



Nordic Ecolabel - Swan

Annual Report 2010



**Reykjavík Downtown Hostel / Fafuglaheimilið Vesturgötu**  
Report Made by the Green group:  
Sigríður Ólafsdóttir, Mathilde Régnard and Rafal Ziolkowski



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## 1. General description

### O1 Description of the Hotel

- Type of establishment/ general description – **Youth Hostel**
- The plant has only a breakfast room and **doesn't have its own restaurant**

**Appendix nr.3: General description.**

## 2. Limit values

### 2.1. Class Division

According to the Version 3.0 of Swan labelling criteria, Reykjavík Downtown Hostel belongs to **Class A** as it satisfies the parameter of lodging occupancy (greater than 60%).

**Appendix nr. 4: Total Overnights 2010**

### 2.2. Energy consumption

The limit Value for energy consumption has been chosen by **Option 2: Electricity and heating consumption per year and guest night.**

*\* All calculations are made using estimated figures*

- Yearly consumption of electricity – **50.816,18 kWh (without laundry)**
- Yearly consumption for laundry dryers and washing machines – **2.910.82kWh**

**Total:** 50816,18 kWh/16630 guest-night = **3,06 kWh/ guest night**

**Limit value for Class A in Iceland is 5,5 kWh/ guest night**

**Appendix nr. 5: Water and Energy overview.**

**Appendix nr. 6: Energy consumption**

**Appendix nr. 33: Action Plan 2011.**

### 2.3. Water consumption (litres/guest-night)

*\*All calculations are made using estimated figures and will be converted to litres*

- Yearly water consumption of hot water – **5.823,00 m<sup>3</sup>**
- Yearly water consumption of hot water for laundry – **0 m<sup>3</sup>**
- Yearly water consumption of cold water – **1.068,67m<sup>3</sup>**
- Yearly water consumption of cold water for laundry – **63,33m<sup>3</sup>**

**Total:** 6 891 670 l/16630 guest-night = **414,41 l/ guest-night**

**Limit value for Class A in Iceland is 300 l/ guest-night**

**Appendix nr. 5: Water and Energy overview.**

**Appendix nr. 7: Water consumption.**

**Appendix nr. 33: Action Plan 2011.**

### 2.4. Chemical products (i.e cleaning agents)

- All purpose cleaner (Planta Soft): 20789 g/17.572: **1,18g/guestnight**
- Dishwashing liquid (Planta Aloe): 20.611,50g/17.572: **1,17g/guestnight**
- Handsoap (Pro Cream): 109.839/17.572: **6,77g/guestnight**
- Washing powder (Novaren): 187.698/17.572: **6,25g/guestnight**
- Cleaning paste (Fix Universal): 9.100/17.572: **0,26g/guestnight**
- Toilet cleaner (Sanira System): 11.050/17.572: **0,63g/guestnight**
- Dishwashing agent (Suma ): 72.006/17.572: **4,10g/guestnight**
- Disinfection liquid (Undri): 11.224/17.572: **0,64g/guestnight**

**Total:** 374 371/17572 guest-night = **21,31 g/guestnight**

**Limit value for Class A is 35 grams/ guestnight**

**Appendix nr. 2: Summary and declaration from supplier**

**Appendix nr. 8: Overnights and Chemical consumption.**

**Appendix nr. 9: Chemical consumption.**

**Appendix nr. 33:** *Action Plan 2011.*

## 2.5. Waste management

**Total unsorted waste:** 3722kg/16630 guest nights = **0,28kg/guest-night**

**Limit value for Class A is 1,35 g/guest-night**

**Appendix nr. 10:** *Waste result.*

**Appendix nr. 33:** *Action Plan 2011.*

## 3. Environmental requirements

### 3.1. Operation and maintenance

#### Mandatory requirements

##### **O2 Refrigerants**

Refrigeration equipment, freezers, heat pumps and air conditioning equipment in hostel is not filled with CFC/ HCFC refrigerants.

**Appendix nr. 11:** *Refrigerants.*

##### **O3 Outdoor lighting**

All outdoor lighting are time-or needs controlled and compact fluorescent lamps are used for lighting at night. Entrance and illuminated signs and emergency lighting is exempt.

##### **O4 Sauna**

Reykjavík Downtown Hostel do not provide sauna facilities for guests.

#### Pointscore requirements

##### **P1 Energy analysis**

An energy analysis 2009 was done at the beginning of 2010. **(3 points)**

*An energy analysis for 2010 has been commissioned and will be implemented within 1 month.*

**Appendix nr. 12:** *Energy analysis 2010 & 2009.*

##### **P2 Heat consumption**

More than 90% of our heat comes from renewable energy or waste heat/ heat pumps. **(3 points)**

Geothermal water is used for heating. We do not use heat from sewage and/or chillers.

Description about energy, electricity and heat in Iceland *Orkuveita Reykjavíkur* (<http://www.or.is>)

##### **P3 Electricity consumption**

More than 90% of our electricity comes from renewable sources. **(3 points)**

Description about energy, electricity and heat in Iceland *Orkuveita Reykjavíkur* (<http://www.or.is>)

**Appendix nr. 13:** *New electric installation of the kitchen.*

##### **P4 Refrigerants**

All heat pumps, refrigeration appliances, freezers and air conditioning equipment are HCFC and CFC free. **(2 points)**

**Appendix nr. 11:** *Refrigerants.*

##### **P5 Heat recovery**

Less than 50 % of the ventilation system is connected to heat recovery and we do not use heat from sewage and/ or chillers. **(0 point)**

*Ventilation is calculated based on air flow.*

**P6 Control of ventilation system and interior lighting**

The ventilation system is not timer-controlled. **(0 point)**

*In 2010, meters have been placed to control the ventilation.*

The interior lighting is presence-controlled in 90% of the rooms which are not intended for the guests. **(1 point)**

**Appendix nr. 14: Ventilation system**

**Appendix nr. 33: Action Plan 2011.**

**P7 Low - energy lamps**

Less than 40% of the energy sources in the establishment are low-energy lamps.

**(0 point)**

*In 2010, the hostel installed low-energy lamps in the reception. .*

**Appendix nr. 15: Bulbs and lamps.**

**Appendix nr. 33: Action Plan 2011.**

**P8 LED lamps**

<20% of spotlights in the establishment are LEDs or similar. **(0 point)**

*Some spotlights in the establishment are LEDs or similar. The hostel is progressively adding LED lamps.*

**Appendix nr. 15: Bulbs and lamps.**

**Appendix nr. 33: Action plan 2011.**

**P9 Toilets**

More than 90% of the WCs use a maximum of 6 litres of water per flush. **(1 point)**

**P10 Toilets**

More than 50% of the WCs provide 2 flush options. **(1 point)**

**P11 Water saving taps**

More than 90% of mixer taps for washbasins are of the water-saving type, with a maximum flow rate of 8 litres/minute. **(2 points)**

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**Total score for Operation and maintenance: 16 points**  
**Maximum total score for operation and maintenance: 25 points**  
**At least 60 % of the points requirements are met: Yes,64%**

**3.2. Hotel's premises and purchased products**

Mandatory requirements

**O5 Fittings and fixtures**

More than 100% of the purchased floor is PVC free.

*There is parquet from natural oak, stone, carpet or tiles.*

**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.

**Appendix nr. 15: Bulbs and Lamps.**

**O8 Kitchen rolls, paper towels and toilet paper**

More than 90 % of the volume of purchased tissue products are ecolabelled.

**Appendix nr. 16:** *Kitchen rolls, hand towels, toilet paper.*

Point score requirements

**P12 Toner cartridges**

The empty cassettes are collected and left at a recycling centre for reuse or recycling. **(0.5 points)**

**P13 Office machines**

More than 90% of office machines (computers, faxes, copiers, etc.) are operated with the standby function activated. **(1 point)**

*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 24h/7 days and to be opened quickly.*

**P14 Printed matter**

More than 90% (measured as a percentage of production costs) of the printed matter ordered by the hotel is ecolabelled. **(2 points)**

*Hostel marketing materials, brochures and keycard holders are printed at a Swan labelled printing company (license nr. 141-381) "Guðjón Ó"*

**Appendix nr. 19:** *Ecolabelled services.*

**P15 Ecolabelled soap and shampoo**

Ecolabelled soap and shampoo are used in more than 90% of the bathrooms/toilets. **(2 points)**

*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.*

**Appendix nr.22:** *Cleaning products purchasing.*

**P16 Dispensers for soap and shampoo**

Soap and shampoo dispensers are installed in more than 90% of the bathrooms/ toilets. **(1 point)**

**P17 Drinking glasses and mugs**

Only reusable glasses/ reusable mugs are used by the hotel for serving beverages. **(1 point)**

**P18 Returnable bottles or barrels/ tanks**

More than 90% of the hostel's total volume of beer, soft drinks and mineral water are delivered in recycling containers, for example bottles, barrels or tanks.

**(2 points)**

**Appendix nr. 27:** *Waste management.*

**P19 Work clothes**

No work clothes are washed using traditional dry-cleaning methods. **(0.5 points)**

*The establishment does not use special work clothes.*

**P20 Working environment**

The establishment's working environment hasn't been analysed by an independent ergonomic expert. **(0 points)**

*In the beginning of the year 2011, the hostel has ordered an ergonomic analysis.*

**P21 Purchase of ecolabelled consumables (max. 4p)**

Purchased ecolabelled consumables reach 4 points. **(4 points)**

*Reykjavik Downtown Hostel has been buying biodegradable promotional pens (Blue ink) since 2010. They are offered to guests if needed and are used by employees. The purchaser is Reikiningur.*

**Appendix nr. 17:** *Ecolabelled consumables.*

**P22 Ecolabelled durable goods/ infrequently bought commodities (max. 3p)**

The hostel has ecolabelled durable goods. **(0 point)**

**Appendix nr. 18:** *Ecolabelled durable goods.*

**P23 Ecolabelled services (max. 2p)**

The hostel uses ecolabelled services. **(2 point)**

Hostel offers for group reservations from airport and other tourism services pickups and transportation with ISO standart certificated transport company – Hópbílar hf ( ISO 14001: 1996).

The carpet cleaning company –ISS.

**Appendix nr. 19:** *Ecolabelled services.*

*Extra point score requirement for youth hostels*

**P24 Sale of soap/ shampoo/ detergents (max. 1p)**

These items are not sold **(1 point)**

*Only the washing detergent is ecolabelled.*

**Appendix nr. 20:** *Cleaning products.*

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**Total score for Hostel premises and purchased products: 17p**  
**Maximum total score for Hostel premises and purchased products: 20p**

### 3.3. Guest rooms

*Mandatory requirements*

**O9 Non-smoking rooms**

More than 60% of the rooms are non-smoking.

*All 21 guest rooms, common areas, guest kitchens and common bathrooms and toilets are non-smoking.*

*Point score requirements*

**P25 Bed linen and towels (max. 0pt)**

Damaged and old bed linen & towels are replaced by ecocertified products as needed.

**P26 Lighting**

50% - <90% of the lighting is presence controlled in the guest rooms. **(0.5 points)**

**P27 Television sets**

Guest rooms do not have television sets. **(1 point)**

*Hostel has TVs in other common areas. They aren't ecolabelled but they have eco standby system.*

**Appendix nr. 18:** *Ecolabelled durable goods.*

**P28 Minibars**

Guest rooms do not have minibars. **(1.5 points)**

**P29 Water – saving showers**

More than 90 % of shower heads are the water saving type, with a flow rate of 12-16 litres/ minute. **(1 points)**

**P30 Single-level mixer taps**

More than 90% of the mixer taps are single lever mixer taps alternatively sensor controlled. **(1 point)**



**P31 Disposable items**

No disposable articles are used in the bathrooms/ guest rooms. **(1 point)**

**P32 Waste sorting**

Guests have the opportunity to sort their waste into at least three fractions. *In each hallway, there are cans and bottles bins*

**(1.5 points)**

**Appendix nr. 25:** *Waste management.*

**Appendix nr. 32:** *Information of the guests.*

**P33 Waste paper bin**

All bathrooms are equipped with a waste paper bin. **(1 point)**

*In 28 guest room bathrooms have paper waste bin and in all other common bathrooms have paper waste bins. In each hallway, there are cans and bottles bins.*

**P34 Rooms adapted for the physically disabled or allergy suffers**

There are no rooms adapted for the physically disabled or allergy suffers. **(0 point)**

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**Total score for Guest rooms: 8.5p.**

**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**

Hostel uses more than 70% of dishwashing chemicals that are ecolabelled.

*The ecolabelled hand dishwashing liquid Planta Aloe is at the disposal of guests and employees in the kitchens (EU flower DE/019/009). The hostel has been using new Swan ecolabelled dishwashing detergent for the Dishwasher, Suma Med Alu(license nr.380.001) since 2010.*

**Appendix nr. 2:** *Summary and declaration from supplier.*

**Appendix nr 21:** *Dishwashing detergent, Suma Med Alu.*

**Appendix nr 22:** *Cleaning products purchasing.*

**Appendix nr 31:** *Implementation of action plan 2010.*

**O12 Non-ecolabelled dishwashing chemicals**

The hostel does not use non-ecolabelled dishwashing chemicals.

**O13 Non-smoking dining area**

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

Point score requirements

**P35 Organic food stuffs and beverages**

Hostel serves 7 organic certified products and beverages. **(1.5 point)**

*Hostel serves 1 organic product without certification.*

**Appendix nr. 20:** *Food & beverage purchasing.*

**P36 Fairtrade products**

Hostel serves at least one Fairtrade product. **(1 point)**

*Fairtrade: Brown Sugar, Coffee, 4 Teas for breakfast, 8 teas for coffee bar.*

**Appendix nr. 20:** *Food & beverage purchasing.*

**P37 Ecolabelled dishwashing chemicals**

More 90% of dishwashing detergents are ecolabelled. **(2 points)**

**Appendix nr. 2:** *Summary and declaration from supplier.*

**Appendix nr 21:** *Dishwashing detergent, Suma Med Alu.*

**Appendix nr 22:** *Cleaning products purchasing.*

**Appendix nr 31:** *Implementation of action plan 2010.*

**P38 Dosage of dishwashing chemicals (max. 1p)**

All large dishwashers have automatic dosing of Dishwashing detergents and the automatic dosing system is inspected at least four times a year. **(1 point)**

*PH & condition of the machine are checked 1 time per week.*

**Appendix nr 19:** *Dishwashing detergent, Suma Med Alu.*

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

**3.6. Cleaning and laundry**

**Appendix nr. 22:** *Cleaning products purchasing.*

**Appendix nr. 23:** *Dosage description.*

**Appendix nr 31:** *Implementation of action plan 2010.*

Mandatory requirements

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**O14 Disinfectants**

Since 2010, the hostel has been using Swan ecolabelled product "Iðnaðar Undri" (licence nr. 165 005th).

*The quantity of disinfectants are included in the total consumption of Chemicals (section 2.4).*

**Appendix nr. 24:** *Disinfectant, Undri.*

**O15 Ecolabelled laundry detergents**

The hostel has been using Swan ecolabelled washing powder "Novaren Extra" (license nr.593 008) since 2010.

**Appendix nr. 25:** *Laundry detergent, Novaren.*

**O16 Non-ecolabelled laundry products**

Since 2010 the hostel has only been using ecolabelled laundry products.

**O17 Ecolabelled cleaning products**

50% of chemical cleaning products for general cleaning (based on the active substances) are ecolabelled.

**O18 Non-ecolabelled cleaning products**

Hostel is using some cleaning products which are not ecolabelled.

*In 2009, the hostel was using 4 non-ecolabelled cleaning products out of 9. In 2010, the hostel was using 2 non-ecolabelled cleaning products out of 8: Fix Universal and Sanira System. The dishwasher Suma Med Alu and the disinfectant Undri (Industrial cleaner) are ecolabelled and replaced their non-ecolabelled predecessors.*

**Appendix nr 31:** *Implementation of action plan 2010.*

**Appendix nr.26:** *Stopping consumption of Planta Orange.*

Point score requirements

**P46 Cleaning without chemicals**

This requirement does not apply to Youth hostels.

The Hostel only uses microfibre cloths for daily cleaning and seeks to minimise the use of chemicals. **(2 points)**

**P47 Ecolabelled laundry products**

More than 90% of the amount of chemical laundry products (calculated in terms of active substances) are ecolabelled. **(2 points)**

**P48 Ecolabelled cleaning products**

More than 80% of the amount of chemical products used for regular cleaning (calculated in terms of active substances) are ecolabelled. **(2 points)**

**P49 Bed linen and laundry**

Bed linens and towels are washed by the hostel. **(1 point)**

**P50 Exact dosing**

We have dosing systems for all the cleaning liquids and materials and clear instructions in all cleaning closets. Hostel uses special "dosing cups". **(0 point)**

**P51 Concentrated products**

More than 50% of cleaning products are concentrated. **(1 point)**

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**Total score for Cleaning and laundry: 8p**  
**Maximum total score for Cleaning and laundry: 11p**

**3.7. Waste**

**Appendix nr. 27: Waste management.**

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 are sorted into the divisions stipulated by the municipality, a minimum of 4 of divisions. *Hostel sorts: corrugated paper, soft packaging, paper, plastic, metal, textiles, organic waste, grease/oil...etc.*

**O21 Batteries**

Battery collection is available for guests.

Point score requirements

**P52 Further waste sorting**

Waste is sorted into more than four fractions (0.5p per fraction). **(4 points)**  
*See requirement O20.*

**P53 Returnable packaging**

Fewer than 3 suppliers supply goods in returnable packaging at least twice a month. **(0 point)**

BiuBu: Yogurt (10 L) and Yogurt (25 ml) paper boxes. (every week)

Undri: Empty plastic bottles replaced by full ones. (every month)

**Appendix nr. 33: Action plan 2011.**

**P54 Organic waste**

Organic waste is composted, organically rotted or used for biogas production. **(1 point)**

**Total score for Waste: 5p**  
**Maximum total score for Waste: 6p**

### 3.8. Transport and distribution

#### Point score requirements

#### **P55 Own vehicles (max. 1p)**

The hostel has no vehicles of its own. **(1 point)**

#### **P56 Public transport**

Information about public transport to and from the hostel is available to guests.

**(1 point)**

*Clear information and timetables are provided at reception.*

**Appendix nr. 28:** *transportation of the guests.*

#### **P57 Bicycles and horses**

Bicycles are available for rent and guests are provided with clear information as to this possibility. **(0 point)**

*The hostel is located Downtown. Considering the size of Reykjavik, the Guests can access many places by foot: Museums, shops, restaurants, tourist information...*

**Appendix nr. 28:** *Transportation of the guests.*

**Appendix nr. 31:** *Implementation of action plan 2010.*

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

### 3.9. Extra points from the limit values

#### **P58 Limit values (max. 4p)**

The hostel satisfies three limit values: energy consumption, chemical products consumption, and waste production. **(3 points)**

*Documentation determined by section 2.*

#### **P59 Energy consumption lower than limit value ( max. 4p)**

The establishment's total energy consumption is 95% lower than the limit value for energy. **(4 points)**

*Documentation for the calculation of the energy limit value is determined by section 2.2.*

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**Total score for Limit values: 7p**  
**Maximum total score for Limit values: 8p**

### 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: laundry detergent Novaren, handsoap Pro Ren, and dishwashing soap Planta Aloe.

**Appendix nr. 22:** *Cleaning products purchasing.*

#### **O26 Waste**

Guests have clear, simple instructions how to sort their waste.

**Appendix nr. 35:** *Guests information.*

### 3.14. Environmental management

**Appendix nr. 29:** *Environmental Management*

**Appendix nr. 33:** *Action plan 2011.*

#### Mandatory requirements

#### **O27 Organisation and responsibility**

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

**Appendix nr. 30:** *Responsibility & organisation.*

#### **O28 Actions to reduce environmental impact**

**Appendix nr. 31:** *Implementation of action plan 2010.*

**Appendix nr. 32:** *Awards & certifications 2010.*

#### **O29 Legislation and regulatory requirements**

The hostel ensures the fulfilment of legislation, including legislation on the working environment, external environment, finances, hygiene and health.

#### **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 Ecolabel 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 Ecolabel licence.

**Appendix nr. 34:** *Information of the employees.*

#### **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 in hostel website: [www.hostel.is](http://www.hostel.is)*

**Appendix nr. 35:** *Guests information.*

#### **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 – yearly*
- *Waste quantity – yearly*

*Since the end 2010, the hostel has been implementing a regular eco-audit. 2 times per week, the green messenger checks the hostel according to an eco-audit board. The Green Messenger has to follow, fill, and give it to the manager each month.*

**Appendix nr.36:** *Eco-audit*

#### **O33 Documentation of Swan requirements**

Swan annual report and requirements have been placed on the Staff Diary online before. All documentation is published in the staff diary. In hostel is also available in a printed copy which is easily accessible for the staff and are in reception area.

#### **O34 Energy-demanding equipment and service log**

The hostel maintains list of energy-demanding technical equipment. For every year we have a maintenance plan where checking and service for this equipment is included and we have

maintenance logbook about all the failures and repairs done. Every environmental area has its own checklist for service responsibility.

**Appendix nr. 37:** *Equipment with a high level of energy consumption.*

**O35 Handling of chemical products**

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 are in every housekeeping storage place. And safety datasheets are available to staff in the Swan folder. This list is updated every year.

**Appendix nr. 22:** *Cleaning products purchasing.*

**Appendix nr. 23:** *Dosage description.*

**O36 Annual follow-up**

The Nordic Ecolabel 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. Visits may also be made.

### 3.15 Total score

#### Part A

Section	Hostel's score	Max. Possible score
Operation and maintenance, transfer points from section 3.1	16p	25p
Hotel premises and purchased products, transfer points from section 3.2	17p	20p
Guest rooms, transfer points from section 3.3	8.5p	13p
Kitchen and dining room, transfer points from section 3.4	5.5p	7.5p
Cleaning and laundry, transfer points from section 3.6	8p	11p
Waste, transfer points from section 3.7	5p	6p
Transport, transfer points from section 3.8	2p	3p
<b>Total, Part A</b>	<b>62p</b>	<b>85.5p</b>

#### Part C

Section	Hotel's score
Transfer points from P58 (Limit values)	3p
Transfer points from 59 (Energy consumption)	4p
<b>Total, part C</b>	<b>7p</b>

**Total points score,  
Total the points from the red and the blue cells in parts A and C**

Hotel's score	Max. Possible score
69p	85.5p

At least 60% of the maximum point score for Operation and maintenance is achieved? **Yes**

At least 65% of the maximum total point score is achieved? **Yes**

50% of the maximum total point score must be met by Icelandic hostels? **Yes**

We achieved **81%** of the maximum score in 2010!