

HI ICELAND SWAN REPORT



2017

HI Iceland Nordic Swan Ecolabel Annual report

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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)	6
1.5 Chemicals (O9, O10, O11, O12, O13, O14, O15, O16, P12, P13, P14, P15).....	8
1.6 Water (P16 P17 P18 P19)	10
1.7 Waste (O17 O18 P20)	11
1.8 Purchasing (O19 O20 O21 P21 O22 P22 P23 P24).....	12
1.9 Serving food and drink (O23 O24 P25 O25)	13
1.10 Transport (O26 P26 P27)	14
1.11 Procedures (O27 O28 O29 O30 O31 O32 O33)	14
2. Food (O35 O36 O37 O38 P28 P29 O39 P30 P31 P32 P33).....	15
3. Guest rooms (P34 P35 P36 P37).....	15
4. Pools	15

1. Basic requirements

1.1 General description (O1)

Three HI Hostels in Reykjavík hold the Swan Nordic Ecolabel Certificate. These hostels 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. All three hostels have coffee bar where coffee is served by trained baristas.

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	47093	20789	28244
Number of breakfast served	15996	5518	5550
Occupancy	74%	84%	81%
Total sales	233.000.000	121.000.000	223.000.000
Accommodation sales	190.000.000	112.000.000	150.000.000

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 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

another one of the 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 (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 Ársnotkun Notkun og álestrar
O4 Energy consumption calculations
O4 Meters Electricity and water
P1 Meters Electricity and water

	RCH	RDH	Loft
Total electricity consumption (kWh/year)	110880	54025	131705
Calculated energy use (MWh/year)	110,88	54,025	131,705
Limit value (Nordic Ecolabelling's energy tool) (MWh/year)	805,49	313,99	502,79
Energy index	0,14	0,17	0,27
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

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 fulfills 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.

Documentation:

O5 Álestrasaga Heitt vatn
O5 Álestrasaga Kalt vatn
O5 Water consumption
P2 Meters Electricity and water

	RCH	RDH	Loft
Total water consumption (m³)	11279	5083	12500
Limit value	10138	4406,1	5898,6
Value under limit value	No	No	No

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.

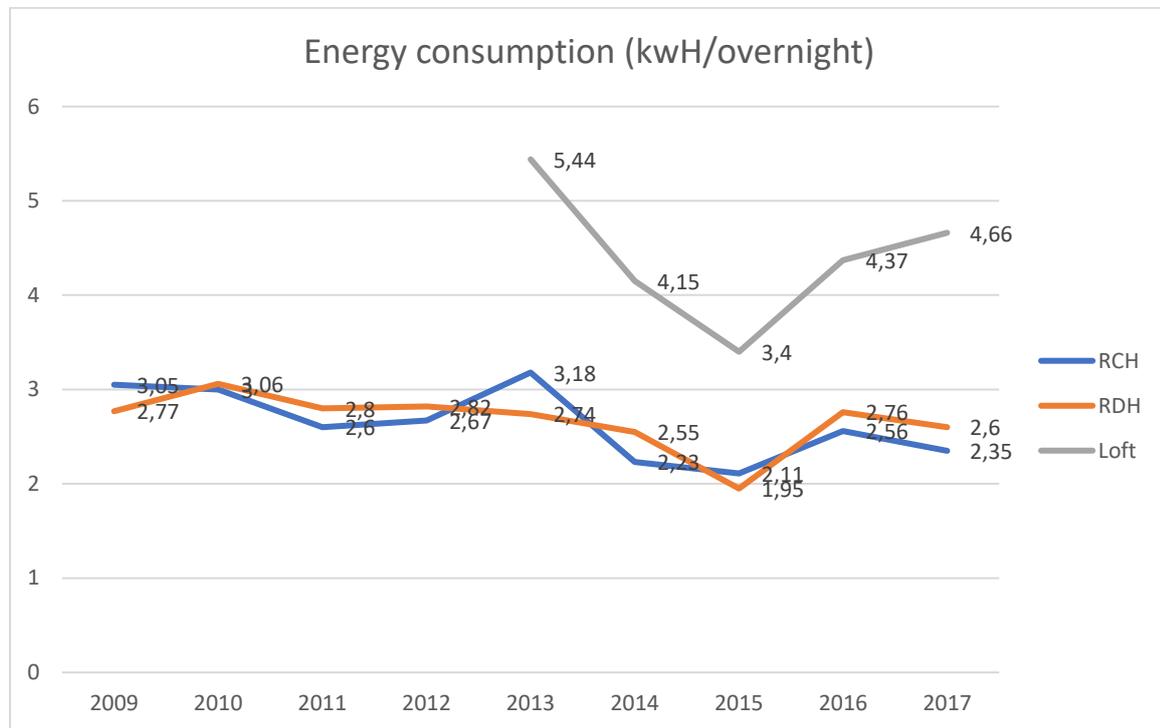
The business is allocated a different number of points depending on how low its amount of waste is compared with a limit value. All our premises receive maximum points awarded, as the non-recyclable waste produced measures >50% lower than the limit value.

Documentation:

O6 Gámar pickups
O6 Waste management
O6 Waste management graph

	RCH	RDH	Loft
Total amount mixed waste (kg)	5530	2830	3610
Limit value, maximum waste production allowed (kg)	22215,4	8572,2	10088,8
Percentage better than allowed production:	75,1%	67,0%	64,2%

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



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

The energy consumption pr. overnight is similar in two of the hostels, RCH and RDH, but considerably higher in the third one, Loft. In 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, various actions have been taken to minimize the energy usage in the three premises. E.g. led lights have been and are being installed were possible, lighting sensors are installed, all appliances are chosen according to energy efficiency and energy analysis is carried out annually by and external energy expert

Documentation:

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

	RCH	RDH	Loft
O8 Fossil oil in oil boilers for heating premises or water	N/A	N/A	N/A
P4 Carbon dioxide index	The business comes in at 1,3 or lower; CO ₂ index 0,25	20.80	51.44
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 ₁₀₀ value below 5	Yes; <50% of refrigerants in the business have a GWP ₁₀₀ value below 5	Yes; <50% of refrigerants in the business have a GWP ₁₀₀ value below 5
P8 Energy analysis	Yes	Yes	Yes
P9 Lighting	Yes; >80% of light sources are energy class B or better, or LED	No, only 35% of light sources meet the requirements	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

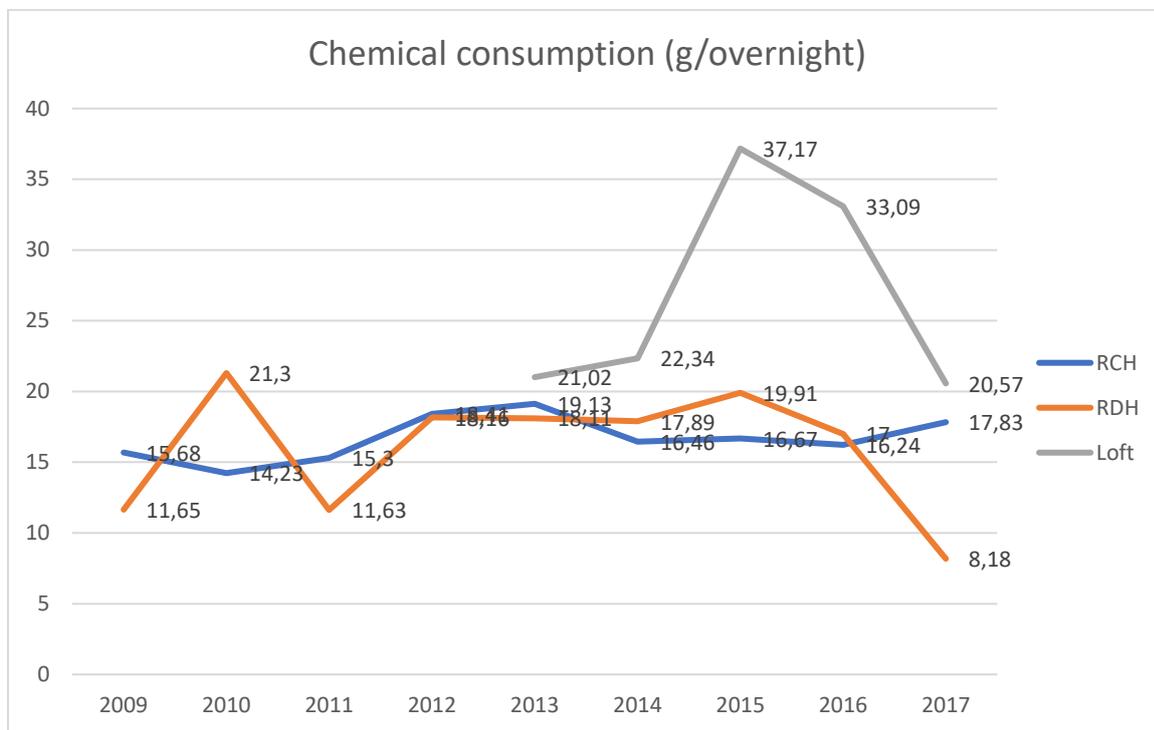
The Nordic Ecolabelling's energy tool is used to calculate the target value for carbon emissions of the premises' operations. The target value is based on a number of parameters (e.g. floor area, number of buildings, number of guests and amount of laundry washed).

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

The total CO₂ emission from these three HI Hostels in 2017 was 114.93 tons CO₂ compared to 118.68 tons in 2016. In order to offset the carbon emissions from the operations in 2016 total of 1114 trees were planted in 2017. This year 1079 trees will be planted to sequester the carbon dioxide emitted in 2017.

	RCH	RDH	Loft
Target value (ton CO ₂ /year)	173,46	65,59	105,11
Calculated Carbon emission (ton CO ₂ /year)	42,69	20,80	51,44
Calculated Carbon emission pr. overnight (kg CO ₂ /overnight)	0,91	1,0	1,82
CO ₂ index, calculated by Energy Tool	0,25	0,32	0,49
	The business comes in at 1,3 or lower	The business comes in at 1,3 or lower	The business comes in at 1,3 or lower
Number of plants to offset emissions	404	197	479

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. Automatic dosage system for daily cleaning products was installed in autumn 2017. New instruction were made for staff and purchasing procedures redefined.

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.

There is only a very little difference in which chemicals are used at the premises. Drying agent is only used in one of the hostels, Loft, and external laundry was used for laundry of bed lined during the summer only in RDH.

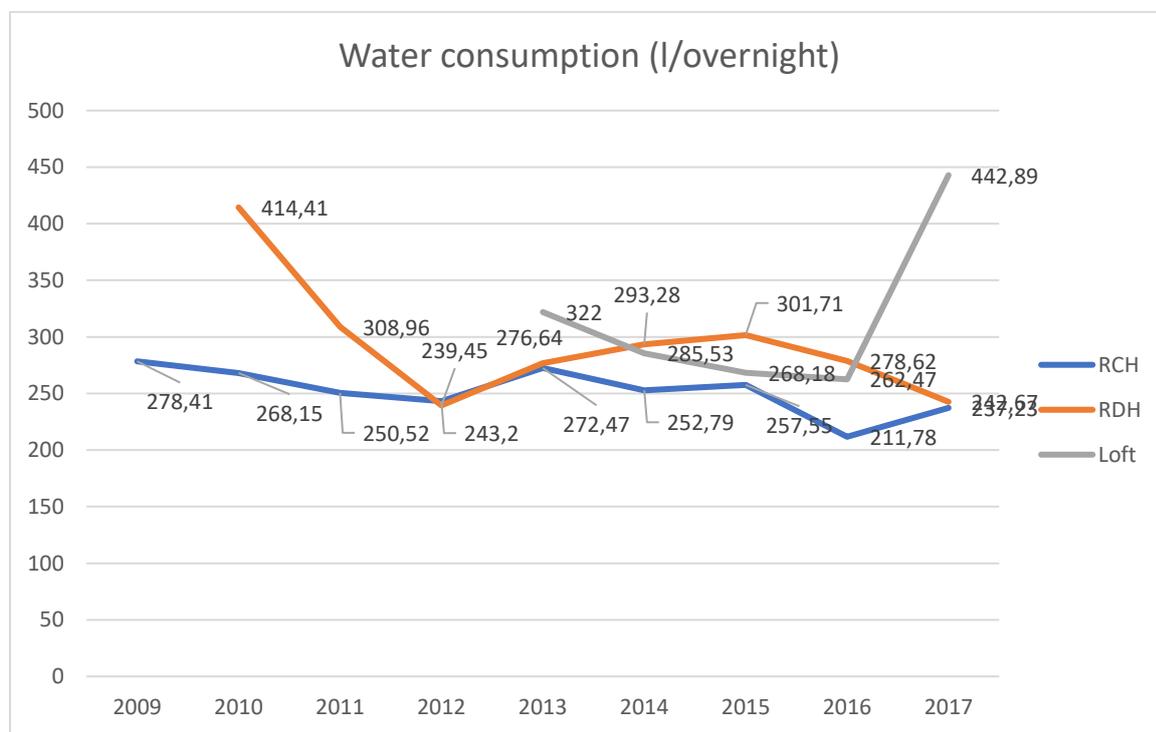
For all daily cleaning and regular deep cleaning the same products are more or less used in the three hostels.

Documentation:

- O9 O10 O11 O12 Chemical consumption
- O9 O10 O11 O12 Chemicals ordered
- O9 Dishwashing chemicals
- O10 Ecolabelled laundry chemicals
- O11 Ecolabelled cleaning products
- O13 P14 Dosage and handling of chemicals
- O13 P14 Dosage of dishwashing chemicals
- O14 P13 Automatic dosage of cleaning chemicals
- O15 List of chemical products

	RCH	RDH	Loft
O9 Ecolabelled dishwashing chemicals; 90% of the dishwashing products must be ecolabelled	Yes; 100% 249,4kg	Yes; 100%, 46,2kg	Yes; 100%, 172,8kg
O10 Ecolabelled laundry chemicals: 90% of the amount of products used for washing textiles must be ecolabelled.	Yes; 100%; 401,9kg	Yes; 100%, 58kg	Yes; 100%, 220,0kg
O11 Ecolabelled cleaning products; 80% of the amount of cleaning chemicals must be ecolabelled.	Yes; 100%, 182,5kg	Yes; 100%, 61,2kg	Yes; 91,7%, 167,2kg
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; 22%	No; 21%	No; 30%
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, non 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 reasonably similar in the three hostels. In 2017 the water usage at Loft was considerably higher, without a simple reason. Two factors might cause this high number; Firstly, leakage was discovered in September 2017 that might explain

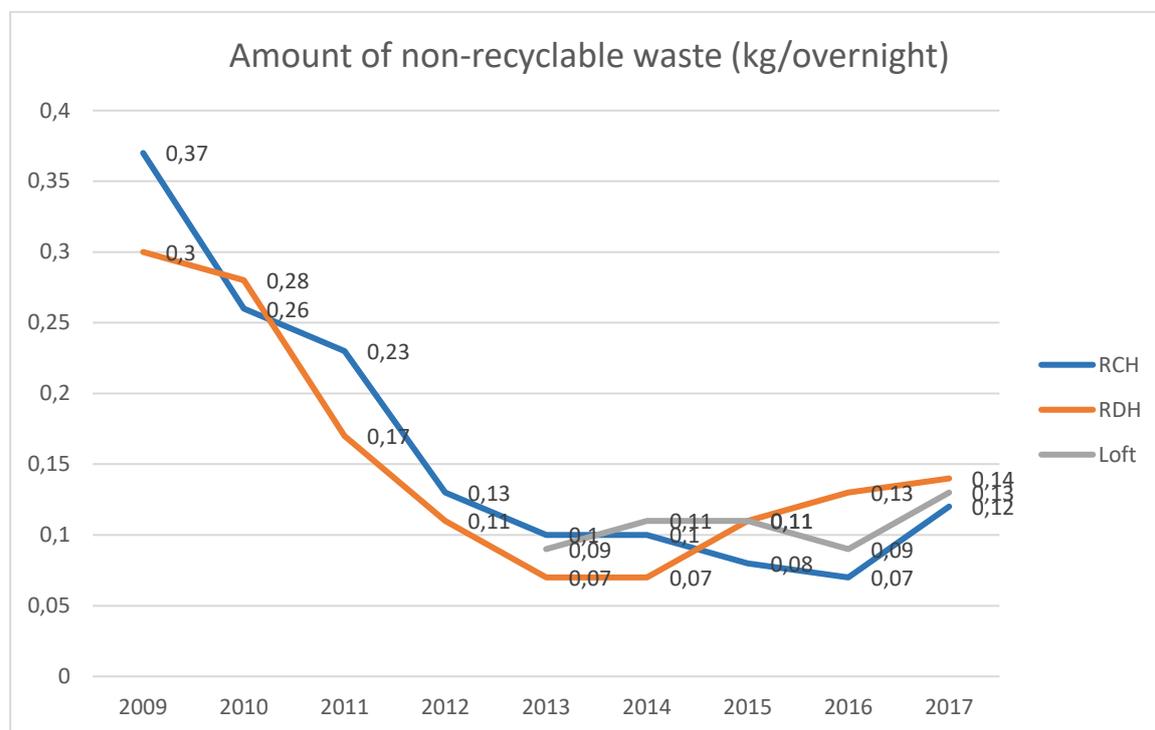
some part of the higher usage and secondly, a high pressure water pump was installed in 2017 to clean entrance of building.

Documentation:

P17 P18 P19 Water saving tabs, shower heads and toilets

	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

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 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 the Gámaþjónustan hf. 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 our waste management.

Documentation:

- O17 O18 Recycling board
- O17 O18 Waste sorting
- O17 O18 Waste sorting for guests
- P20 Organic waste report
- P20 Waste summary Gámar report
- P20 Treatment of Organic waste Gámar

	RCH	RDH	Loft
O17 Sorting	Yes	Yes	Yes
O18 Waste sorting for guests	Yes	Yes	Yes
P20 Treatment of organic waste	Yes	Yes	Yes

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

Purchasing procedures were redefined in 2017. Our purchasing policy was edited and processes clarified. There is very strict criteria to follow to ensure all chemicals comply 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.

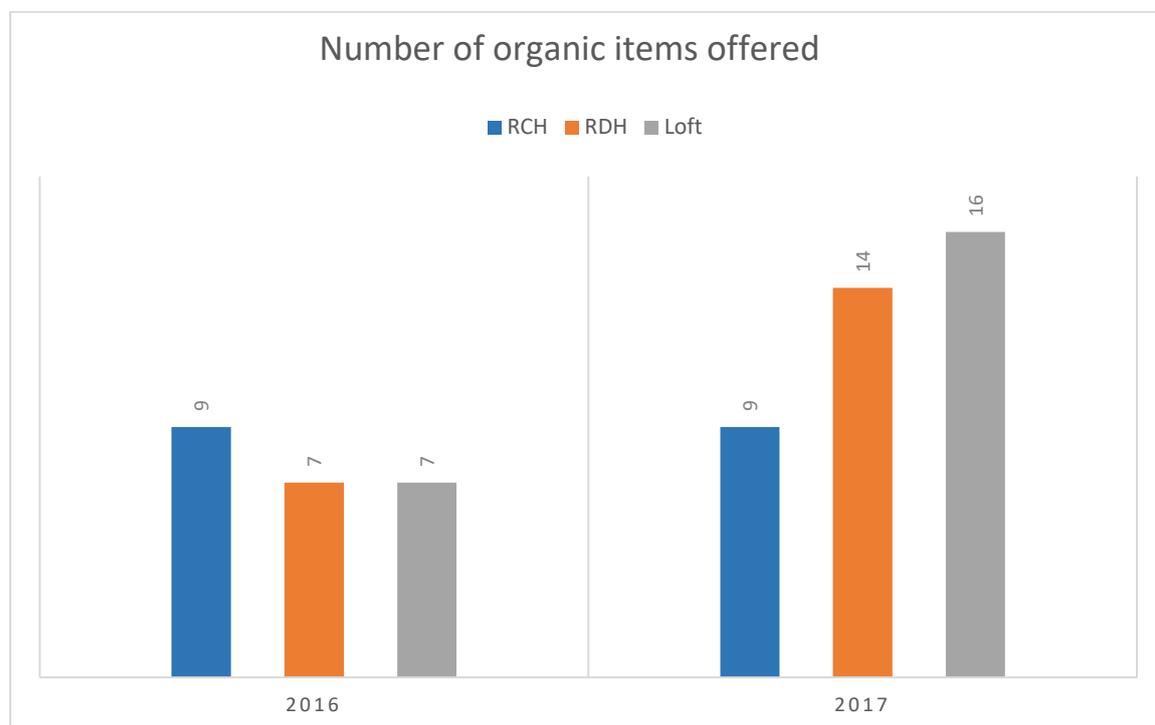
Order lists are updated regularly according to the purchasing policy.

Documentation:

O19 O20 O21 O22 O25 O38 Order list
 O19 Purchasing low energy light bulbs Statement
 O20 Tissue production Markup
 O20 Tissue production
 O21 Photocopying paper
 O22 P22 Ecolabelled printing matter GudjonO
 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, organic cotton bags	Yes; Soap and shampoo, paper napkins, microfibre cloths, organic cotton bags	Yes, paper napkins, microfibre cloths, organic cotton bags
O22 Nordic Swan Ecolabelled printed matter	Yes	Yes	Yes
P22 Nordic Swan Ecolabelled printed matter	Yes	Yes	Yes
P23 Ecolabelled durable goods	Yes; Flooring	No	Yes, TV in common rooms, bed linen and towels
P24 Ecolabelled services	No	No	No

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. In 2017 there was emphasis on increasing the variety of organic items since in 2016 there were fewer items than requested by the Swan criteria. Also, in 2017 the bar items were added to the list of organic items offered at the Loft HI Hostel.

Disposable items are not offered in the premises, except for take away at the coffee bar. Therefore, the only disposable items offered are coffee cups and lids.

Documentation:

O23 O24 P34 Disposable items Statement
 O24 Disposable items for takeaway
 O25 Organic food and beverages
 O25 O38 P28 Breakfast items

	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, 9 items	Yes, 14 items	Yes, 16 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:

- O28 Green training of staff
- O28 Information for staff
- O29 Customer information – Events
- O29 Customer information
- O30 Purchasing policy Hloperation
- 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. Thus, these requirements do not apply to the businesses of HI Iceland.

3. Guest rooms (P34 P35 P36 P37)

The Reykjavík HI Hostels offer a total of 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 Quality- and Environmental 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 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
P34 Disposable items	Yes; No disposable items in bathrooms/guest rooms	Yes; No disposable items in bathrooms/guest rooms	Yes; No disposable items in bathrooms/guest rooms
P35 Television sets, standby mode	Yes; No television sets in guest rooms	Yes; No television sets in guest rooms	Yes; No television sets in guest rooms
P36 Minibars	Yes; No minibars in guest rooms	Yes; No minibars in guest rooms	Yes; No minibars in guest rooms
P37 Rooms adapted for allergy sufferers	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.

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