habitats

- 1** No, I don't
- 2** We provide information in particular on the natural activities of the territory
- 3** We prioritize information on eco-responsible leisure activities
- 4** We provide information on eco-responsible leisure activities and offer our own activities in this area.

03. Do you choose native plants for the green spaces of your establishment?

- 1** No, I don't
- 2** We plant some local species
- 3** We favor local species for green spaces
- 4** We only use local species for green spaces and the vegetable garden

04. You put in place sustainable/organic management plans for green spaces, gardens and landscaping

- 1** No, I don't
- 2** We are implementing some sustainable gardening measures (saving water or pesticides for example)
- 3** We favor organic gardening
- 4** We are implementing differentiated management of green spaces

Your points

You have obtained more than 12 points: you are already well engaged in a process of promoting biodiversity in your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You obtained less than 12 points: you can still improve biodiversity in your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- **Ecotourism is about traveling responsibly to natural areas. It is a way of traveling while limiting its impact on the environment, learning about nature and ecosystems and supporting local populations.**
- **Native (or endemic) plants are plants that grow naturally in your area. Using these species in your green spaces is a way to promote local biodiversity. It is also a way to avoid the introduction of invasive species which can be harmful to endemic species. In general, local plants are better adapted and more resilient to the local soil and climate. and therefore require less water and pesticides.**
- **Sustainable management of green spaces includes adapting alternative methods of managing green spaces and gardens, such as using organic fertilizers instead of chemical pesticides and using efficient irrigation methods such as water irrigation. drip. Interactions between plant species and the promotion of natural auxiliaries such as insects should also be favored.**

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ACCESSIBILITY AND MOBILITY IN MY ESTABLISHMENT

STATE OF PLACE

01. Your establishment offers the necessary measures to allow people with accessibility needs (disabilities) to freely and easily access the entire establishment

- 1** No
- 2** We have some rooms accessible to people with reduced mobility
- 3** The entire establishment is accessible to people with disabilities
- 4** We have implemented a policy of adaptation and certification to different disabilities for our establishment and our relationship with customers.

02. Your establishment promotes public transport to its customers

- 1** No
- 2** We inform customers about the basic services available (bus, train, etc.)
- 3** We encourage access to our establishment by public transport
- 4** We encourage access to our establishment by public transport and offer our own solutions (carpooling, shuttles, etc.)

03. Your establishment offers customers sustainable transportation services and incentives

- 1** No
- 2** We provide information on existing solutions at the territorial level
- 3** We have some solutions to offer: bicycle rental, electric vehicles, etc.
- 4** We promote cycling, offer rental equipment and have a repair station

04. Your establishment promotes discovery and eco-mobility activities to its customers

- 1** No
- 2** We are providing some information on hiking or cycle tours
- 3** We have launched a label and equipment in favor of eco-mobility (for example equestrian lodge, reception of hikers, cycle tourism, etc.)
- 4** We have launched a label and equipment in favor of eco-mobility (for example equestrian lodge, reception of hikers, cycle tourism, etc.) and offer activities in this area

Your points

You have obtained more than 12 points: you are already well engaged in a process of improving eco-accessibility in your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You obtained less than 12 points: you can still improve accessibility in your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- **Universal design principles refer to the design of products and environments that are usable by all people, wherever possible, without adaptation or specialized design.**
- **Regulations on the reception of people with disabilities are evolving in European countries. It is increasingly obligatory to provide accessibility to establishments open to the public, including tourist accommodation.**
- **Even for isolated accommodation in natural areas, sustainable accessibility solutions are possible: for example, light shuttles, carpooling, can be effectively implemented with the contribution of local partners**
- **To become truly sustainable, it helps to provide guests with services and tools related to accommodation accessibility and eco-friendly transportation. Legislation increasingly requires the implementation of accessibility and eco-mobility measures. Self-service bicycles or a repair station [are increasingly popular services.**

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PREVENTION OF NATURAL RISKS IN MY ESTABLISHMENT



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STATE OF PLACE

01. We know the natural risks to which the establishment may be exposed on its territory

- 1** No
- 2** We can identify some natural hazards to which we are exposed and cite them
- 3** We know the hazards to which we are exposed
- 4** We know the hazards to which we are exposed and keep archives on events that have affected the region

02. We know the regulations and the operators of the territory in the field of risk prevention

- 1** No
- 2** We have contact with the local firefighters
- 3** We know the different responsible bodies and the regulations in broad terms
- 4** We have set up information monitoring on regulations

03. We inform our customers about natural risks in your region and the behaviors to adopt

- 1** No
- 2** We display the main existing risks in common areas
- 3** We have awareness tools on the risks and behaviors to adopt in the rooms
- 4** We raise awareness among tourists, check the assimilation of instructions and regularly carry out evacuation exercises

04. We put in place risk prevention measures at the establishment level

- 1** No
- 2** We have put in place some measures (example: clearing brush, electrical outlets at a height of 1m, emergency kit, etc.)
- 3** We have established our prevention plan which lists the measures to be taken - For establishments exposed to seismic risks: our establishment is declared to meet seismic standards
- 4** We have put in place a Safety Plan validated with the authorities and test it regularly with teams and customers - For establishments exposed to seismic risks: our establishment meets seismic standards and has been audited recent

Your points

You have obtained more than 12 points: you are already well engaged in the process of securing your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You obtained less than 12 points: you can still improve risk prevention in your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- Beyond the regulations which require the display of evacuation plans and gathering areas, increasing customer awareness of existing risks and appropriate behavior is a common sense measure.
- We often think that providing information about risks will scare customers away. But the increase in disasters in the face of climate change requires a shared culture of risks, including during vacation!
- There are more and more initiatives aimed at making the history of risks in a territory [IT1] a subject of tourist discovery. It's a way to raise awareness while entertaining.

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THE LANDSCAPE INTEGRATION OF MY ESTABLISHMENT

STATE OF PLACE

For each question, circle the appropriate answer and then count the number of points associated with each answer

01. Has your establishment been the subject of a landscape impact study or a recommendation from a landscaper or architect

- 1** No
- 2** We ourselves took into account some criteria for integration into the landscape
- 3** We received professional assistance
- 4** We have implemented a landscape impact study and integration measures

02. The outdoor spaces and paths around your accommodation have been planted and/or landscaped

- 1** No, not particularly
- 2** We planted some spaces
- 3** We have created green spaces around the establishment
- 4** We favored plants in the design of all outdoor spaces: parking, paths, terraces, etc.

03. What vegetation do you prefer for your green spaces?

- 1** I don't pay attention to the origin of the vegetation
- 2** Vegetation chosen from a nursery catalog and not present in the territory
- 3** A mixture of vegetation: naturally present on the territory and coming from other places
- 4** Vegetation naturally present on the territory

04. Our establishment is built with local architectural principles and traditional and/or ecological materials (wood for example)

- 1** No
- 2** We used some traditional materials
- 3** Our accommodation is built according to traditional housing
- 4** Our accommodation is built according to traditional housing and uses only local and eco-sourced materials

Your points

You have obtained more than 12 points: you are already well engaged in a process of landscape integration of your establishment. Use the Ecohosting training resources and prescriptions below to progress further.



You obtained less than 12 points: you can still improve the landscape integration of your establishment. Follow the EcoHosting training content dedicated to the subject and implement an improvement process.

Some tips for progress

- **In a protected natural site, the landscape integration of a construction is often protected by law. If your establishment is old, find out how to improve this integration. For a new establishment, get advice from a professional with knowledge of local architecture before applying for a building permit.**
- **The use of local plants should be favored not only to preserve local biodiversity but also to promote the good integration of your establishment into the landscape.**
- **In natural parks and other protected areas, there are often reference guides for building using local materials or following traditional construction principles. Perhaps such a guide exists in your territory?**

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