



172 Hostel 094

Swan

Annual Report/ Ársskýrsla 2013

Reykjavík City Hostel/ Farfuglaheimilið í Laugardal
Sundlaugavegur 34 – 105 Reykjavík – Iceland – www.hostel.is

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Working in an eco-conscious hostel

Staff impressions

I'm proud to know that I'm contributing to help the planet and spreading the word with other persons such as guests, friends and family. I have more green standards now and I'm more conscious about the kind of things that I buy, sorting trash and reusing as much as possible. Happy to know that my family is getting contagious of it!

As a person that ecological issues always been part of her life; working in ecological-oriented work place is a bless. It's much easier to recycle, save energy and reduce pollution when u have all the facilities around which enable you to do so.

In my everyday life Im trying to be as "green" as possible in my household, work and during travels . It's great to be exposed to more "new tricks" from professionals as our green messengers.

Im also aware that I can be very annoying with my effort to educate others to be more pro-ecological, so working with people that doing the same thing make me feel more confident that I shouldn't give up if I believe and care about something.

I think it's really important for me to be in a job that is rewarding in some ways, and I'm starting to think the all the green/sustainability issues we are working on might be those things even though I'm not directly involved, such as you as green messengers are. I used to be in a tough job where I found immense satisfaction in the work that I was doing even though it was really difficult at times. Now, I'm working in bookings and doing lots of different admin stuff which is completely different from my previous job. Now, I work at a desk whereas before I was working shifts, running around and working with people directly all the time.

When I first started working in Borgartún in 2011, I thought it was strange that we had Swan hostels and Green hostels, but the main office seemed to be excluded as there wasn't even a sorting system in our office, partly because we are renting office space from another company. I asked and it was said that we were a bit like the "black sheep" in the company and we needed to get the system started. It took some time as more people than just us are involved, but thanks to Emilia, we finally got the system going last year. I've been sorting everything in my home for several years so I knew how it easy it would be once you start. It's actually been surprising how easily the change took place as I personally was expecting a lot of complaints, but most people seemed enthusiastic right from the start, and people are even told off if they don't sort correctly!

This has to transgress into people's personal lives, i.e. if you're sorting and adopting a green way of thinking at work, you're bound to make some changes in your personal life as well I think. It might not happen right away, but over time it will. I have quite a few friends working for environmental NGOs so I have a lot of good influence around me, both at work and outside of it as well, and it makes you change your way of thinking. Working in tourism in Iceland also means you're highly aware of the fact that the nature is our biggest selling point, and the reason why people choose to come here. The current government is making a lot of strange decisions which conflict with our interests and cause a lot of frustration in Icelandic society as well. Working for a green company also makes you question and change your habits; how you're used to doing things isn't the only way of doing things, and people also realize that small changes matter. That's also why it's especially important for us to make the work we're doing at the hostels apparent for the guests; they see that they make a choice when booking one of our hostels, and are hopefully inspired to make changes in their own lives.

It means that I am part of a greater idea, I fit into the bigger picture. And I am proud for that. My time at the hostel has made me realize, that everything I do has an impact on the environment - but not just that. An impact to the people around. Whatever I throw into the bin; somebody will take it out, sort it, different procedures follow just for that "whatever" I threw into the bin. I better make sure I put it in the right bin to make the procedure shorter, lessen the impact I have on the environment. If I dont do it, somebody else will have to do it. Simple, but not many get that.

I think the whole global warming discussion is blown out of proportions and a big hoax. The scientists pretend they know, hell, they always have. But they do not know, as they always have. I realize, that my actions have nothing to do with the temperature outside.

So why, you would think, is this guy working at an Eco-Friendly hostel? Its because I want to respect Nature, no matter what the politically influenced scientists want to tell me. it is important to me, not to leave a big mess behind me. Nature has to swallow everything, therefor I dont want produce a big waste. I am so proud of being in this position, where my thoughts and ideas about how we could do better, count. Furthermore, as a Receptionist I have the chance to give this idea of "treat Nature well" over to our guests. I can make a change by telling them how to respect nature while visiting Iceland.

The most important thing about working in a eco friendly hostel is how many people we get to influence into more green way of thinking. Our guests see what we do here in terms of recycling and energy saving and that might make them go back to their home country with a different mind-set. Perhaps they will do some recycling in their homes and then if we are lucky they will go even further and influence their family, friends and workmates into more green way of thinking.

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1. GENERAL DESCRIPTION

Type of establishment/ general description	Youth Hostel
Restaurant Facilities	Breakfast room, no restaurant
Accommodation turnover per year	ca 150.000.000 ISK
Number of guest rooms	42
Occupancy	53 %
The total size of the hostel	2316 m ²
Water	Municipal water and sewage – Orkuveita Reykjavíkur (http://www.or.is)

Appendix nr. O1: General description

2. LIMIT VALUES

2.1. Class Division

According to the Version 3.4 of Swan labelling criteria, Reykjavík City Hostel has a **Class B** classification, as it satisfies the parameter of lodging occupancy (between 40-60%).

Appendix nr. 2.1: Total Overnights 2013

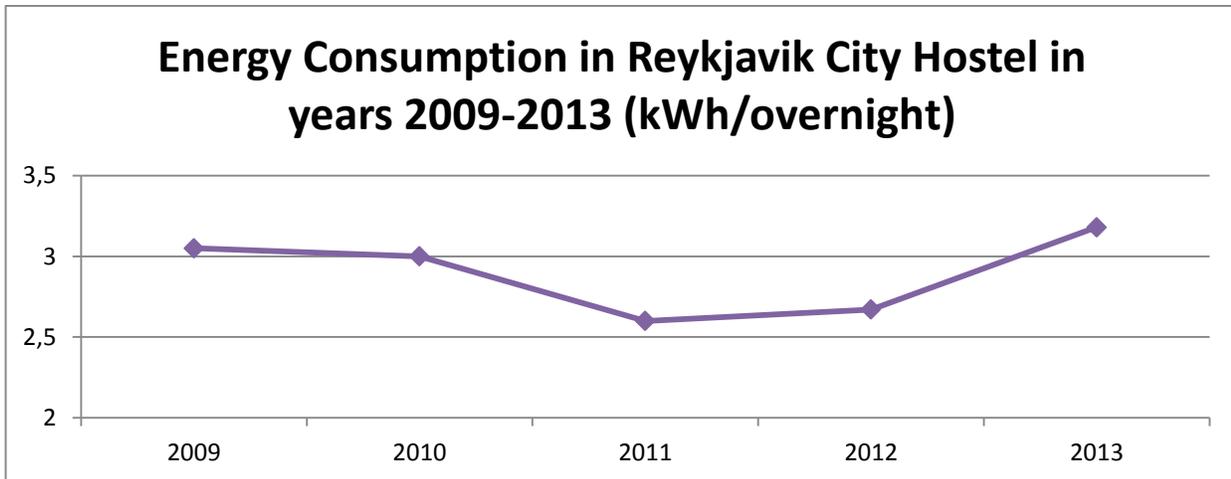
2.2. Energy Consumption

Option 1: Electricity and heating consumption per year and square metre

Option 2: Electricity and heating consumption per year and guest night.

Yearly consumption of electricity (<i>without laundry</i>)	Yearly consumption for laundry, dryers and washing machines
106.977,59 kWh	16.723,50 kWh

Hostel's Total:		Limit Value for Class B in Iceland:	
106.977,59 kWh /33.611, overnights = 3,18 kWh/guest night	106.977,59 kWh /2.316 m ² = 46,19 kWh/m²	60 kWh/ guest night	305 kWh/m²



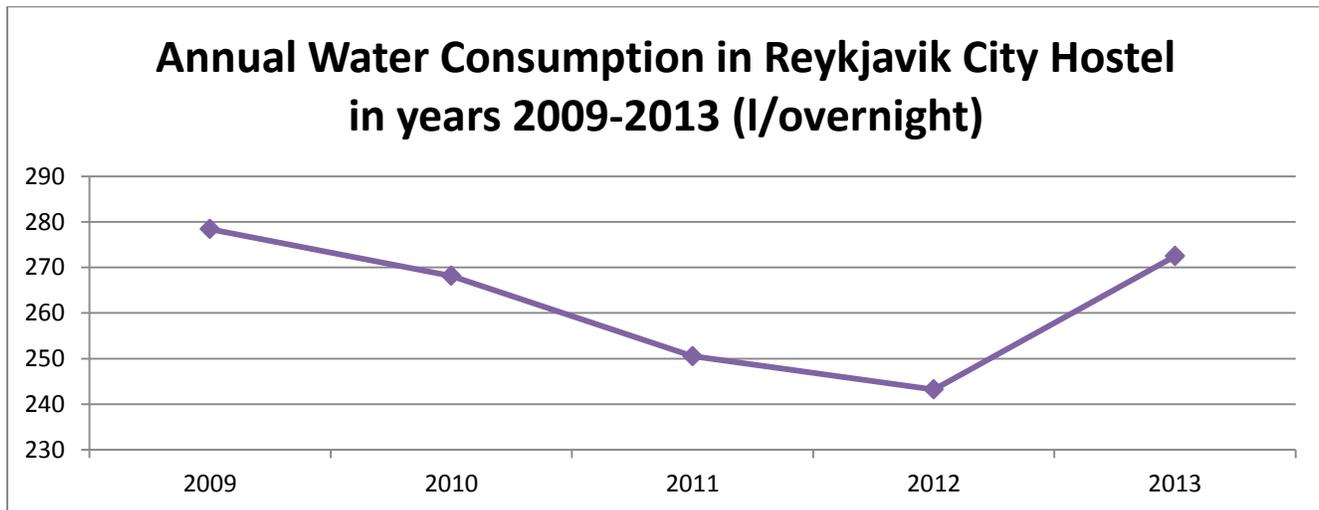
Appendix nr. 2.2a: Energy consumption

- 2.2b: Energy Consumption Overview 2006-2013
- 2.2c: Energy limit value
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- 2.2e: Electricity and water meters
- P1a: Energy analysis report 2010
- O28b: Action Plan 2014

2.3. Water Consumption

Yearly consumption of hot water	Yearly consumption of hot water for laundry	Yearly consumption of cold water	Yearly consumption of cold water for laundry
6.925,03 m ³	211,94 m ³	3.204,22 m ³	759,42 m ³

Hostel's Total:	Limit Value for Class B in Iceland:
9.157,89 m ³ /33.611 overnights = 272,47 l/ overnight	250 l/ overnight



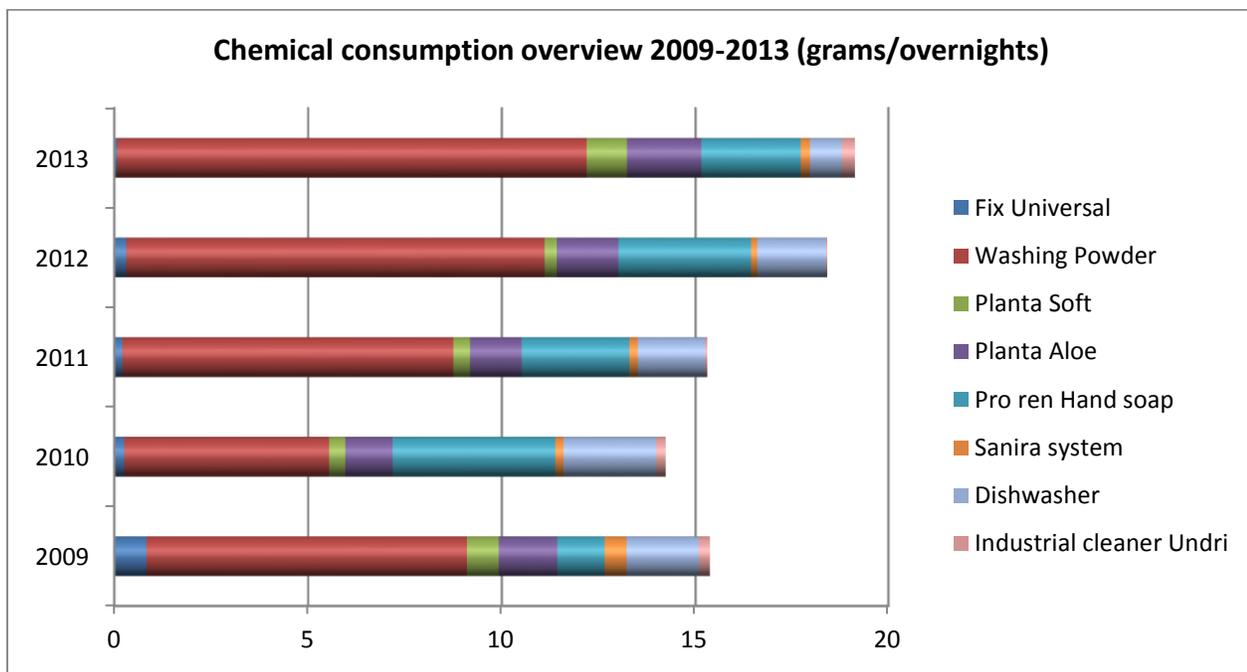
Appendix nr. 2.3a Water consumption



- 2.3b: Water overview 2006-2013
- 2.3c Orkuveita-Heitt Vatn
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- 2.2e: Electricity and water meters
- O28b: Action Plan 2014

2.4. Chemical Products (i.e. cleaning agents)

Hostel's Total:	Limit Value for Class B in Iceland:
57.000 grams/33.611 guestnight = 19,74 g/guestnight	30 g/ guestnight



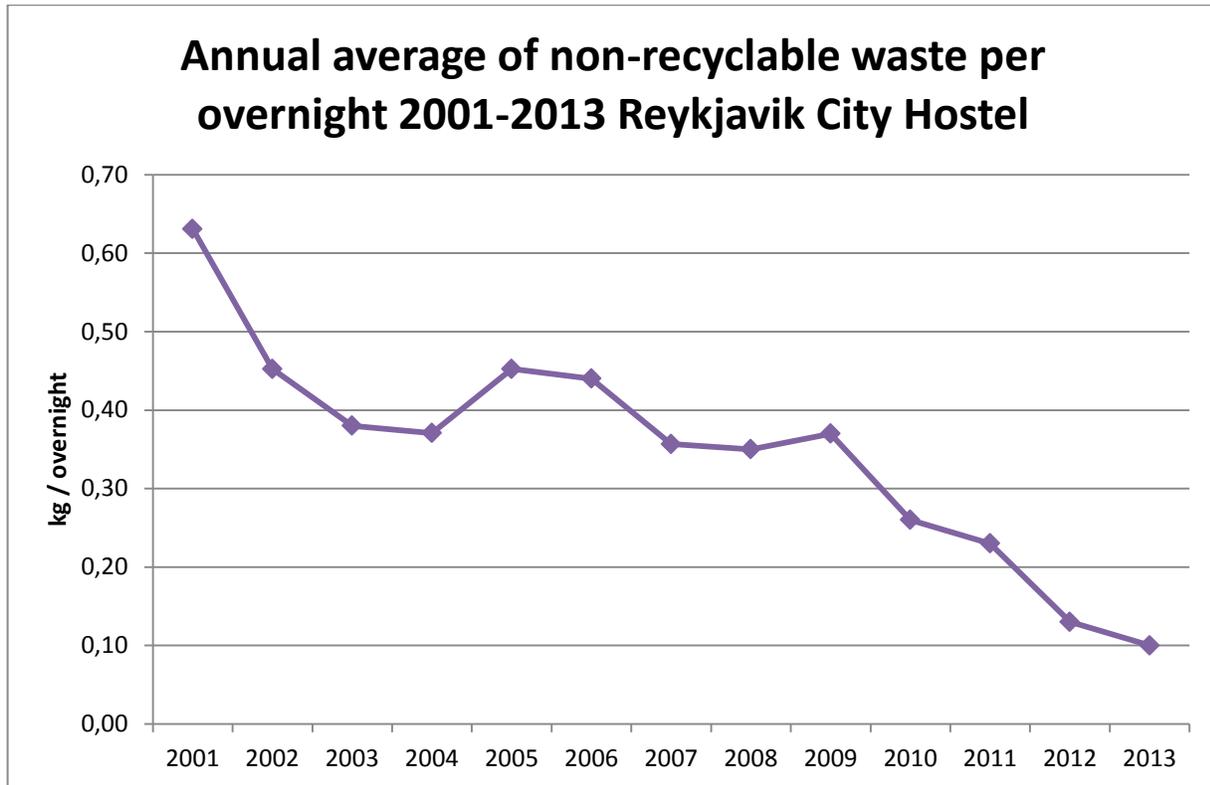
Appendix nr. 2: Declaration from supplier

- 2.4b: Chemical consumption
- 2.4c: Chemical consumption overview 2009-2013
- 2.4d: Chemical consumption by staff apartment
- 2.4e: Washing powder consumption
- O11: Safety Data Sheet - Storm Plus - dishwashing detergent
- O15: Safety Data Sheet - Dandlind - Washing powder
- P15: Safety Data Sheet - Handsoap Pro ren
- P37: Safety Data Sheet - Planta Aloe - dishwashing detergent for guests
- O28b: Action Plan 2014



2.5. Waste Management

Total unsorted waste:	Limit Value for Class B:
3.320 kg/33.611 guestnight = 0,10 kg/guestnight	0,9 kg/guestnight



Appendix nr. 2.5a Gamar invoices overview 2013

2.5b: Waste results

2.5c: Regular waste overview 2001-2013

2.5d: Waste analyse



3. ENVIRONMENTAL REQUIREMENTS

3.1. Operation and Maintenance

Mandatory Requirements

O2 Refrigerants

Refrigeration equipment, freezers, heat pumps and air conditioning equipment in hostel are CFC/ HCFC free.

Appendix nr. O2a: Refrigeration equipment

O2b: Vending machines and maintenance

O3 Outdoor lighting

All outdoor lights are equipped with timers or photocell and compact fluorescent lamps are used for lighting at night. Entrance and illuminated signs and emergency lighting are exempt.

O4 Sauna

Reykjavík City Hostel does not provide sauna facilities for guests.



Point score Requirements

	Points
<p>P1 Energy analysis</p> <p>An energy analysis has been carried out by an independent energy expert within the last five years with the objective of reducing the amount of energy used.</p> <p>Appendix nr. P1a: Energy analysis report 2010 P1b: CO2 e-Report</p>	3
<p>P2 Heat consumption</p> <p>> 90% of the hostel's heat comes from renewable energy. Geothermal water is used for heating. We do not use heat from sewage and/or chillers. Description about energy, electricity and heat in Iceland is available at <i>Orkuveita Reykjavíkur</i> (www.or.is)</p> <p>Appendix nr. P2: Heitt Vatn Sundlaugavegur.</p>	3
<p>P3 Electricity consumption</p> <p>> 90% of our electricity comes from renewable energy. Description about energy, electricity and heat in Iceland is available at <i>Orkuveita Reykjavíkur</i> (www.or.is)</p>	3
<p>P4 Refrigerants</p> <p>All heat pumps, refrigeration appliances, freezers and air conditioning equipment are HCFC and CFC free.</p> <p>Appendix nr. O2a: Refrigeration equipment</p>	2
<p>P5 Heat recovery</p> <p>< 50% of the ventilation system is connected to heat recovery and we do not use heat from sewage and/ or chillers. Ventilation is calculated based on airflow.</p>	0
<p>P6 Control of ventilation system and interior lighting</p> <p>The ventilation system is timer-controlled in > 90% of the rooms that are ventilated. The interior lighting is presence-controlled in at least 50% of the rooms which are not intended for the guests.</p> <p>Appendix nr. P6a: Ventilation system P6b: Interior lighting presence control, sensors P1a: Energy analysis report 2010</p>	2.5
<p>P7 Low - energy lamps</p> <p>> 80% of the energy sources in the establishment are low-energy lamps.</p> <p>Appendix nr. P8: LED in the building</p>	3
<p>P8 LED lamps</p> <p><10% of spotlights in the establishment are LEDs or similar. Some spotlights in the establishment are LEDs or similar. The hostel is progressively adding LED lamps.</p>	0



Appendix nr. P8: LED in the building		
P9 Toilets		1
>90% of the WCs use a maximum of 6 litres of water per flush.		
Appendix nr. P9: Toilets flow and maintenance		
P10 Toilets		1
> 50% of the WCs provide 2 flush options.		
Appendix nr. P9: Toilets flow and maintenance P10 Number of WCs with double flush options		
P11 Water-saving taps		2
> 90% of mixer taps for washbasins are of the water-saving type, with a maximum flow rate of 8 litres/minute. Sinks are equipped with aerators decreasing water flow to 7, 8 L/min (value is measured at the highest noticeable pressure at Reykjavik City Hostel – the highest possible in Reykjavik area) by changing the inside diameter with a rubber ring.		
Total score for Operation and Maintenance:		20.5

Maximum total score for operation and maintenance:
At least 60 % of the point requirements are met:

25 points
Yes, 82%

3.2. Hostel Premises and Purchased Products

Mandatory Requirements	
O5 Fittings and fixtures	More than 100% of the purchased floor is PVC free.
O6 New purchases of textiles	Newly purchased textiles are not treated with halogenated flame-retardants.
O7 New purchases of low-energy lamps and fluorescent tubes	Newly purchased low-energy lamps/ fluorescent tubes (single socket) have a service life of at least 10 000 hours. Newly purchased fluorescent tubes (double socket) have a service life of at least 20 000 hours. Hostel's head of maintenance considers SWAN criteria, and therefore always look for low-energy solutions.
	Appendix nr. P8: LED in the building
O8 Kitchen rolls, paper towels and toilet paper	> 90% of the volume of purchased tissue products is ecolabelled.
	Appendix nr. O8: Kitchen rolls, hand towels and toilet paper



Point score Requirements

	Points
<p>P12 Toner cartridges</p> <p>The empty cassettes are collected and left at a recycling centre for reuse or recycling.</p> <p>Appendix nr. 18: Ecolabelled consumables</p>	0.5
<p>P13 Office machines</p> <p>> 90% of office machines (computers, faxes, copiers, etc.) are operated with the standby function activated.</p> <p>The Swan office and the hostel have agreed on the exclusion of the 2 reception computers in the office machine definition. Point of sale computers need to be connected 24hours/day, 7 days/week and to be opened quickly.</p> <p>Appendix nr. P13: Office equipment</p>	1
<p>P14 Printed matter</p> <p>> 90% (measured as a percentage of production costs) of the printed matter ordered by the hostel is ecolabelled. Hostel marketing materials, brochures and key cardholders are printed at a Swan labelled printing company (license nr. 141-381) called "Guðjón Ó".</p> <p>Appendix nr. P14: Printing company - GudjonO - confirm prentun 2013</p>	2
<p>P15 Ecolabelled soap and shampoo</p> <p>Ecolabelled soap and shampoo are used in > 90% of the bathrooms/toilets.</p> <p>Swan ecolabelled soap (license nr. 527-018) is used in all bathrooms/toilets for guests and in common area bathrooms. There is no shampoo provided.</p> <p>Appendix nr. P15 Safety Data Sheet - Handsoap Pro ren O35 Cleaning products purchasing</p>	2
<p>P16 Dispensers for soap and shampoo</p> <p>Soap and shampoo dispensers are installed in > 90% of the bathrooms/toilets.</p>	1
<p>P17 Drinking glasses and mugs</p> <p>Only reusable glasses and reusable mugs are used by the hostel for serving beverages.</p>	1
<p>P18 Returnable bottles or barrels/tanks</p> <p>Hostel does not offer neither beer nor soft drinks. Natural tap water is served in reused plastic containers at the hostel's café.</p>	0
<p>P19 Work clothes</p> <p>No work clothes are washed using traditional dry-cleaning methods.</p> <p>The establishment does not use special work clothes.</p>	0.5



P20	Working environment	0
The establishment's working environment has not been analysed by an independent ergonomic expert in 2013.		
P21	Purchase of ecolabelled consumables	4
Appendix nr. P21: Ecolabelled consumables		
P22	Ecolabelled durable goods/ infrequently bought commodities	2
Appendix nr. P22: Ecolabelled durable goods		
P23	Ecolabelled services	1
Hostel cooperates with two waste companies wherein one of them – Gámaþjónustan – has ISO 14001 certification and performs strong environmental policy.		
Appendix nr. P23: Ecolabelled services		
<u>Extra point score requirement for youth hostels</u>		
P24	Sale of soap/shampoo/detergents	1
The hostel is offering to guests only ecolabelled washing powder in special containers measuring the exact amount of washing powder needed for one load.		
Appendix nr. O15: Safety Data Sheet - Dandlind - Washing powder		
Total score for Hostel premises and purchased products:		16

Maximum total score for Hostel premises and purchased products: 20p

3.3. Guest Rooms

Mandatory Requirements	
O9	Non-smoking rooms > 60% of the rooms are non-smoking. All 41 guest rooms, common areas, guest kitchens and common bathrooms and toilets are non-smoking.

Point score Requirements		Points
P25	Bed linen and towels	1



20- < 40% by weight are ecolabelled with the Nordic Eco label or the EU Flower. Appendix nr. P25: Bed linen and towels	
P26 Lighting	0
The lighting is presence controlled in some common area, not in the guest rooms.	
P27 Television sets	1
Guest rooms do not have television sets. Appendix nr. 22: Ecolabelled durable goods	
P28 Minibars	1.5
Guest rooms do not have minibars.	
P29 Water – saving showers	0
> 90 % of showerheads have a flow rate of 16 litres/minute. The process of testing new showerheads with lower flow rate is ongoing.	
P30 Single-level mixer taps	1
> 90% of the mixer taps are single lever mixer taps alternatively sensor controlled.	
P31 Disposable items	1
No disposable articles are used in the bathrooms/guest rooms.	
P32 Waste sorting	1.5
Guests have the opportunity to sort their waste into at least three fractions. Appendix nr. P32: Waste sorting system O31a: Guest information	
P33 Waste paper bin	1
All bathrooms are equipped with a waste paper bin.	
P34 Rooms adapted for the physically disabled or allergy sufferers	1
There is at least one guest room adapted for the physically disabled or allergy sufferers. There are 4 double/single rooms on the 1 st floor adapted for the physically disabled, concerning bathroom facilities. However the doors into the corridors and the rooms don't have electronic opener so the person is relying on a mentor. The bathroom near reception was adapted in 2011.	

Total score for Guest rooms: 9p.
Maximum total score for Guest rooms: 13p.



3.4. Kitchen and dining room

Mandatory Requirements

O10 Disposable items

Disposable items (such as plates, mugs and cutlery), individual portion packs or small packs are not used for the breakfast buffet or in the dining room.

O11 Ecolabelled dishwashing chemicals

> 70% of dishwashing chemicals are ecolabelled.

Appendix nr. 2: Declaration from supplier

O35: Cleaning products orderlist

O11: Safety Data Sheet – Storm Plus – dishwashing detergent

P37: Safety Data Sheet – Planta Aloe – dishwashing detergent for guests

O12 Non-ecolabelled dishwashing chemicals

The hostel only uses ecolabelled dishwashing chemicals.

Appendix nr. 2: Declaration from supplier

O13 Non-smoking dining area

The hostel's dining area is a non-smoking area.

Point score Requirements

	Points
<p>P35 Organic food items and beverages</p> <p>The hostel serves 6 organic certified products and beverages.</p> <p>Appendix nr. P35a Food and beverages invoices 2013 P35b Organic and fairtrade products list</p>	1.5
<p>P36 Fair-trade products</p> <p>Hostel serves at least one Fair-trade product. Hostel's Fair-trade products: Brown Sugar and 4 types of tea.</p> <p>Appendix nr. P35a Food and beverages invoices 2013 P35b Organic and fairtrade products list</p>	1
<p>P37 Ecolabelled dishwashing chemicals</p> <p>> 90% of the dishwashing detergents are ecolabelled.</p> <p>Appendix nr. 2: Declaration from supplier O35: Cleaning products orderlist O11: Safety Data Sheet – Storm Plus – dishwashing detergent</p>	2



P37: Safety Data Sheet – Planta Aloe – dishwashing detergent for guests		
P38	Dosage of dishwashing chemicals	1
All large dishwashers have automatic dosing of dishwashing detergents and the automatic dosing system is inspected at least four times a year.		
Appendix nr. O11: Safety Data Sheet – Storm Plus – dishwashing detergent		

Total score for kitchen and dining room: 5.5p
Maximum total score for kitchen and dining room: 7.5p

3.6. Cleaning and laundry

Mandatory Requirements	
O14	<p>Disinfectants The hostel is using Swan ecolabelled product “Iðnaðar Undri” (licence nr. 165 005th). The quantities of disinfectants are included in the total consumption of Chemicals (section 2.4).</p> <p>Appendix nr. 2: Declaration from supplier. O14: Safety Data Sheet - Disinfectant – Undri</p>
O15	<p>Ecolabelled laundry detergents The hostel is using Swan ecolabelled washing powder “Danlind þvottaefni” (license).</p> <p>Appendix nr. 2: Declaration from supplier O15: Safety Data Sheet - Dandlind - Washing powder</p>
O16	<p>Non-ecolabelled laundry products The hostel only uses eco labelled laundry detergents.</p>
O17	<p>Ecolabelled cleaning products 50% of chemical cleaning products for general cleaning (based on the active substances) are ecolabelled.</p> <p>Appendix nr. 2: Declaration from supplier</p>
O18	<p>Non-ecolabelled cleaning products From all the chemicals used in the hostel, only 2 of them are non-ecolabelled: Fix Universal and Sanira System.</p> <p>Appendix nr. 2: Declaration from supplier</p>



Point score Requirements

	Points
P46 Cleaning without chemicals	0
This requirement does not apply to Youth Hostels.	
P47 Ecolabelled laundry products	2
> 90% of the amount of chemical laundry products (calculated in terms of active substances) is ecolabelled.	
Appendix nr. 2: Declaration from supplier. O15: Safety Data Sheet - Dandlind - Washing powder	
P48 Ecolabelled cleaning products	2
> 80% of the amount of chemical products used for regular cleaning (calculated in terms of active substances) is ecolabelled.	
Appendix nr. 2: Declaration from supplier	
P49 Bed linen and laundry	1
Bed linen and towels are washed by the hostel.	
P50 Exact dosing	0
The hostel does not use an automatic dosage system, but clear instructions and dosage is on our products.	
Appendix nr. P50a: Our manual dosing system P50b: Dosage description	
P51 Concentrated products	1
> 50% of cleaning products are concentrated.	
Appendix nr. 2: Declaration from supplier. P50a: Our manual dosing system P50b: Dosage description	

Total score for Cleaning and laundry: 6p
Maximum total score for Cleaning and laundry: 11p



3.7. Waste

Mandatory Requirements

O19 Hazardous waste

All hazardous waste and special waste the hostel produces is sorted at source and disposed of in the best possible way from an environmental point of view in accordance with guidelines from the authorities. The following divisions exist: paint, solvents and waste oil (where relevant), batteries, light sources that contain heavy metals, i.e. fluorescent tubes and low-energy lamps, electronic waste.

O20 Waste sorting

Waste is sorted into the divisions stipulated by the municipality, a minimum of 4 of divisions.

O21 Batteries

Battery collection is available for guests.

Point score Requirements

	Points
P52 Further waste sorting	4
Waste is sorted into more than four fractions.	
Appendix nr. P32: Waste sorting system	
P53 Returnable packaging	1
3 suppliers supply goods in returnable packaging at least twice a month.	
<i>BioBu</i> : Yogurt (10 L) in plastic buckets and Yogurt (25 ml) in returnable paper boxes. They take all back regularly.	
<i>Kornið bakery</i> : bread in reusable plastic boxes in the high hostel occupancy.	
<i>Ræstivörur</i> : chemicals and toilet/hand paper are delivered in cardboard boxes which then are returned to the supplier.	
Appendix nr. P53: Returnable packaging from Ræstivörur	
P54 Organic waste	1
Organic waste is composted, organically rotted or used for biogas production.	
Our organic waste is picked-up by Gámar, and then treated under high temperature in big containers in order to get compost. Compost in Gámar recycling station might be used by local community free of charge.	



Total score for Waste: 6p
Maximum total score for Waste: 6p

3.8. Transport and distribution

Point score Requirements

	Points
P55 Own vehicles	0
The hostel is using a leased car to transport goods that is not matching the Swan criteria.	
P56 Public transport	1
Information about public transport to and from the hostel is available to guests. Clear information and timetables are provided at reception.	
Appendix nr. P56: Public transport for guests	
P57 Bicycles and horses	1
Bicycles are available for rent and guests are provided with clear information as to this possibility. Moreover, trainees, interns and volunteers have possibility to rent a staff bike free of charge. In order to provide better quality, Green Messengers introduced "Staff bike rental sheet" contract in 2013.	
The hostel cooperates also with a few horse companies, therefore horses are available too.	
Appendix nr. P57a: Guests transportation P57b: Staff bike rental sheet	

Total score for Transport and distribution: 2p
Maximum total score for Transport and distribution: 3p

3.9. Extra points from the limit values

Extra Points

	Points
P58 Limit values (max. 4p)	2
The hostel satisfies three limit values: energy (electricity), waste and chemicals.	
P59 Energy consumption lower than limit value (max. 4p)	4
The establishment's total energy consumption is 94,7% lower than the limit value for energy. Documentation for the calculation of the energy limit value is determined by section 2.2.	

Total score for Limit values: 6p
Maximum total score for Limit values: 8p



3.12. Extra requirements for hostels with garden

Mandatory Requirements

O23 Biocides

No chemicals pesticides (herbicides) are used on the outdoor areas of the establishment.

Appendix nr. O23: Gardening

O24 Composting

Garden waste is composted. Composting is carried out partly by the hostel as well as outsourced company.

Appendix nr. O23: Gardening

3.13. Extra requirements and adaptation for youth hostels

Mandatory Requirements

O25 Dishwashing detergents and cleaning chemicals

All chemicals for dishwashing and cleaning that are provided to the guests are ecolabelled: washing powder Dandlin, handsoap Pro Ren, and dishwashing soap Planta Aloe.

Appendix nr. O35 Cleaning Products Orderlist

O15 Safety Data Sheet - Dandlind - Washing powder

P15 Safety Data Sheet - Handsoap Pro ren

P37 Safety Data Sheet - Planta Aloe - dishwashing detergent for guests

O26 Waste

Guests have clear, simple instructions how to sort their waste. New labelling system of bins was implemented in 2012, and according to guests and staff members' reviews works very well.

Appendix nr. P32 Waste sorting system



3.14. Environmental management

Appendix nr. 3.14: Environmental Management

Mandatory Requirements

O27 Organisation and responsibility

The hostel's organisational structure is described along with individual responsibility in environmental areas.

Appendix nr. O27a: Organisation and responsibility

O27b: Green messengers Project

O28 Actions to reduce environmental impact

Appendix nr. O28a: Implementation of Action plan 2013

Appendix nr. O28b: Action Plan 2014

O30 Information about the Swan for employees

Full-time employees, part-time employees, trainees, interns and contractors participating in the day-to-day operations have received knowledge to ensure that requirements of the Nordic Eco label license are met. All employees have been informed annually about the hostel's environmental work, including action plans for continuous environmental improvements and the result of the measurements concerning the limit values for the Nordic Eco label licence.

Appendix nr. O30a: Information for the employees

O30b Ecopackage for new employees

O30c Eco quiz 2013

O30d Educational staff visits and activities

O30e: Green News on Staff Diary

O31 Guest information

Guests are informed about their stay in a Nordic Ecolabelled hostel and therefore their contribution to reducing the environmental impact of their stay and of the hostel's environmental efforts.

More information is available at hostels' website: www.hostel.is

Appendix nr. O31a: Guest information

O31b Environmental Education

O31c Washing machine instruction

O32 Continuous measurements

The hostel has procedures for measuring and documenting the limit values for the Swan license for water, energy, waste and chemical products as follows:

- *Energy use – monthly*
- *Water use – monthly*
- *Chemical product quantity – monthly*
- *Waste quantity – monthly*



Since the end of 2010, regular eco-audits have been carried on. Green messengers check the hostel according to an eco-audit board two times per week (or more often in a very high season). They report results and remarks to the manager and staff members as well as point them out at the staff meetings.

Appendix nr. 2.5d: Waste analyse

O32: Eco-audit

O33 Documentation of Swan requirements

Swan annual report and requirements are published on the internal communication tool which is Staff Diary as well as on the official hostel's website www.hostel.is. All documentation is also available in a printed format in the back office of the hostel that is easily accessible for the staff members. Moreover, every year Green Messengers organize a presentation for all the staff members on the annual results of the SWAN report.

O34 Energy-demanding equipment and service log

The hostel maintains a list of energy-demanding technical equipment. A maintenance plan with checking and servicing if needed all the equipment is carried on every year. What's more, there is a separate section in Staff Diary called *maintenance logbook* where all the failures and repairs are listed. Every environmental area has its own checklist for service responsibility.

Appendix nr. O34: Equipment with a high level of energy consumption

O35 Handling of chemical products

The Hostel has readily accessible, clear and easily understood instructions for the staff regarding the dosage and handling of chemical products. A written list of products is kept. Cleaning product lists with instructions of dosage and eco-labelling are available in every housekeeping storage. This list is updated every year. Safety datasheets are placed in the Swan folder.

Appendix nr. O35: Cleaning products orderlist

P50a: Our manual dosing system

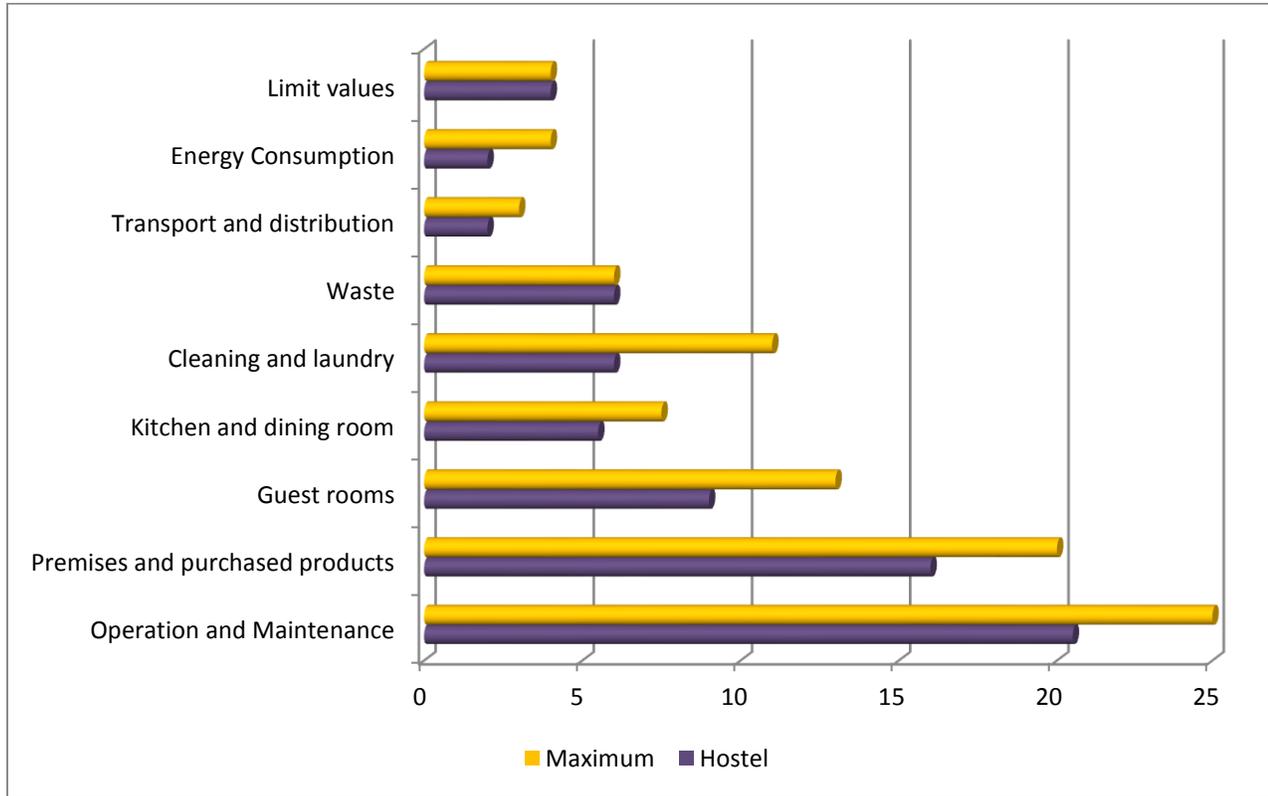
P50b: Dosage description

O36 Annual follow-up

The Nordic Eco label organisation follows up the environmental requirements of the report annually. For instance, a written follow-up to the report is returned detailing some of the things which could be improved, the hostel replies to this within the one year response time. Visit was held on 7th November 2013.



3.15 Total Score



Hostel Score	Max. Possible Score
71 points	85.5 points

We achieved 83% of the maximum score