

# HI ICELAND SWAN REPORT



2019

HI Iceland Nordic Swan Ecolabel Annual report

Helena W Óladóttir, Quality & Sustainability Manager





## Contents

1. Basic requirements .....	3
1.1 General description (O1).....	3
1.2 Suppliers (O2, O3) .....	3
1.3 Limit values .....	4
1.4 Energy (O8, P4, P5, P6, P7, P8, P9, P10, P11).....	7
1.5 Chemicals (O9, O10, O11, O12, O13, O14, O15, O16, P12, P13, P14, P15) .....	9
1.6 Water (P16 P17 P18 P19).....	11
1.7 Waste (O17 O18 P20).....	14
1.8 Purchasing (O19 O20 O21 P21 O22 P22 P23 P24) .....	15
1.9 Serving food and drink (O23 O24 P25 O25).....	16
1.10 Transport (O26 P26 P27).....	17
1.11 Procedures (O27 O28 O29 O30 O31 O32 O33).....	17
2. Food (O35 O36 O37 O38 P28 P29 O39 P30 P31 P32 P33) .....	18
3. Guest rooms (P34 P35 P36 P37) .....	19
4. Pools.....	19

# 1. Basic requirements

## 1.1 General description (O1)

Three HI Hostels in Reykjavík hold the Swan Nordic Ecolabel Certificate. They are the biggest hostels in the HI Iceland network and serve as key hostels located in the center of Reykjavík.

All of them offer accommodation in private rooms as well as in dormitories. Our guests can stay in 2, 4 or 6+ bedded rooms with private or shared facilities. Additionally, all our guests have access to fully equipped kitchen and common areas to socialize. In all three hostels there is free WiFi.

In one of our hostels, Reykjavík Loft HI Hostel, there is a scene for various events and bar open for guests and locals alike. Two of the hostels have coffee bar where coffee is served by trained baristas.

For the first time, HI Iceland's main office is part of the Swan Certification. The office moved to the Reykjavík City HI Hostel autumn 2017 and shares facilities as well as use of resources with the hostel operations.

### Documentation:

- O1 Information regarding the business
- O1 Floorplans
- O1 Number of breakfast guests pr. month
- O1 Number of overnights pr. month

	Reykjavík City HI Hostel (RCH)	Reykjavík Downtown HI Hostel (RDH)	Reykjavík Loft HI Hostel (Loft)
Address	Sundlaugavegur 34, 105 Reykjavík, Iceland	Vesturgata 17, 101 Reykjavík, Iceland	Bankastræti 7a, 101 Reykjavík, Iceland
Swan certified	2004	2010	2013
Number of guest rooms	42	18	18
Number of beds	174	66	92
Guestnights	40762	18703	25145
Number of breakfast served	18338	2298	506
Occupancy	64%	71%	72%
Total sales	175.000.000	85.000.000	188.000.000
Accommodation sales	153.000.000	85.000.000	122.000.000
Swan mandatory requirements	26 / 26	26 / 26	31 / 31
Additionally requirement points	42,5 / 26	41.5 / 26	53,5 / 31
Total score 2018	68,5	67,5	84,5

## 1.2 Suppliers (O2, O3)

Requirements on suppliers apply to conference facilities that do not provide accommodation and that must hire an external supplier to meet the business' food serving needs or hotels that serve breakfast

within the hotel's premises but hire another supplier to provide it. This does not apply to the businesses listed above since all three hostels mentioned serve their own breakfast.

## 1.3 Limit values

Limit values are calculated by the Swan: energy, waste and water. The limit value requirement for energy consumption is compulsory and must always be fulfilled. In addition, the establishment must meet r

one of the two other limit values, water or waste. The applicant can choose which of the two limit values to comply with. All limit value requirements are to be documented even if not all of them must be fulfilled.

### 1.3.1 Limit value – Energy and CO<sub>2</sub> (O4, P1)

The business' use of purchased energy must be a maximum of 1.7 times the target value as calculated in the Nordic Ecolabelling's energy tool. All our premises fulfill the criteria.

The target value is calculated in the Nordic Ecolabelling's energy tool based on a number of parameters (e.g. climate zone, floor area, number of buildings, number of guests and amount of laundry washed).

#### Documentation:

O4 Energy usage Whole year 2019  
O4 Álestrasaga Rafmagn  
P1 Meters Electricity and water  
P4 Energy tool results

	RCH	RDH	Loft
Total electricity consumption (kWh/year)	103802	53536	98803
Calculated energy use (MWh/year)	103,80	53,54	98,80
Limit value (Nordic Ecolabelling's energy tool Target value) (MWh/year)	756,99	305,25	420,62
Energy index	0,14	0,18	0,23
Value under limit value	Limit value 1,7 or 1,6; The business is >0,5 below the limit value	Limit value 1,7 or 1,6; The business is >0,5 below the limit value	Limit value 1,7 or 1,6; The business is >0,5 below the limit value

	RCH	RDH	Loft
Calculated carbon dioxide emission (ton CO <sub>2</sub> /year)	39,96	20,61	38,04
Limit value carbon dioxide emission (Nordic Ecolabelling's energy tool Target value) (ton CO <sub>2</sub> /year)	167,26	65,47	89,07
CO <sub>2</sub> index	0,24	0,31	0,43
Value under limit value	The business comes in at 1,3 or lower than calculated limit value	The business comes in at 1,3 or lower than calculated limit value	The business comes in at 1,3 or lower than calculated limit value

### 1.3.2 Limit value – Water (O5, P2)

The target value for hostels is 200l/hotel guest. For the calculated water usage none of our premises fulfill the requirements. As mentioned earlier, the applicant can choose which of the two limit values (water or waste) to comply with, additionally to energy usage.

The reason for the hostels not meeting the requirements is the house heating of our premises. Like most properties in Iceland, our buildings are heated with geothermal heat resulting in higher use of

hot water than in comparable buildings in other countries.

#### Documentation:

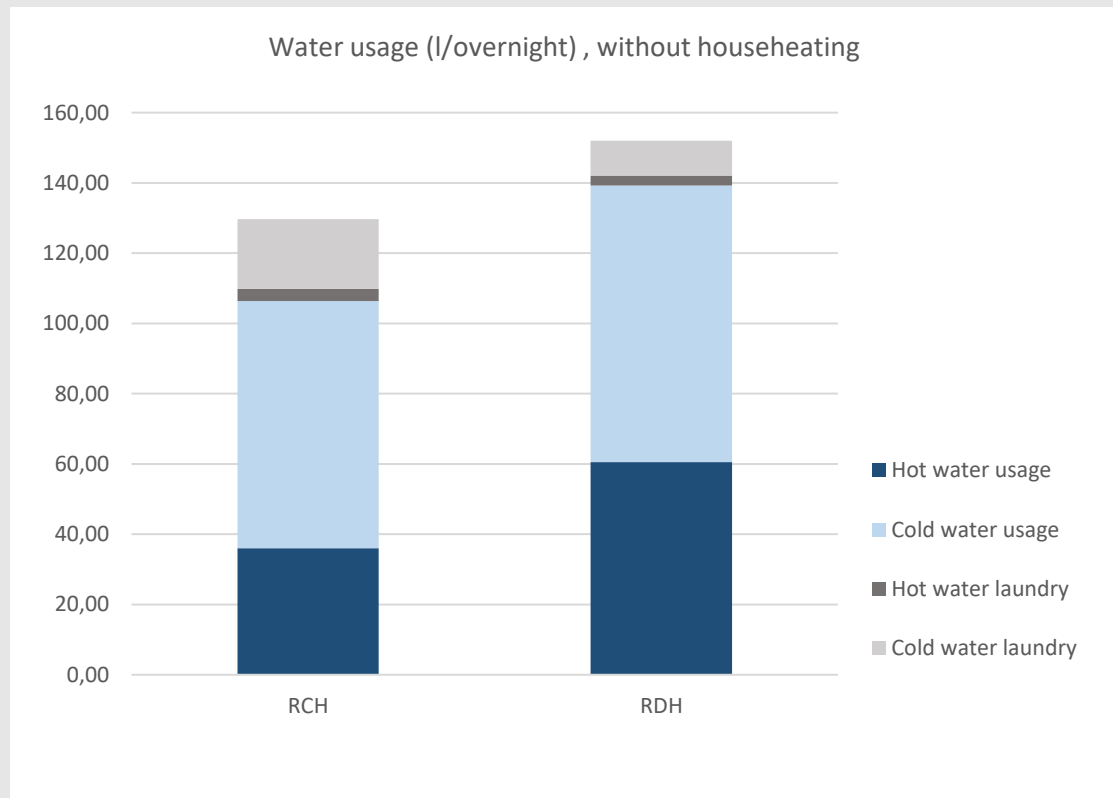
O5 Water usage Whole year 2019  
 O5 Álestrasaga Kalt vatn  
 O5 Álestrasaga Heitt vatn  
 P2 Meters Electricity and water

	RCH	RDH	Loft
Total water consumption (m <sup>3</sup> )	12597	6301	10746
Limit value	8977,6	3844,0	5051,8
Value under limit value	No	No	No

#### The difficulties meeting the limit value of water

The biggest consumer of water in our operations is the house itself, i.e. the greatest amounts of water are used for househeating. The three HI Hostels in Reykjavík use geothermal heating entirely, thus use more water than required by the Swan.

In two of our buildings there are individual meters to measure the amount of water used for househeating. Therefore, it is possible to isolate the water used for the service provided in the hostel and the use of guest pr. overnight. By doing so, the two hostels come in lower than the limit value (200ltr/overnight).



### 1.3.3 Limit value – Waste (O6, P3, O7)

The limit value applies to all unsorted waste arising from daily operations and goes to incineration or landfill. For hotel premises the limit value is 0.20kg/hotel guest. Where restaurant is open for guests, additional 0.80kg/hotel guest are added to the limit value. This applies in our hostels since all of them served breakfast in 2019.

The business is allocated a different number of points depending on how low its amount of waste is

compared with a limit value. All our premises receive maximum points awarded, as the non-recyclable waste produced measures >50% lower than the limit value.

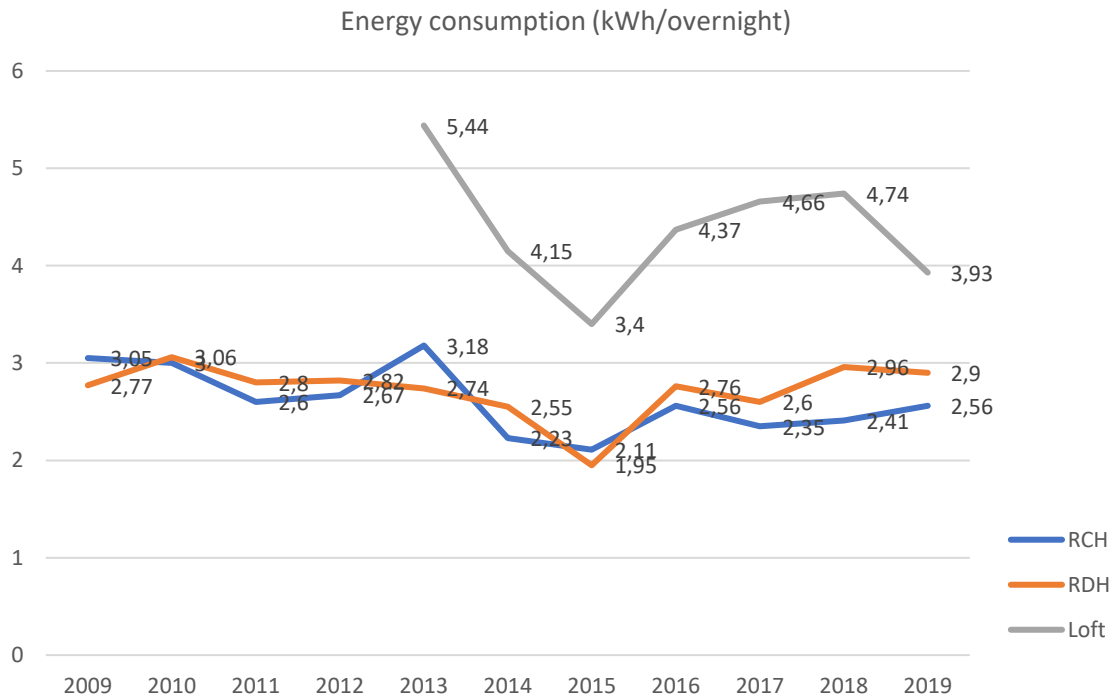
#### Documentation:

- O6 Terra pickups
- O6 Waste analysis
- O6 Waste summary

	RCH	RDH	Loft
Total amount mixed waste (kg)	8380	1992	2432
Limit value, maximum waste production allowed (kg)	22822,8	5579,0	5433,8
Percentage better than allowed production:	63,3%	64,3%	55,2%



## 1.4 Energy (O8, P4, P5, P6, P7, P8, P9, P10, P11)



When comparing the use of resources of our three hostels in Reykjavík the usage is divided by the number of overnight stay. The annual comparison of energy consumption has been made since 2009 for RCH and RDH and for Loft from 2013.

The energy usage is relatively similar in two of the hostels, RCH and RDH, but considerably higher in the third one, Loft. At Loft there is a bar operating every day and many of our guests only come for our scheduled events and don't stay as overnight guests. The reason for higher energy consumption at Loft is therefore twofold: Firstly, energy usage is higher at Loft because of sound system and lights during concerts, screening and other events, and secondly, the energy users don't count as overnight guests thus the energy consumption is divided onto fewer number of guests. Nevertheless, energy usage pr. overnight has decreased at Loft whereas the usage is similar in RCH and RDH in 2019 as in 2018.

### Documentation:

- P7 Refrigerants
- P8 Energy analysis report
- P9 Lightning design
- P9 P10 Lights summary
- P11 Ventilation documentation

Various actions have been taken to minimize the energy usage in the three premises. E.g. led lights have been and are being installed where possible, lighting sensors are installed, all appliances are chosen according to energy efficiency and energy analysis is carried out annually by an external energy expert.

All three hostels meet the requirements for energy efficiency of light sources.



	RCH	RDH	Loft
O8 Fossil oil in oil boilers for heating premises or water	N/A	N/A	N/A
P4 Carbon dioxide index	0,24 The business comes in at 1,3 or lower than calculated limit value	0,31 The business comes in at 1,3 or lower than calculated limit value	0,49 The business comes in at 1,3 or lower than calculated limit value
P5 Solar thermal panels and solar photovoltaic panels	N/A	N/A	N/A
P6 Heat pumps for heating premises or water	N/A	N/A	N/A
P7 Refrigerants	Yes; >50% of refrigerants in the business have a GWP <sub>100</sub> value below 5	Yes; >50% of refrigerants in the business have a GWP <sub>100</sub> value below 5	Yes; >50% of refrigerants in the business have a GWP <sub>100</sub> value below 5
P8 Energy analysis	Yes	Yes	Yes
P9 Lighting	Yes; >80% of light sources are energy class B or better, or LED	Yes; >80% of light sources are energy class B or better, or LED	Yes; >80% of light sources are energy class B or better, or LED
P10 Automated lighting controls	No	No	Yes; 40<x<60% of the light sources meet the requirement
P11 Ventilation controls	No	No	Yes; >50% of the ventilation's air flow is tailored

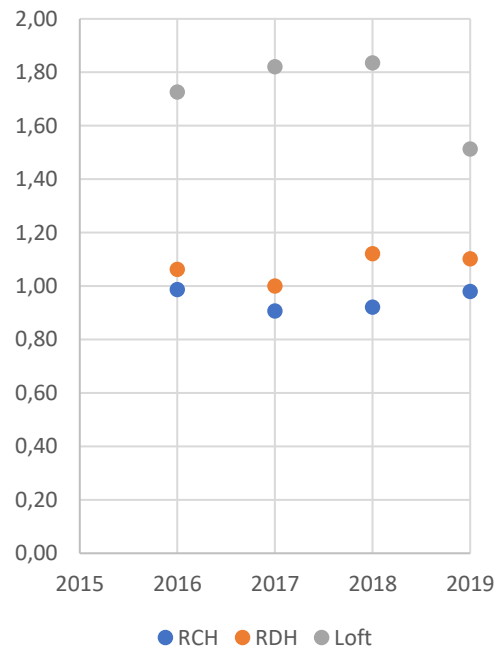
The Nordic Ecolabelling's energy tool is used to calculate the target value for carbon emissions of the premises' operations. The target value is based on a number of parameters (e.g. floor area, number of buildings, number of guests and amount of laundry washed).

All of our premises have received excellent results from the calculations of the Nordic Ecolabelling's energy tool.

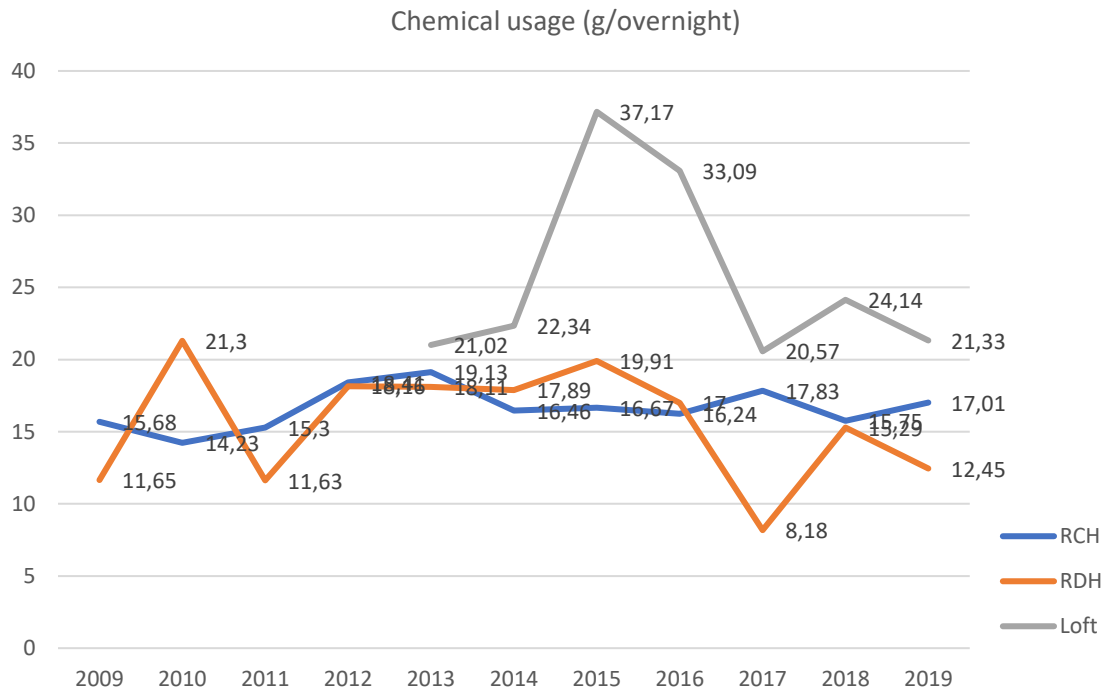
In 2019, HI Iceland made an agreement with *Kolviður*, [www.kolvidur.is](http://www.kolvidur.is). In 2019 986 trees were planted by Kolviður to offset the emissions from our operations in 2018. Since the carbon footprint of the operations of the hostels is decreasing, less trees were planted in 2019 than previous years.

	HI Iceland
Total carbon emission (ton CO <sub>2</sub> )	98,61
Trees planted to offset the emissions (number of trees)	986

Carbon emission (kg CO<sub>2</sub>/overnight)



## 1.5 Chemicals (O9, O10, O11, O12, O13, O14, O15, O16, P12, P13, P14, P15)



During 2017 changes on dilution and usage of chemicals were implemented in the three hostels as a response to higher chemical usage in 2015 and 2016. In 2019 chemical usage has decreased significantly from previous years which proves that our actions have been successful. The average chemical usage pr. overnight is lowest in RDH (12,45g/overnight) and highest in Loft (21,33g/overnight). In Loft we see great reduction in chemical usage from 2016 when calculated 37,17g/overnight. The usage has increased slightly in RCH but still within reasonable limits, lower than Loft, 17,01g/overnight in 2019.

Environmentally certified products only are used for all regular cleaning and laundry in the three premises. The usage is within the limits of the Swan requirements but constant monitoring, analysing and training of staff is needed to sustain good results.

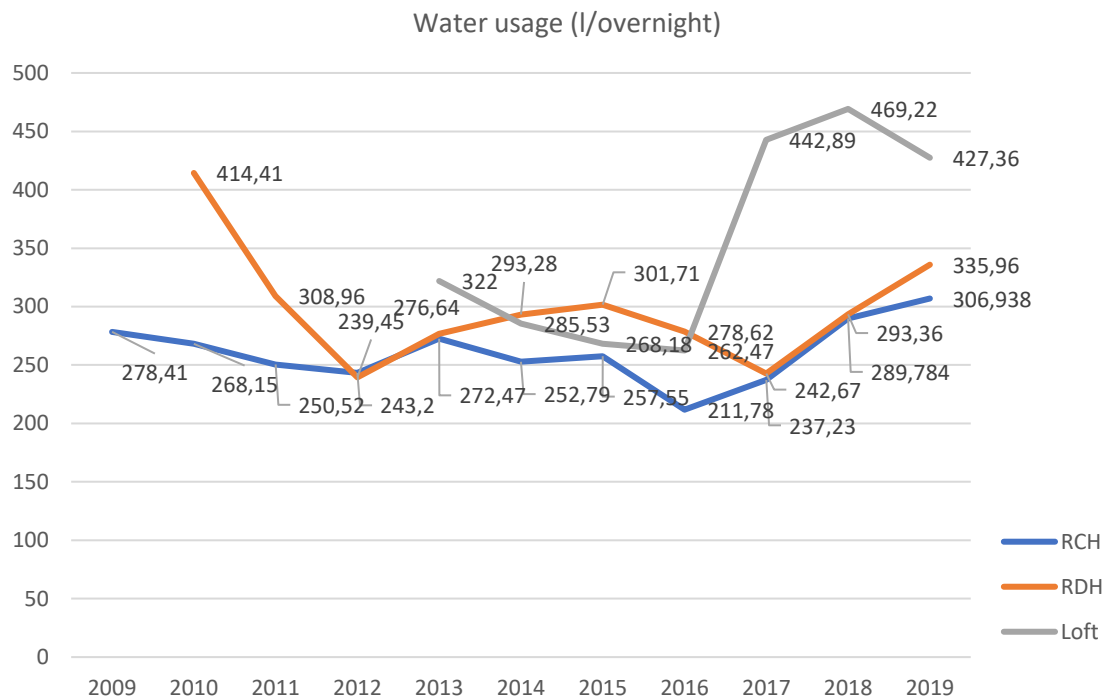
### Documentation:

- O9 O10 O11 O12 Chemical usage Whole year 2019
- O9 O10 O11 O12 Chemicals ordered
- O9 Dishwashing chemicals
- O10 Ecolabelled laundry chemicals
- O11 Ecolabelled cleaning products
- O12 Special cleaning products
- O13 O14 O16 P13 P14 Dosage of cleaning chemicals
- O13 P14 Automatic dosage Dishwasher
- O14 P13 Automatic dosage of cleaning chemicals
- P13 Automatic dosage of cleaning chemicals Contract
- O15 List of chemical products

	RCH	RDH	Loft
O9 Ecolabelled dishwashing chemicals; 90% of the dishwashing products must be ecolabelled	Yes; 100% 184,9kg	Yes; 100%, 56,1kg	Yes; 100%, 197,5kg
O10 Ecolabelled laundry chemicals; 90% of the amount of products used for washing textiles must be ecolabelled.	Yes; 98,6%; 348,3kg	Yes; 96,1%, 65,0kg	Yes; 98,1%, 118,0kg
O11 Ecolabelled cleaning products; 80% of the amount of cleaning chemicals must be ecolabelled.	Yes; 99,7%, 138,1kg	Yes; 97,4%, 98,0kg	Yes; 97,7%, 198,1kg
O12 Requirements for non-ecolabelled products	Yes	Yes	Yes
P12 Chemical-free cleaning methods	No	No	No
O13 Dosage of dishwashing chemicals; all dishwashers must have an automatic dosing system for dishwasher detergents	Yes	Yes	Yes
O14 Dosage of cleaning chemicals; all chemicals for daily cleaning are dosed manually using dosage equipment	Yes	Yes	Yes
P13 Automatic dosage of cleaning chemicals; >50% of all chemicals are dosed automatically	No; 19%	No; 15%	No; 40%
P14 Dosage of dishwasher drying agents	N/A	N/A	Yes
P15 External laundry; Nordic Swan Ecolabelled textile service for laundry	N/A	No	N/A
O15 Purchasing procedures – chemical products	Yes	Yes	Yes
O16 Handling of chemicals products	Yes	Yes	Yes



## 1.6 Water (P16 P17 P18 P19)



As mentioned earlier, none of our premises meet the limit value of water consumption. The main reason for too high numbers is the geothermal househeating of our properties. Nevertheless, many actions have been taken to minimize the water usage of the buildings, the staff (service) and the guests.

The amount of water used pr. overnight has been constant for the last four years and in 2019 reasonably similar in the three hostels. The cold water usage at Loft still remains higher than in the other two hostels for the same reason as the energy usage being higher at Loft. Some of the costumers don't count as overnight guests thus the water usage is divided onto fewer number of guests.

Once compared, the laundry pr. overnight is also more pr. guest at Loft than in the other hostels. It is an indicator of relatively shorter stay of the average guest and this also affects the water use pr. overnight

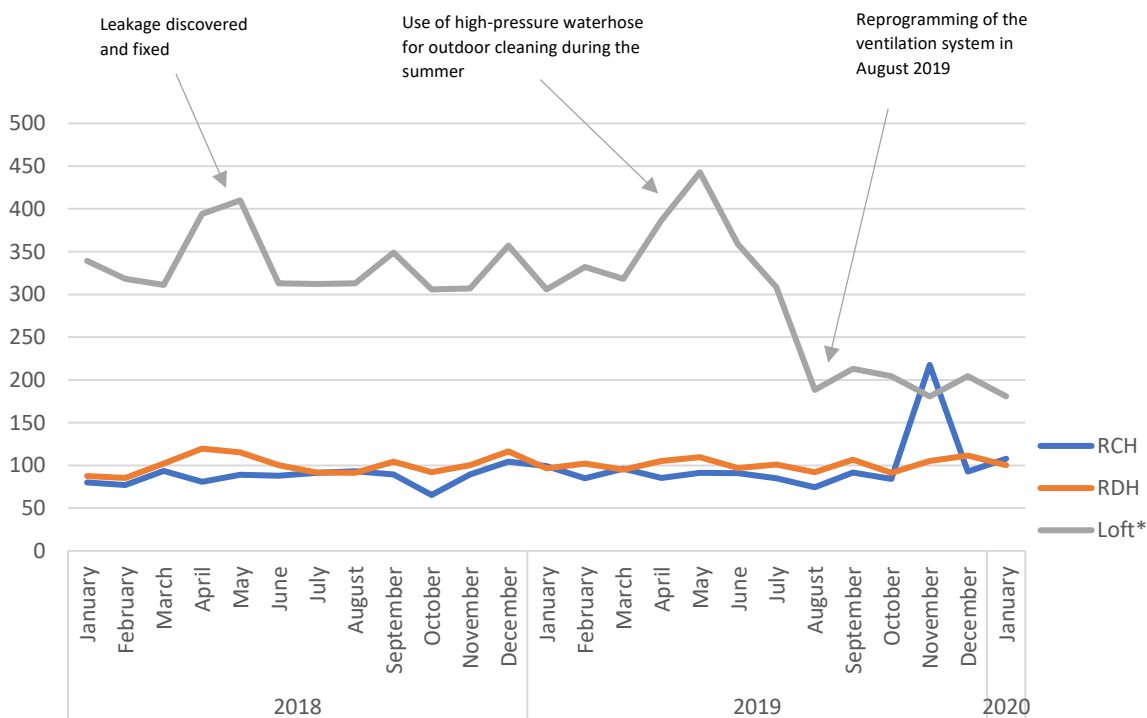


	RCH	RDH	Loft
P16 Water consumption for dishwashers	No	No	No
P17 Water-saving tabs	Yes, >90% have maximum flow of 8ltr/min	No	Yes, >90% have maximum flow of 8ltr/min
P18 Water-saving shower heads	No	No	No
P19 Toilets	Yes, >50% are double flush	Yes, >50% are double flush	Yes, >50% are double flush

In 2017 the total water usage at Loft was measured considerably higher than in the other hostels. In 2018 monitoring showed the high use of cold water at Loft in comparison to the other hostels. Since then, thorough inspection has been regularly carried out to solve the case. In August 2019 the problem was finally solved with reprogramming of the ventilation system. The graph below shows monthly measurements of cold water usage who indicate the difference before and after the reprogramming.

**Documentation:**  
P17 P18 P19 Water saving tabs, shower heads and toilets

Cold water usage (l/overnight)



\*The cold water use at Loft includes the condenser of the ventilation system.

## HI Iceland Water week 2019

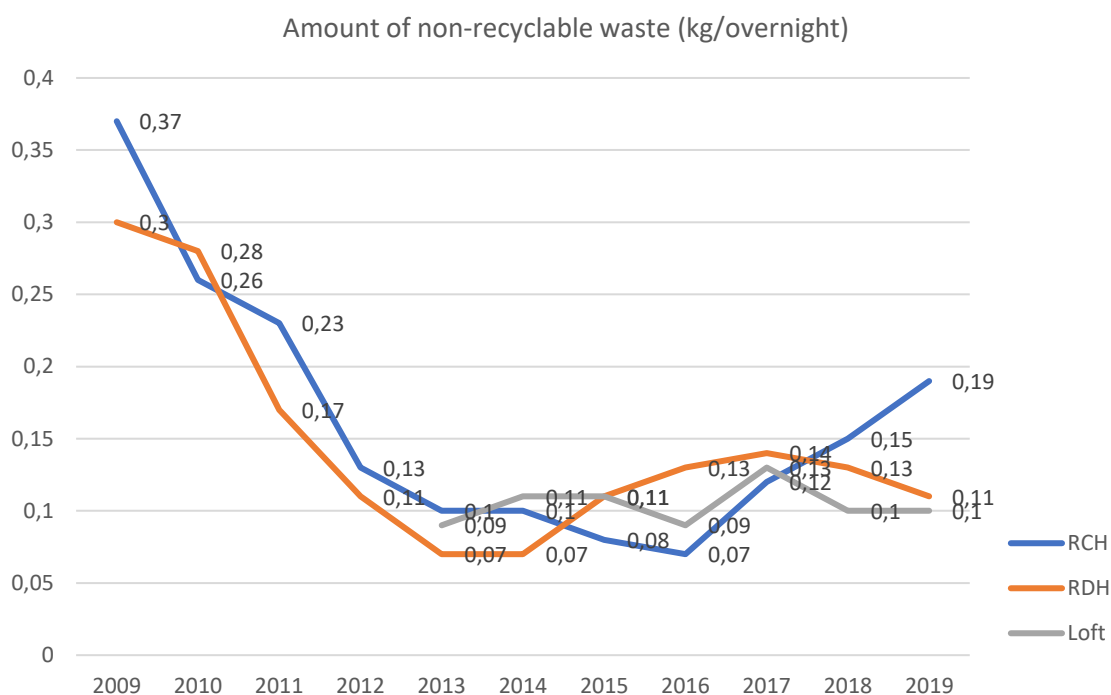
Every year, HI Iceland puts effort in encouraging guests to be responsible travellers. With various events the organisation wants to raise awareness on the environmental impact of tourism and how to preserve our valuable natural resources. Previously, HI Iceland has given away organic cotton bags on the *Plasticbag Free Day* but in 2019 HI Iceland wanted to bring attention to the precious Icelandic drinking water.

During the *HI Iceland Water Week* in August 2019 over 300 reusable bottles were given away to guests. Guests were encouraged to refill the bottle with delicious tap water during their stay in Iceland instead of buying water in plastic bottles. By doing so the guests' attention was brought to plastic pollution and the quality of the Icelandic spring water.



say **HI** to the world

## 1.7 Waste (O17 O18 P20)



There are sorting facilities for guests in all three hostels in Reykjavík. At check-in the guest is encouraged to recycle and he/she is offered assistance by staff. Guests can recycle paper and tetrapacks, plastics, metal, organic waste (food waste), bottles and cans and hazardous waste. Secondary recycling is done by our staff where cardboards are separated additionally.

The waste amount is monitored regularly and measures shared with team of staff, if necessary. Pick up service is provided by Terra. The company offers access to detailed data on pickups and amount of waste, categorised by origin, location and time. This database is our main source for the waste management.

### Documentation:

- O17 O18 Recycling board
- O17 Waste sorting by staff
- O18 Waste sorting for guests
- P20 Terra Waste summary
- P20 Treatment of Organic waste Terra
- P33 Terra Waste summary

	RCH	RDH	Loft
O17 Sorting	Yes	Yes	Yes
O18 Waste sorting for guests	Yes	Yes	Yes
P20 Treatment of organic waste	Yes	Yes	Yes
P33 Measuring organic waste	N/A	N/A	Yes

## 1.8 Purchasing (O19 O20 O21 P21 O22 P22 P23 P24)

Purchasing policy is inherent in the newly revised minimum standards of HI Iceland. The policy is valid for all purchasing done in all HI hostels in Iceland. Additionally, there is very strict criteria to follow to ensure all chemicals purchased in the Reykjavík HI hostels complies with the Swan requirements.

As for purchasing of low energy light bulbs and LED's the maintenance supervisor is responsible for purchasing, reporting and providing items.

Order lists and purchasing procedures are updated regularly according to the purchasing policy.

### Documentation:

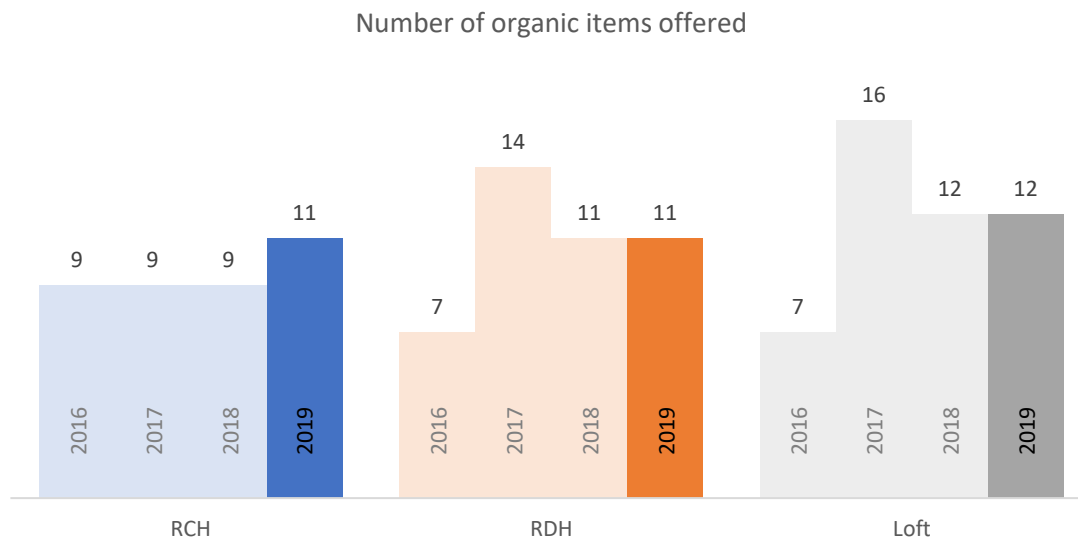
O25 O30 Order list  
 O19 Purchasing low energy light bulbs  
 O20 Tissue production Markup  
 O20 Tissue production  
 O21 Photocopying paper  
 O22 P22 Ecolabelled printing matter  
 P21 Ecolabelled consumables  
 P23 Ecolabelled durables

	RCH	RDH	Loft
O19 When purchasing low energy light bulbs, fluorescent tubes and LEDs	Yes, Maintenance supervisor is responsible	Yes, Maintenance supervisor is responsible	Yes, Maintenance supervisor is responsible
O20 Ecolabelled kitchen rolls, paper towels and toilet paper	Yes	Yes	Yes
O21 Ecolabelled photocopying paper	Yes	Yes	Yes
P21 Ecolabelled consumables	Yes; Soap and shampoo, paper napkins, microfibre cloths	Yes; Soap and shampoo, paper napkins, microfibre cloths	Yes, paper napkins, microfibre cloths
O22 Nordic Swan Ecolabelled printed matter	Yes	Yes	Yes
P22 Nordic Swan Ecolabelled printed matter	Yes	Yes	Yes
P23 Ecolabelled durable goods	Yes; Flooring and workwear	Yes; Workwear	Yes, bed linen and towels and workwear
P24 Ecolabelled services	No	No	No

**TIME FOR ADVENTURE!**



## 1.9 Serving food and drink (O23 O24 P25 O25)



Breakfast is served in the hostels. Items on breakfast buffet vary from time to time but the breakfast offered is always of similar qualities.

Disposable items are not offered in the premises. This year we stopped offering takeaway coffeecups and lids at our coffee bars. Instead, guests can get their take away drinks in glass jars, reused from our kitchens.

### Documentation:

O23 O24 P34 Disposable items Statement  
O25 Organic food and beverages

	RCH	RDH	Loft
O23 Disposable items	Yes	Yes	Yes
O24 Disposable items for take away	Yes	Yes	Yes
P25 Ecolabelled disposable items	Yes	Yes	Yes
O25 Minimum proportion of organic food and drink	Yes, 11 items	Yes, 11 items	Yes, 12 items

## 1.10 Transport (O26 P26 P27)

HI Iceland doesn't own a vehicle. An operating leasing is signed with a car rental service. One care is operated by HI Iceland according to the contract.

	RCH	RDH	Loft
O26 Transport for catering businesses	N/A	N/A	N/A
P26 Transport using own vehicles	No	No	No
P27 Transport not using own vehicles	No	No	No



## 1.11 Procedures (O27 O28 O29 O30 O31 O32 O33)

	RCH	RDH	Loft
O27 Statutory procedures	Yes	Yes	Yes
O28 Information about the Nordic Swan Ecolabel for Staff	Yes	Yes	Yes
O29 Customer information	Yes	Yes	Yes
O30 Purchasing and supplier procedures	Yes	Yes	Yes
O31 Own checks on environmental work	Yes	Yes	Yes
O32 Annual follow-up	Yes	Yes	Yes
O33 Documentation of Nordic Ecolabelling's criteria	Yes	Yes	Yes

### Documentation:

O19 O30 Purchasing policy  
 O28 Green training of staff  
 O28 Information for staff  
 O29 Customer information  
 O31 Nordic Swan Action Plan  
 O31 KPI

## 2. Food (O35 O36 O37 O38 P28 P29 O39 P30 P31 P32 P33)

The requirements apply to all types of restaurant businesses, however, premises that only serve breakfast are not included. Only at the bar at Loft HI Hostel there are snacks and beverages served outside breakfast hours. No warm meals are served at the bar. Therefore only two of these requirements apply to Loft HI Hostel.

### Documentation:

P32 Drinking water  
P33 Measuring organic waste

	RCH	RDH	Loft
O35 Origin of meat and fish	-	-	N/A
O36 Non-sustainable ingredients – fish and shellfish	-	-	N/A
O37 Ban on the use of food containing GMOs	-	-	N/A
O38 Minimum proportion of organic foodstuffs and beverages	-	-	N/A
P28 Organic food and beverages	-	-	N/A
P29 proportion of fish and shellfish labelled as sustainable	-	-	N/A
O39 Vegetarian dishes	-	-	N/A
P30 Vegetarian restaurant, vegetarian and/or meat-free day	-	-	N/A
P31 Locally produced food and beverages	-	-	N/A
P32 Drinking water	-	-	Yes
P33 Measuring organic waste	-	-	Yes



### 3. Guest rooms (P34 P35 P36 P37)

The Reykjavík HI Hostels offer 78 rooms with total of 332 beds. The interior and facilities of the rooms are designed according to the Hostelling International minimum standards and the Standards of HI Iceland. The accommodation is of high quality (bed and mattresses) and bedding and linen are provided. There are only basic facilities in the guestrooms and no disposable items available, e.g. individual portion packs of tea, coffee, milk or sugar and no disposable toilet articles e.g. shower caps, brushes/combs, shoe shine. Only refillable items are offered, e.g. liquid handsoap.

Toiletries, e.g. shampoo and conditioners, left behind by guests are collected by house keeping and offered

for use on “free toiletries shelves” in shared bathrooms and shower rooms.

No pets are allowed in the Reykjavík HI Hostels and in two of the three premises there are rooms adapted for allergy sufferers.

#### Documentation:

O23 O24 P34 Disposable items Statement  
P37 Rooms adapted for allergy sufferers

	RCH	RDH	Loft
<b>P34 Disposable items</b>	Yes; no disposable items in bathrooms/guest rooms	Yes; no disposable items in bathrooms/guest rooms	Yes; no disposable items in bathrooms/guest rooms
<b>P35 Television sets, standby mode</b>	Yes; no television sets in guest rooms	Yes; no television sets in guest rooms	Yes; no television sets in guest rooms
<b>P36 Minibars</b>	Yes; no minibars in guest rooms	Yes; no minibars in guest rooms	Yes; no minibars in guest rooms
<b>P37 Rooms adapted for allergy sufferers</b>	Yes	Yes	No

### 4. Pools

The requirements only apply to businesses that have a pool. The Reykjavík HI Hostels do not have pool facilities. Thus, these requirements do not apply to the businesses.