



Swan

Annual Report/Ársskýrsla 2011



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Special thanks to :

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Mathilde Régnard



Working in an eco-conscious hostel – Staff impressions

“Working in an eco-conscious hostel is like attending a school because there are so many things you learn about sustainability and recycling through working. I am sure that everything I have learnt here at the hostel will become useful for my future and has already been useful at home. My position as a receptionist in a green hostel makes me proud as I feel my purpose is not only about renting rooms, check-outs and check-ins but also about the whole world, nature and future. When realizing that my co-workers and the guests also care about sustainability it's like having a mutual purpose which can create closer relations because of joint interests.”

“Eco-conscious working to me means share with others what I can to make it all better for everybody. Working in an Eco-conscious hostel means spreading good ideas to people around the world.”

“The important fact that I am putting my effort in making the environment, our country and, hopefully soon, the entire earth a cleaner and more sustainable place to live in, not only for us who are living here right now but more importantly for our children and grandchildren who will inherit this earth :)”

“To me it means that I can take even more pride in the work I'm doing for the hostel to know that I'm taking part in counter-acting the negative influences that globalization, tourism and increasing travel have on our environment. It is a way to constantly learn more myself and be able to teach others about new ways of keeping green and being more sustainable”.

“We are a part of a movement and that makes me very proud. Not only do we make it possible for people to see and experience our beautiful country but we do so with as little affect on the environment as possible, which is beneficial for not only nature but permanent residents and travelers as well; making it possible for us all to enjoy our island for years to come. It is the best of both worlds and for me, I could not imagine working any other way.”

“For me, working in these eco friendly hostels was more than just a life experience, was a great opportunity to materialize a dream and to define my path in life. It gave me the chance to look at the world as a whole, to understand the interconnected relationship between all aspects of life, from purchasing, consumption, to natural resources, safety, equity and economy . It brought awareness upon my daily activities, and it helps me live in a responsible way, understanding my role as individual and caring for our planet, the only thing we all have in common :)”

“Working in an Eco-conscious Hostel opened my mind to a new world and to changes that before I couldn't imagine. To me, recycling means taking care of the environment and therefore, showing not only love and respect to nature, but also thankfulness. It means being aware that I can save a little piece of the planet by the simple act of sorting and help reusing the resources we already have, and not taking new ones.”

“Working in a eco-conscious hostel has taught me to have even greater respect for our nature, and some valuable "tricks" to help preserve it .. which I fully intend to pass along to the next generation by teaching my son all about the importance of being eco conscious. I appreciate the opportunities I get every day to inform people from all over the world about sustainability and environmental issues. I truly believe every little thing we do counts”.

"A few years ago I realized that I really wanted to have a job in which I could do something positive and useful for the world in which I live. So working in an eco-conscious hostel makes me feel comfortable, as I can contribute with my time and efforts to achieve the objectives of an organization which is not only worried about its business, but also about its environmental and social responsibility"

“Coming from a country that has developed a waste sorting habit for many years (Switzerland), it is a big bonus for me to work in an environment that has the same standards. The Reykjavík City Hostel is my first working place here in Iceland with a true Eco-consciousness. The RCH goes even one step further with informing guests about the importance of being “green”, showing the fragile complexity of our planet and how every single one of us can make a difference. This is the part where I can personally learn and profit. This knowledge doesn't come for free; sometimes I find myself studying info sheets, flyers or brochures”.

“To me, it means that the staff has knowledge of how we can protect the environment and be aware of its importance. It also means that we should do our best to encourage our guests to show sustainability. Working in an eco-conscious hostel has made me realize the importance of sorting. It has also made me more concerned about our planet and I my interest in the environment has increased”.



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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 80.000.000 ISK
Number of guest rooms	19
Occupancy	72%
Water	Municipal water and sewage – Orkuveita Reykjavíkur (http://www.or.is)

Appendix nr.3:General description.

2. LIMIT VALUES

2.1. Class Division

According to the Version 3.3 of Swan labelling criteria, Reykjavík Downtown Hostel has a **Class A** classification, as it satisfies the parameter of lodging occupancy (greater than 60%).

Appendix nr. 4: Total Overnights 2011

2.2. Energy Consumption

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
50.473,6 kWh	2.324.10 kWh

Hostel's Total:	Limit Value for Class A in Iceland:
50.473,6 kWh/18003 guest-night = 2,80 kWh/ guest night	55 kWh/ guest night

Appendix nr. 5: Energy & Water overview 2009-2011.

Appendix nr. 6: Energy consumption.

6.1: Energy limit value.



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
4.487,00 m ³	0m ³	1.129,00 m ³	53,74 m ³

Hostel's Total:	Limit Value for Class A in Iceland:
5 562 260/18003 guest-night = 308,96 l/ guestnight	300 l/ guestnight

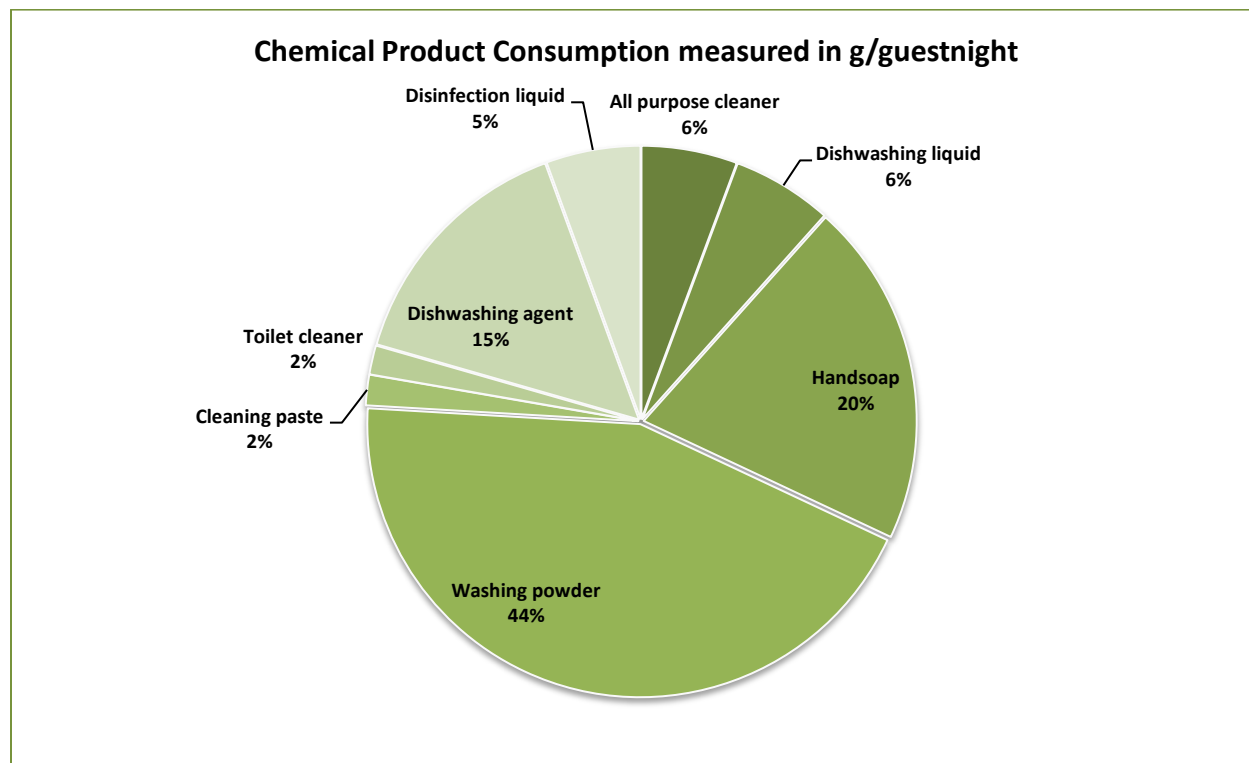
Appendix nr. 5: Energy & Water overview 2009-2011.

Appendix nr. 7: Water consumption.

Appendix nr. 39: Action Plan 2012.

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

Hostel's Total:	Limit Value for Class A in Iceland:
209.462 g/18.003 guest-night = 11,63 g/guestnight	35 g/ guestnight





Appendix nr. 2: Declaration for supplier of chemical products.

Appendix nr. 8: Chemical products consumption 2011.

8.1: Novaren Extra consumption.

8.2: Suma Pur Eco consumption.

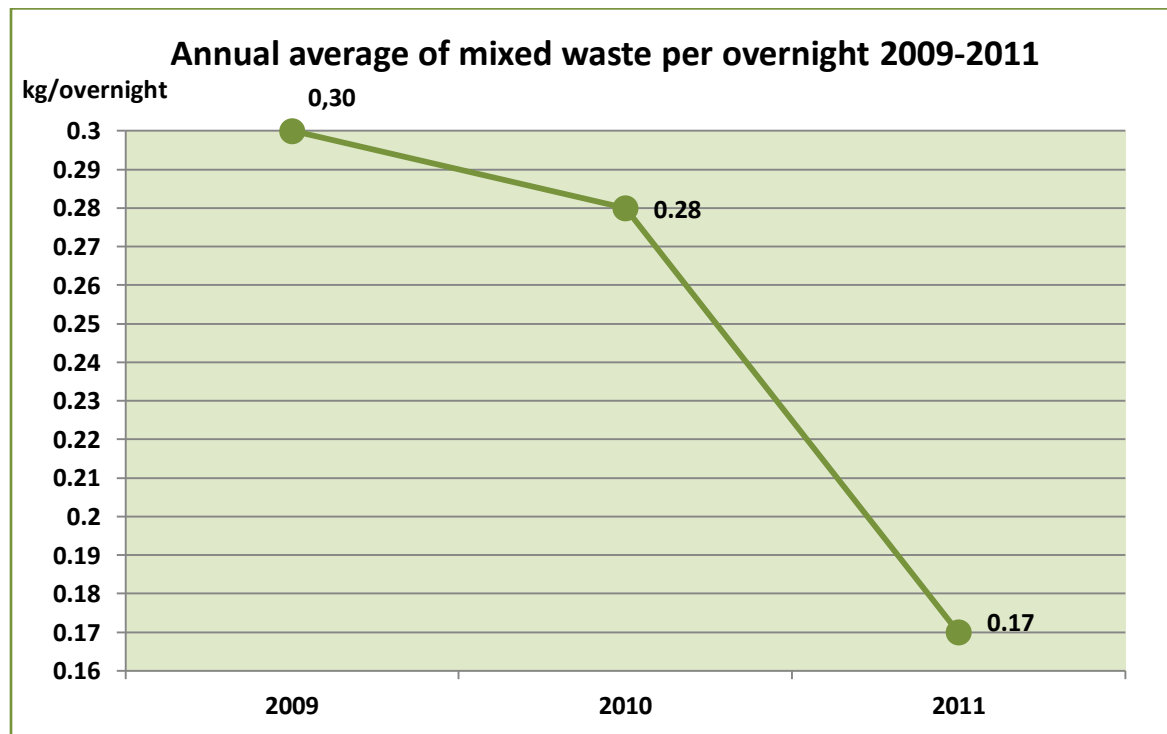
8.3: Chemical consumption in grams.

8.4: Overview 2009-2011.

Appendix nr. 39: Action Plan 2012.

2.5. Waste Management

Total unsorted waste:	Limit Value for Class A:
3010kg/18.003 guest nights = 0,17 kg/guestnight	1,35 kg/guestnight



Appendix nr. 9: Waste results 2011.

9.1: Overview 2009-2011.



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. 10: Refrigeration equipment.
- O3 Outdoor lighting**
All outdoor lights are equipped with timers or needs controlled and compact fluorescent lamps are used for lighting at night. Entrance and illuminated signs and emergency lighting are exempt.
- O4 Sauna**
Reykjavík Downtown 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. 11: Energy analysis report 2010.</p>	3
<p>P2 Heat consumption</p> <p>> 90% of our 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 <i>Orkuveita Reykjavíkur</i> (http://www.or.is)</p> <p>Appendix nr. 12: Radiator in the Red House. Appendix nr. 13: Meter for hot water. Appendix nr. 14: Heating system and radiators adjustment.</p>	3
<p>P3 Electricity consumption</p> <p>> 90% of our electricity comes from renewable energy. Description about energy, electricity and heat in Iceland <i>Orkuveita Reykjavíkur</i> (http://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>	2



Appendix nr. 10: Refrigeration equipment.		
P5	Heat recovery	0
< 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.		
P6	Control of ventilation system and interior lighting	1
The ventilation system is not timer-controlled. The interior lighting is presence-controlled in 90% of the rooms which are not intended for the guests.		
Appendix nr. 15: Control of ventilation and interior lighting.		
P7	Low - energy lamps	0
< 40% of the energy sources in the establishment are low-energy lamps.		
Appendix nr. 16: LED lamps Appendix nr. 17: Bed lights in rooms.		
P8	LED lamps	0
<20% 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.		
Appendix nr. 16: LED lamps. Appendix nr. 17: Bed lights in rooms.		
P9	Toilets	1
>90% of the WCs use a maximum of 6 litres of water per flush.		
P10	Toilets	1
> 50% of the WCs provide 2 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.		
Total score for Operation and Maintenance:		16

Maximum total score for operation and maintenance:

25 points

At least 60 % of the point requirements are met:

Yes, 64%



3.2. Hostel 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.
Appendix nr. 18: Swan certified towels.
- 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. 16: LED lamps.
Appendix nr. 17: Bed lights in rooms
- O8 Kitchen rolls, paper towels and toilet paper**
> 90% of the volume of purchased tissue products is ecolabelled.
Appendix nr. 19: Kitchen rolls, paper towels and toilet paper.

Point score Requirements

	Points
P12 Toner cartridges	0.5
The empty cassettes are collected and left at a recycling centre for reuse or recycling.	
P13 Office machines	1
> 90% of office machines (computers, faxes, copiers, etc.) are operated with the standby function activated. 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.	
P14 Printed matter	2
> 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) "Guðjón Ó". Appendix nr. 25: Ecolabelled services.	



P15	Ecolabelled soap and shampoo	2
<p>Ecolabelled soap and shampoo are used in > 90% of the bathrooms/toilets. 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. 20: Cleaning products purchasing. Appendix nr. 21: Hand soap, Pro Ren.</p>		
P16	Dispensers for soap and shampoo	1
<p>Soap and shampoo dispensers are installed in > 90% of the bathrooms/toilets.</p>		
P17	Drinking glasses and mugs	1
<p>Only reusable glasses and reusable mugs are used by the hostel for serving beverages.</p>		
P18	Returnable bottles or barrels/tanks	0
<p>> 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. <i>Points are awarded for reuse but not recycling.</i></p> <p>Appendix nr. 22: Waste management.</p>		
P19	Work clothes	0.5
<p>No work clothes are washed using traditional dry-cleaning methods. The establishment does not use special work clothes.</p>		
P20	Working environment	0
<p>The establishment's working environment hasn't been analysed by an independent ergonomic expert. In the beginning of the year 2011, the hostel has ordered an ergonomic analysis, which was postponed until April 2012.</p> <p>Appendix nr. 36: Action plan 2012.</p>		
P21	Purchase of ecolabelled consumables	4
<p>Appendix nr. 23: Ecolabelled consumables.</p>		
P22	Ecolabelled durable goods/ infrequently bought commodities	1
<p>Appendix nr. 24: Ecolabelled durable goods.</p>		
P23	Ecolabelled services	2
<p>Hostel also offers for group reservations from airport and other tourism services pickups and transportation with ISO standard certificated transport company – <i>Hópbílar hf.</i></p> <p>Appendix nr. 25: Ecolabelled services.</p>		
<u>Extra point score requirement for youth hostels</u>		
P24	Sale of soap/shampoo/detergents	1



The hostel is selling only ecolabelled washing powder.

Appendix nr. 26: Washing powder, Novaren Extra.

Total score for Hostel premises and purchased products: 16p
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 19 guest rooms, common areas, guest kitchens, common bathrooms and toilets are non-smoking.

Point score Requirements

	Points
P25 Bed linen and towels	0
< 20 by weight are ecolabelled with the Nordic Eco label or the EU Flower. Appendix nr. 27: Bed linen and towels.	
P26 Lighting	0.5
Between 50% - <90% of the lighting is presence controlled in the guest rooms.	
P27 Television sets	1
Guest rooms do not have television sets. The Hostel has 2 TV's in lounge. They are not ecolabelled, however, they have eco standby system and are being turned off during certain hours when guests are away. Appendix nr. 24: Ecolabelled durable goods.	
P28 Minibars	1.5
Guest rooms do not have minibars.	
P29 Water – saving showers	1
> 90 % of showerheads are the water saving type, with a flow rate of 10-12 litres/minute.	
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
<p>Guests have the opportunity to sort their waste into at least three fractions.</p> <p>Appendix nr. 22: Waste management. Appendix nr. 35: Guest information.</p>		
P33	Waste paper bin	1
<p>All bathrooms are equipped with a waste paper bin.</p>		
P34	Rooms adapted for the physically disabled or allergy sufferers	0
<p>There are no rooms adapted for the physically disabled or allergy sufferers.</p> <p>Appendix nr. 35: Action plan 2012.</p>		

Total score for Guest rooms: 8.5p.
Maximum total score for Guest rooms: 13p.

3.4. Kitchen and dining room

Mandatory Requirements	
O10	<p>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.</p>
O11	<p>Ecolabelled dishwashing chemicals > 70% of dishwashing chemicals are ecolabelled.</p> <p>Appendix nr. 2: Declaration for supplier of chemical products. Appendix nr. 20: Cleaning products purchasing. Appendix nr. 28: Dishwashing detergent, Suma Ultra Pur Eco. Appendix nr. 29: Dishwasher for guests, Planta Aloe.</p>
O12	<p>Non-ecolabelled dishwashing chemicals The hostel only uses ecolabelled dishwashing chemicals.</p> <p>Appendix nr. 2: Declaration for supplier of chemical products.</p>
O13	<p>Non-smoking dining area The hostel's dining area is a non-smoking area.</p>



Point score Requirements

	Points
P35 Organic food items and beverages	3
<p>Hostel serves 21 organic certified products and beverages.</p> <p>Appendix nr. 30: Food and beverage purchasing. Appendix nr. 31: Organic foodstuffs and beverages. 31.1: Invoices 2011.</p>	
P36 Fair-trade products	1
<p>Hostel serves at least one Fair-trade product. Hostel's Fair-trade products: Brown Sugar, Coffee, 9 types of tea.</p> <p>Appendix nr. 30: Food and beverage purchasing. Appendix nr. 31: Organic foodstuffs and beverages. 31.1: Invoices 2011.</p>	
P37 Ecolabelled dishwashing chemicals	2
<p>> 90% of the dishwashing detergents are ecolabelled.</p> <p>Appendix nr. 2: Declaration for supplier of chemical products. Appendix nr. 20: Cleaning products purchasing. Appendix nr. 28: Dishwashing detergent, Suma Ultra Pur Eco. Appendix nr. 29: Dishwasher for guests, Planta Aloe.</p>	
P38 Dosage of dishwashing chemicals	1
<p>All large dishwashers have automatic dosing of dishwashing detergents and the automatic dosing system is inspected at least four times a year.</p> <p>Appendix nr.28: Dishwashing detergent, Suma Ultra Pur Eco.</p>	

Total score for kitchen and dining room: 7p
Maximum total score for kitchen and dining room: 7.5p



3.6. Cleaning and laundry

Mandatory Requirements

O14 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).

Appendix nr. 2: Declaration for supplier of chemical products.

Appendix nr. 32: Disinfectant, Undri.

O15 Ecolabelled laundry detergents

The hostel is using Swan ecolabelled washing powder "Novaren Extra" (license nr.593 008).

Appendix nr. 2: Declaration for supplier of chemical products.

Appendix nr. 26: Washing powder, Novaren Extra.

O16 Non-ecolabelled laundry products

The hostel only uses eco labelled laundry detergents.

O17 Ecolabelled cleaning products

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

Appendix nr. 2: Declaration for supplier of chemical products.

O18 Non-ecolabelled cleaning products

The hostel is using 2 non-ecolabelled cleaning products: Fix Universal and Sanira System.

Appendix nr. 2: Declaration for supplier of chemical products.

Point score Requirements

	Points
P46 Cleaning without chemicals	0
<i>This requirement does not apply to Youth Hostels.</i>	
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 for supplier of chemical products.	
Appendix nr. 26: Washing powder, Novaren Extra.	



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: Summary and declaration from supplier.	
P49 Bed linen and laundry	1
Bed linens 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. 33: Our manual dosing system. 33.1: Dosage description.	
P51 Concentrated products	1
> 50% of cleaning products are concentrated.	

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 (0.5p per fraction).	



Appendix nr. 22: Waste management.		
P53	Returnable packaging	0
<p>At least 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</i> bakery: bread in reusable plastic boxes.</p>		
P54	Organic waste	1
Organic waste is composted, organically rotted or used for biogas production.		

Total score for Waste: 5p
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 which is not matching the Swan criteria.	
P56 Public transport	1
<p>Information about public transport to and from the hostel is available to guests. Clear information and timetables are provided at reception. The hostel is located Downtown. Considering the size of Reykjavík, the guests can access many places by foot: Museums, shops, restaurants, and tourist information...</p>	
P57 Bicycles and horses	1
Bicycles are available for rent and guests are provided with clear information as to this possibility.	
Appendix nr. 34: Guests transportation.	

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 95% 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

3.13. Extra requirements and adaptation for youth hostels

Mandatory Requirements	
O25	<p>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.</p> <p>Appendix nr. 20: Cleaning products purchasing.</p>
O26	<p>Waste Guests have clear, simple instructions how to sort their waste.</p> <p>Appendix nr. 35: Guest information.</p>



3.14. Environmental management

Appendix nr. 36: Environmental Management

Mandatory Requirements

O27 Organisation and responsibility

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

Appendix nr. 37: Organisation and responsibility.
37.1: Description Green Messenger.

O28 Actions to reduce environmental impact

Appendix nr. 38: Implementation of action plan 2011.
Appendix nr. 39: Action plan 2012
Appendix nr. 40: Award Green Messenger.

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 Eco label licence 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. 41: Information for the employees.
41.1: Stickers in the cleaning storages.
41.2: Visit to Gámar and Sorpa.
41.3: Green News in Staff Diary.
41.4: Eco quiz.
41.5: Eco package.

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

Appendix nr. 35: Guest 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 – monthly

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. 42: Continuous measurements – Waste analyse.

Appendix nr. 43: 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 and is also available in a printed format that is easily accessible for the staff and is located 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. 44: 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 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. 20: Cleaning products purchasing.

Appendix nr. 33: Our manual dosing system.

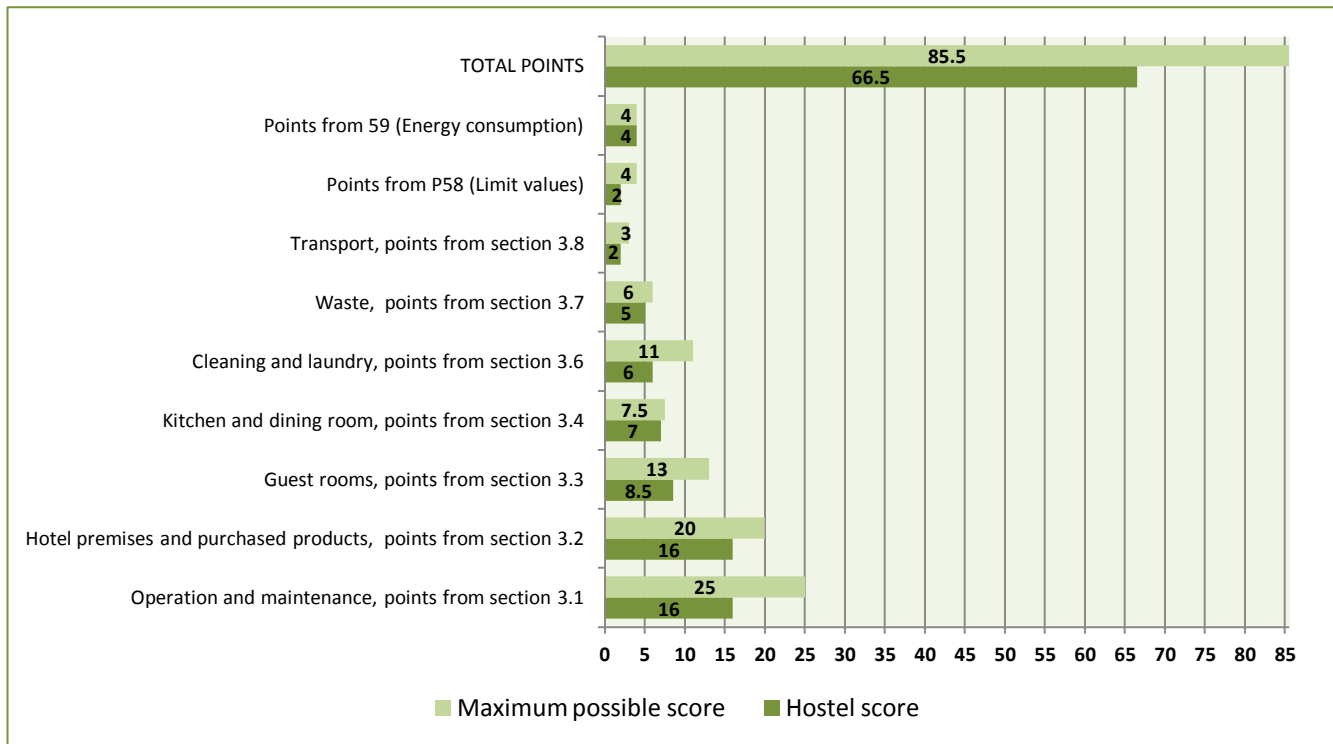
33.1: Dosage description.

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. Visits may also be made.



3.15 Total Score



Hostel Score	Max. Possible Score
66.5 points	85.5 points

We achieved 78% of the maximum score in 2011!