

# Manual – how to do the HI-Q&S Light certification

## Quality

### Continuous Improvement

Number	Question	Assisting documents	How to answer the question
q001	Have you created and signed a Declaration of Quality and Sustainability?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>Download the declaration (Template.)</li> <li>The owner and/or manager needs to read the document and confirm that the hostel operates in line with the policies stated by signing the declaration and fill in the name of the hostel and the owner/manager. The staff members should be aware of the content of the declaration and the signed document should be visible for guests and staff members (preferably hang up in the reception area)</li> <li>Take a photo of the signed declaration and prove that it hangs in a visible place and upload these photos in the system.</li> <li>The signed declaration confirms that the hostel operates within the regulations and questions stated in the categories “Protecting Destinations” and “Our Communities” in the Sustainability part below. With a visible and signed declaration, the questions in these categories can be marked “Yes” in the system without further evidence. NOTE: Be aware that these categories and questions are conditional and some hostels in more vulnerable communities and destinations will need to provide further evidence (see explanation under these categories.)</li> </ul>
q002	Do you have a list of legal requirements?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>This question requires a list of all legal documents and requirements needed to operate the hostel. You can use the provided template. This list displays a variety of different requirements and some may not be applicable to your state or country. It is enough to answer N/A on these. If some requirements are not mentioned but still applicable to your property/operation, please add them to the list.</li> <li>Make sure to include the validation date of the legal requirements where a governmental certificate is necessary. These requirements are typically regarding Sanitation, Fire Department, Fire Extinguishers, Elevator controls etc.</li> <li>If a requirement in the list does not need a governmental certification but still apply to local laws, and your property follow these, it is enough to answer “Yes” in the list.</li> <li>Insert the name of the association, hostel and the date, and then upload the list in the system.</li> <li>Take photo(s) of the required certifications with the validation date visible.</li> <li>Leave a comment to the auditor in the online system if specific rules or requirements apply to your state or country.</li> </ul>
q003	Do you meet and annually review the HI Standards?	<a href="#">Guidelines, Check list of HI Standards</a>	<ul style="list-style-type: none"> <li>Make sure that the manager/owner knows the HI Standards. Guidelines are provided in the online system.</li> <li>Fill in the check list (Template) provided online. Put a “X” in the “Yes” or “No” columns. Add comments for further explanations if necessary.</li> </ul>

			<ul style="list-style-type: none"> <li>• If some of the standards are not met now it is still possible to pass the certification, but the faults need to be addressed. The required actions needed to meet the standards could be implemented in the Smart Acton Plan in q005.</li> <li>• Fill in the hostel information, the date and sign the document. Either scan the signed list or take clear photos of all pages and upload it in the system.</li> </ul>
q004	Do you carry out yearly internal quality and sustainability audits and identify necessary improvements?		<ul style="list-style-type: none"> <li>• For hostels implementing the HI Q&amp;S-system, this online audit list will be the first evaluation which covers the aspects within the operation necessary to certify. If you complete this audit list, it will serve as evidence as a yearly internal quality and sustainability control.</li> <li>• In order to maintain the HI Q&amp;S certification that the hostel receives, a yearly self-assessment is required, with a re-certification process every third year.</li> </ul>
q005	Do you use a yearly (SMART) Action Plan?	<a href="#">Guidelines</a> <a href="#">  Template</a>	<ul style="list-style-type: none"> <li>• Read the Guidelines provided online. See also the Template available. You can use this and some of the different ideas/examples if applicable for your operation, as well as your own ideas.</li> <li>• Does your management already have clear plans on how the property and operation can improve? The action plan should include; clear goals, actions on how to reach these goals, a person responsible, which department/ staff members are involved, and a specific time frame. If you already have an action plan like this, you can upload it in the online system.</li> <li>• If you do not have a written smart plan, it is a good idea to have a meeting (the owner/s, manager and other staff members), where you discuss plans and ideas for your hostel, and during this process create the SMART plan</li> <li>• Upload the document online and add comments on how the process was done or other relevant information.</li> <li>• NOTE: The idea is that the SMART plan is a living document, which will be edited as you manage to reach the stated goals, and new goals and actions will be implemented as you go along.</li> </ul>
q006	Are all identified weaknesses dealt with in the SMART Action Plan?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• What are the weaknesses of conducting the plans that the hostel has? What kind of resources do they need, what are they missing? Is the hostel having staff meetings, if not, is this a weakness for the hostel?</li> <li>• Make sure all weaknesses from all operational levels are included (maintenance, IT, kitchen, housekeeping, staff meetings etc.) in the SMART plan</li> </ul>
q008	Do you have a clear document storage system for controlled documents?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>• All the documents produced during the certification process (for example: training documents, dosage list, action plan etc.), and all documents relevant for the HI-Q&amp;S system (check lists H.K., P.M., Induction Plan etc.), should be gathered in a system that all staff members have access to. The system can for example be folders on the reception computer, google drive, phone application, or a folder system for printed documents (even though not preferred as it might produce a lot of paper.)</li> <li>• Once all HI-Q&amp;S documents are gathered in one system and controlled and up to date, you can take a photo or screenshot of it and upload it in the online system. Add comments if necessary.</li> </ul>

q009	Is the hostel bookable on <a href="http://www.hihostels.com">www.hihostels.com</a> with sufficient inventory?		<ul style="list-style-type: none"> <li>You can log in and allocate a sufficient inventory for your hostel here: <a href="https://myhostel.force.com/myhostel/apex/Products?sfdc.tabName=01rU00000005FTS">https://myhostel.force.com/myhostel/apex/Products?sfdc.tabName=01rU00000005FTS</a></li> <li>If you are not sure how to allocate your inventory or how to integrate it in your PMS, ask the responsible person in your HI association (usually the person in charge at the main office).</li> <li>Take a screenshot that displays your sufficient inventory at <a href="http://www.hihostels.com">www.hihostels.com</a> and upload it to the online system.</li> </ul>
q010	Do you use a checklist for Front Office (FO)?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>This list should contain the daily, weekly and monthly tasks performed by the front office staff. This list can be a great training document as well and can be used on an everyday basis to make sure all the staff tasks are being done during the workday, week and month. Some hostels have a specific check list for check-in and check-out as well.</li> <li>If your hostel does not have a list like this, or want to restructure your current, you can use the template available online.</li> <li>Make sure that the check list is updated when operational changes are being made. The submitted file should have the date it was last edited and the name of the responsible for the edit.</li> </ul>
q012	Is customer satisfaction, including aspects of sustainability, measured and analyzed for improvement?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Do you have a system that monitors and analyzes guest feedback (online evaluations on Booking.com, TripAdvisor, questionnaires etc.)? There exist many online reputation programs/tools that automatically gather evaluations from Online Travel Agencies (OTA's) and social media and measure the data. Some examples are ReviewPro, TrustYou, and Reputize. Physical questionnaires upon check out or a guestbook where guest can leave comments and recommendations are other tools that can be used to measure and analyze guest satisfaction.</li> <li>Take photos or screenshots of your reputation system and upload them to the online system. Leave a comment on how you monitor your guest satisfaction, also when it comes to sustainability measures.</li> <li>Also see available guidelines for more information and ideas.</li> </ul>
q013	Are complaints answered quickly, recorded and discussed with staff?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>Take screenshots or photos of your management answering complains within a good time frame.</li> <li>Take a screenshot or photo of the system you use to record guest complaints (Can for example be an Excel or Word-document, a logbook, or other systems.)</li> <li>Do you discuss complaints with all your staff members? Leave a comment in the system on how you involve and inform your staff regarding guest feedback. Upload an example of a meeting report if this is available. You can use the template available to make it easier making a meeting agenda regarding these issues.</li> </ul>
q014	Are there processes in place to ensure the HI Membership policy is implemented?	<a href="#">Guidelines</a> <a href="#">Best Practice</a>	<ul style="list-style-type: none"> <li>See the attached guidelines for instructions if this is not already in place.</li> <li>The HI Membership policy should be part of the front office check list and training document.</li> <li>Make sure that all receptionists know how to make the HI membership cards, and that they know the necessary</li> </ul>

			<p>information for doing this. Receptionists should ask guests about HI membership upon check-in, and if the guest is not a member it is recommendable that the receptionist informs the guest about the membership and its benefits.</p> <ul style="list-style-type: none"> <li>• Upload the document that describes how the hostel ensures that the HI membership policy is implemented.</li> <li>• Take a photo of your hostel's promotion of the membership if in place (e.g. a sign that says 10% discount for members) and upload it.</li> </ul>
q015	Do you ensure that important hostel information given upon reservation and/or check-in is clear and accurate?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>• Explain how the receptionist informs the guest about the hostel upon check-in.</li> <li>• Upload the training document or/and the check-in list.</li> <li>• Take photos of signs that explain important information and house rules that you display for guests, in reception or/and in the rooms.</li> <li>• Is important hostel information available on all OTA's upon reservation? If some information is missing, make sure to update the sites. Take a screenshot that display this and upload it in the system.</li> </ul>
q023	Do you use a checklist for Food and beverage (F&B)?	<a href="#">Guidelines</a> <a href="#">  Template</a> <a href="#">  Best Practice</a>	<ul style="list-style-type: none"> <li>• Upload the check list used in your food and beverage operation.</li> <li>• See the Template available for what is required (also if you do not prepare/serve food but only offer a guest kitchen.) You can customize this template to fit your hostel.</li> <li>• Take photos of your kitchen, storage room, inside refrigerator(s) and freezer(s), your food labelling system for guests etc., and upload them in the system.</li> <li>• Explain in comment how you operate. Do you have a stock list/system, is the left-over food put in containers and dated, which cleaning chemicals are used etc.</li> <li>• Make sure the lists are up to date and the responsible is named in the document.</li> </ul>
q039	Do you use a checklist for Housekeeping (HK)?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• This list should contain the daily, weekly and monthly tasks of the housekeeping staff. This list is a great training document as well and can be used on an everyday basis to make sure all the staff tasks are being done during the workday, week and month.</li> <li>• Explain in comment how you use the check list/training document. Do the staff members use the list every day or only in training and the first weeks of work?</li> <li>• Upload your checklist and your room-cleaning list or system (room overview of daily cleaning) in the online system.</li> <li>• Make sure the lists are up to date and the responsible is named in the document.</li> </ul>
q055	Do you use a checklist for Preventive M&S?	<a href="#">Guidelines</a> <a href="#">  Template</a>	<ul style="list-style-type: none"> <li>• This list should contain the daily/weekly/monthly/annual items or areas to be checked in the hostel (frequency according to supplier specification and/or own experience.) See Guidelines available online for more information.</li> <li>• If you already have a check list that cover these requirements you can upload it to the system. If you do not have such a list, you can use the template provided as a starting point and adapt it for your use.</li> </ul>

			<ul style="list-style-type: none"> <li>• Make sure the list is up to date and the responsible person is named in the document.</li> </ul>
q054	Do you report shortcomings or maintenance problems and solve them in a set time frame?		<ul style="list-style-type: none"> <li>• Do you use a logbook to address maintenance issues in your hostel that need to be fixed, and are your staff trained to use it? If so, take a photo of your book (or other system, e.g. an online platform) and upload it to the system.</li> <li>• If you do not have a maintenance logbook, you can use the template available online which is a piece of paper that easily can be hung up in the reception where all staff members can register maintenance issues.</li> <li>• Make sure that a responsible person is assigned to address the defaults within a proper timeframe.</li> </ul>

### **Our People**

q067	Are all employee's responsibilities defined in a job description?	<a href="#">Guidelines</a>   <a href="#">Template</a>	<ul style="list-style-type: none"> <li>• A written document that states your employee's responsibilities, for each function (F.O., H.K., etc.) In smaller hostels, responsibilities can cross the different functions.</li> <li>• See the template available online for a suggested structure and some responsibilities exemplified.</li> <li>• Upload your document to the system and add comments if necessary.</li> </ul>
q068	Is induction given to all new staff?	<a href="#">Guidelines</a>   <a href="#">Template</a>	<ul style="list-style-type: none"> <li>• Do you have a planned and structured training program/list that all new staff members go through? If so, upload the document to the system and explain in "comments" how you use it. Preferably a document that is signed by a staff member as prove that she/he has been through the training.</li> <li>• You can use the template available in the system to customize your specific training program relevant to your hostel's needs (the template shows some recommended elements.)</li> <li>• See guidelines available in the online system for recommendations and ideas concerning human recourses in general.</li> </ul>
q069	Have your staff been trained to work with your Quality and Sustainability system?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>• All staff members should know about the HI-Q&amp;S system that is being implemented and the hostel's sustainable practices. Download the presentation (guidelines) from the system and present it to your staff during the next staff meeting. Also explain the sustainable practices that is being done at the hostel. Take photos from the staff meeting as evidence and upload them to the system.</li> </ul>
q072	Do you hold regular meetings with staff to advance on your SMART Action Plan?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• Explain in comments how you interact and discuss the hostel operations with your staff members. Do you hold regular meetings, have daily contact? It is very useful to have regular meetings or contact to be able to discuss how you can advance in your action plan (this can also be through the hostel's communication platforms, does not have to be physical meetings every day).</li> <li>• Upload meeting reports/agendas or an updated action plan to the system.</li> <li>• You can use a suggested meeting agenda available in the system (template) for future staff meetings.</li> </ul>

## Our Friends

q022	If relevant, do you have guidelines for hostel activities, including safety measures?		<ul style="list-style-type: none"> <li>• Upload documents and photos that show your activity planning for your hostel, including safety measures if applicable (e.g. if your hostel has a climbing wall, you will need to provide safety measures for the guests)</li> <li>• An overview of the weekly, monthly and annual activities the hostel is organizing is good for planning and implementation. You can use the template available online to structure your activities.</li> <li>• NOTE: Activities that are held outside of the hostel premises, or where the hostel is not responsible for the activity (for example if the hostel has a partnership with a local tourist agency), this is not part of this question. Only activities that are held by the hostel, where the hostel is responsible for the guests' safety are to be mentioned here (if you have no such activities at your hostel you can put N/A on this question).</li> </ul>
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## Sustainability

### Continuous Improvement

s207	Do you communicate your sustainable actions and performance to stakeholders and customers?		<ul style="list-style-type: none"> <li>• How do you let guests and other know about the sustainable actions you have in place at your hostel?</li> <li>• Some different examples of how it can be done:             <ul style="list-style-type: none"> <li>- Social media (Facebook, Instagram, etc.)</li> <li>- Signs in reception in the rooms explaining your sustainable actions</li> <li>- Signs beside your composting system or recycling system informing guests about the system and its positive effects</li> </ul> </li> <li>• Information concerning your green practices and how guests can contribute in the welcome e-mail send out to guests when booking a room</li> <li>• Do you communicate these practices to staff and stakeholders during staff meetings?</li> <li>• Take photos/screenshots of your communication and documents and upload them in the system.</li> </ul>
s077	If a Sustainability Report is made by the Association/HI, has your hostel contributed data?		<ul style="list-style-type: none"> <li>• If your association has not made a sustainability report, choose N/A on this question</li> </ul>
s083	Do you ensure that all promotional materials and marketing communications are accurate, transparent and do not promise more than is being delivered?		<ul style="list-style-type: none"> <li>• Examples of different promotional material are brochures/posters/activity-calendar in the reception; weekend promotions on social media; events and promotions on your website; property facilities description on the OTA's and on <a href="http://www.hihostels.com">www.hihostels.com</a>.</li> <li>• Make sure all your different promotional materials on your various platforms are correct and up to date.</li> </ul>

			<ul style="list-style-type: none"> <li>Take photos of your on-site promotions and screenshots of your online promotions (social media, webpage and the hostel facilities on your OTA's) and upload them to the system.</li> </ul>
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### **Protecting Destinations**

*(If the declaration from question 001 is signed and is displayed at the hostel, you can choose "Yes" for all the questions in this category. However, you still need to go through the questions and make sure that you can answer "yes" on all of them. Make comments when necessary)*

s104	Do you not acquire, breed or hold captive wildlife?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>
s105	Do you not sell, trade or display historical and archaeological artefacts?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>
s106	Do you ensure that wildlife species are not harvested, consumed, displayed, sold, or traded?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001tion</li> </ul>
s210	Does housing, care and handling of all wild and domestic animals meet the highest standard of animal welfare?		<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> <li>If you have any domestic animals, it is recommendable to upload proof of vaccination cards, castration, etc.</li> </ul>
s107	Do you ensure that protected living specimens are only kept by those authorized and equipped to care for them humanely?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>
s108	Do you ensure that free roaming wildlife interaction activities do not negatively affect their behavior in the wild?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>
s109	Do you ensure that your activities do not prevent local	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>

	communities from accessing local historical / archaeological / cultural / spiritual sites?		
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## Our People

s078	Has a Sustainability Coordinator been appointed to guide the implementation and continuous improvement of the HI-Q&S system?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>Who is responsible for the implementation of the HI-Q&amp;S system? If you have not allocated one yet, discuss it with your management/staff (usually it is the manager or owner who is the sustainability coordinator).</li> <li>Implement the responsibility and potential tasks of the coordinator in the job description of the person that has been allocated. Upload this job description in the system, and write in comments the name of the person who is the sustainability coordinator.</li> </ul>
s079	Do you offer local and equal employment and advancement opportunities?		<ul style="list-style-type: none"> <li>If you have any form of policy against exploitation/harassment/discrimination within your operation, you can upload the document (or photos of signs that displays this information in your hostel).</li> <li>Describe in comments how you recruit your staff members (gender mix, age, local/foreign, experience, voluntary etc.) and if you give your staff members opportunity to grow/develop within the workplace.</li> </ul>
s080	Do you pay employees at least a living wage?		<ul style="list-style-type: none"> <li>You can upload a description of the general salary structure you use and/or copies of the last month's paychecks in the system.</li> <li>Explain in comments the national/regional salary system/minimal wage.</li> <li>Do you give your employees other benefits? (e.g. food coupons, bus card, breakfast/lunch/dinner during workday etc.) Explain in comments.</li> </ul>
s081	Do you present the sustainability policy during recruitment and training?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>The presentation about Sustainable Hosting and the HI-Q&amp;S system is available under guidelines. This presentation should be implemented in the induction plan/training program (addressed in question 068 above) and shown to new staff members.</li> <li>Upload your induction plan or documentation of your training program that includes the Sustainable Hosting presentation and your own sustainable policies to the system. Explain in the comment section if necessary.</li> </ul>
s082	Do you involve your staff in your vision, strategy, targets, results and circle of continuous improvements in all areas of sustainable tourism?	<a href="#">Guidelines</a>   <a href="#">Template</a>	<ul style="list-style-type: none"> <li>Explain in the comment section how you include your staff in the hostel vision, future goals, sustainable initiatives etc.</li> <li>As evidence you can upload a meeting report that shows the involvement of your staff, and/or an edited action plan that states the different responsibilities of your staff members within the hostel.</li> </ul>



## Our Communities

(If the declaration from question 001 is signed and is displayed at the hostel, you can choose “Yes” for all the questions in this category. However, you still need to go through the questions and make sure that you can answer “yes” on all of them. Make comments when necessary)

s110	Is the acquisition of land, water and property rights compliant with local communal and indigenous rights, including their free, prior and informed consent?		<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>
s111	Do you have a policy against any form of exploitation and harassment?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> <li>If you have any form of policy against exploitation/harassment/discrimination within your operation, it is recommendable to upload it to the system.</li> </ul>
s112	Do you ensure that activities do not negatively affect local access to livelihoods or the provision of basic services?		<ul style="list-style-type: none"> <li>Agreed via this statement/Declaration of Q&amp;S/Association's Policy in q001</li> </ul>

## Mobility

s208	Do you offer assistance for guests with special needs or limitations?		<ul style="list-style-type: none"> <li>Is your hostel accessible for guests in wheelchair or with other physical restrictions? Take photos of your assistance-infrastructure (e.g. ramps, room and toilet specially equipped, elevator etc.) and upload them in the system with comment.</li> <li>Some other examples of assistance offered in your property can be: <ul style="list-style-type: none"> <li>Differential foods served (vegetarian, vegan, gluten-free and lactose-free options, for example)</li> <li>Differential dormitory (options of female only, male only and mixed shared dormitories.)</li> <li>Allergic friendly (no rugs on floors, pillows/duvets without feathers, etc.)</li> <li>Designated smoking areas (not allowed to smoke anywhere in the hostel)</li> </ul> </li> <li>Describe the different forms of assistance you offer to your guests in the comment section. Take photos of the different installations, upload this and relevant documentation in the system.</li> </ul>
s084	Do you inform guests about how to reach the		<ul style="list-style-type: none"> <li>Make sure that information on how to reach your hostel by public transportation is displayed on all OTA's. Take screenshots</li> </ul>

	hostel by public transport?		<p>of this information from the different OTA's and upload it to the system.</p> <ul style="list-style-type: none"> <li>• If you send out a confirmation/welcome e-mail to your guests, this information can be added to this. If you already operate with this, upload evidence of this in the system.</li> </ul>
s085	Do you inform guests about public transport, bike rental, walking activities, natural surroundings and local and cultural heritage?		<ul style="list-style-type: none"> <li>• Examples of how you can inform guests about this:</li> <li>• Signs in reception of rentals and activities</li> <li>• Information given upon check-in</li> <li>• Information posters inside the hostel</li> <li>• Take photos of the different ways you inform your guest about local activities/events and heritage/natural surroundings.</li> <li>• Explain in comment how you practice this and what the front office staff is instructed to inform your guests about.</li> </ul>

### **Consuming Sustainability**

s211	Do you take steps to reduce your foodprint?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>• Read the available guidelines online on how you can reduce your <b>foodprint</b>.</li> <li>• The goal is to reduce the environmental impact on the food your hostel produces and serves, including the amount of land required to sustain a diet. Here are some examples that can reduce your foodprint: <ul style="list-style-type: none"> <li>- Serve (more) vegetarian/vegan food alternatives</li> <li>- Buy and serve locally produced ingredients</li> <li>- Offer fair-trade coffee, tea and sugar</li> <li>- Compost your food waste</li> <li>- Ban any endangered species from your menu</li> </ul> </li> <li>• Take photos of the different actions in your hostel (e.g. compost system, breakfast menu, label of fair-trade products etc.) and upload them to the system. Explain in comments how you work to reduce your environmental impact regarding food.</li> </ul>
s212	Do you take steps to minimize single-use plastics in your hostel or association?	<a href="#">Guidelines</a>	<ul style="list-style-type: none"> <li>• There exists many examples and practices on how you can minimize the use of single-use plastic (read more in the available guidelines), some are: <ul style="list-style-type: none"> <li>- Offer drinkable tap water to guests</li> <li>- Switch from plastic cutlery/cups/plates to reusable cutlery.</li> <li>- Do not offer straws or other plastic articles when serving hot and cold beverage</li> <li>- Switch bed linen and towel packaging from plastic to other materials (or skip having a package around the bed linens)</li> <li>- Offer hygiene articles from refillable dispensers and not small single-use products.</li> <li>- Stop offering single-portion food products (e.g. jam, butter, salt, milk etc.) at breakfast</li> </ul> </li> <li>• Explain in comments what measures you take to reduce the single-use plastic in your hostel.</li> <li>• Take photos that document this and upload them to the system.</li> </ul>

## Our Nature

s090	Do you ensure the minimum use of harmful substances with maximum care and, if possible, substitute them with harmless ones?		<ul style="list-style-type: none"> <li>It is recommendable to not use chlorine, or as little as possible, in your cleaning. There exist many products that you can use instead of chlorine.</li> <li>If you use other harmful substances (e.g. mosquito control/repellant, maintained products etc.), can it be reduced or changed to other less harmful ones?</li> <li>Explain in comments how you have reduced the amount of harmful substances in your hostel or have plans to do it. Add photos for proof if necessary.</li> </ul>
s091	Do you use a dispensing system for cleaning chemicals?		<ul style="list-style-type: none"> <li>If you already have a dispensing system, take a photo of it and upload it in the system. Explain how it is being used in your hostel.</li> <li>It can be a manual or automatic dispensing system. If you do not have a dosage system or instructions for your HK-staff on how to use your cleaning products, it is necessary to make one to pass this question. It can be a document displaying your different products, in which ratio they are mixed with water (use the instructions on the label or experiment to reduce even more if possible and at the same time not affect the quality of the cleaning), where and when to be used. Instruct your HK staff on how to use and hang the list where they have access. Take photos and upload the document to the online system.</li> </ul>
s092	Do you only change towels and bed linen on request?		<ul style="list-style-type: none"> <li>Explain your policy on bed linen and towel change in the comment section (some hostels may need to change linens in a certain time pattern to sustain the quality, for example beach destinations.) Upload the HK instructions on bed linen and towel change.</li> <li>Do you inform your guests about your policy with signs and/or in the confirmation e-mail? Do you only offer towels for an extra fee?</li> </ul>
s093	Do you not offer disposable items?		<ul style="list-style-type: none"> <li>Disposable items including: single-portion food products (butter, jam, milk etc.), single-use cutlery/cups/plates, straws, single-use hygiene articles, etc.</li> <li>Comment in the system if you offer some disposable items, and potentially what you want to do to get rid of or replace these items. (To get rid of all disposable items in your hostel could be one goal in your SMART action plan if not already accomplished.)</li> </ul>
s094	Do you carefully handle and dispose of environmentally harmful liquids?		<ul style="list-style-type: none"> <li>If you use cooking oil in your food preparation, and if guests use cooking oil in the guest kitchen, how do you dispose the leftover oil? (Some hostels collect it and donate it to organizations that make soap out of.) You can make a sign in the guest kitchen to tell guest where to leave the used cooking oil.</li> <li>Other harmful liquids can be paint and other maintenance products (do you make sure that these products are being treated properly upon disposal?)</li> <li>Explain in the comment section how you handle these harmful liquids and take photos of your installations and storage room and upload these in the system.</li> </ul>
s097	Do you ensure that residual waste disposal has no adverse effects on the		<ul style="list-style-type: none"> <li>Explain in the comment section how your municipality collects and treats/recycles residual waste and how your hostel complies with this system.</li> <li>If the residual waste system in your municipality is insufficient (e.g. collects recyclables and organic waste in the same truck</li> </ul>

	local population and the environment?		and is not recycled at the end point, or all goes to a landfill), do you make efforts to ensure that your residual waste is properly handled? (e.g. cooperating with private organizations or individuals that treat recyclables and organic waste in a proper manner.)
s095	Do you ask guests to contribute to energy saving and separating waste?		<ul style="list-style-type: none"> <li>• Some examples: Welcome info in the rooms, notice board, recycling signs, info on the check-in card, "Turn off light when leaving" signs underneath the light switches etc.</li> <li>• Take photos of your different initiatives and information displayed for guests and upload them to the system.</li> </ul>
s098	Do you separate recyclables in min 3 categories?		<ul style="list-style-type: none"> <li>• Do you have different bins for the recyclables? (e.g. glass, paper, metal, plastic, cardboard, organic)</li> <li>• Take a photo of your recycling system and upload it to the system.</li> </ul>
s209	Do you train staff to save energy and separate waste?		<ul style="list-style-type: none"> <li>• Explain in the comments section how you train your staff in saving energy and separating waste.</li> <li>• You can upload your induction plan/training program and/or a meeting report that demonstrate this.</li> </ul>
s099	Do you recycle batteries?		<ul style="list-style-type: none"> <li>• Take a photo of your battery collection installation and upload it. It can be a simple installation with a sign that encourages guests to dispose their used batteries (e.g. cardboard box, a plastic bottle etc.)</li> <li>• What do you do with the collected batteries? (Many supermarkets or electrical stores have collection points for these kinds of materials.)</li> </ul>
s101	Do at least 90% of the WCs use a max. of 10 liters per flush?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• You can use the available template to keep track of how many of your WCs are water saving.</li> <li>• Take photos to document that your WC's flush less than 10 liters and upload them to the system. Some has a two-button system, it usually says on the WC how many liters is being flushed (e.g. "6 L pf"). If your WCs flush more than 10 liters you can put a filled plastic bottle inside the water tank to reduce the water used per flush (then take photos to upload in the system and explain the process).</li> <li>• Upload the filled in template with an overview of your water savings installations.</li> </ul>
s102	Are at least 50% of the taps water saving?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• You can use the available template to keep track of how many of your taps are water saving.</li> <li>• Take photos and explain your water saving system in the comment section (it can be eco-taps, filters, etc.).</li> <li>• If you do not know if your taps are water saving you can do a test; collect a measuring cup and a stopwatch. Let the water run for 6 seconds. If the water measures less than 1 liter per 6 seconds, it is a water saving tap (= Less then 10 liter per minute.)</li> <li>• Upload the filled in template with an overview of your water savings installations.</li> </ul>
s103	Are at least 50% of the showers water saving?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• You can use the available template to keep track of how many of your showers are water saving.</li> <li>• Take photos and explain your water saving system in the comment section (most newer models of shower heads are water saving.)</li> <li>• If you do not know if your showers are water saving you can conduct the same test as on the previous question (less than 10 liters of water per 6 seconds)</li> </ul>

			<ul style="list-style-type: none"> <li>• Upload the filled in template of your water savings installations.</li> </ul>
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### Our Hostels

s086	Do you measure energy consumption on a monthly or yearly basis and act to minimize it?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• Take a photo of your periodic energy bill and your system, and/or upload the document where you register energy consumption on an annual basis.</li> <li>• You can use the template available online to register your energy consumption in order to see how you can minimize it.</li> <li>• There are many ways to minimize energy consumption, here are some examples: <ul style="list-style-type: none"> <li>- Put up signs asking guests to turn of lights when leaving rooms</li> <li>- Key card system in the rooms</li> <li>- Motion light-sensors</li> <li>- Staff training</li> <li>- Energy-saving lightbulbs (LED)</li> <li>- Restricted air conditioner use (for example only during the night time)</li> </ul> </li> <li>• Explain in the comment section how you act to minimize energy consumption, and upload photos of your different initiatives.</li> </ul>
s087	Do you frequently clean the compressors in refrigerators and freezers?	<a href="#">Template</a>	<ul style="list-style-type: none"> <li>• Upload the check list for your housekeeping staff that includes the cleaning of compressors in refrigerators and freezer. How often are they being cleaned? (A clean compressor uses less energy)</li> <li>• If this practice is not included in your HK check list, it is recommendable to implement this in the document described in question 039 above (see template)</li> <li>• If you do not have access to the compressors in your refrigerators and freezers, please take photos of this and explain it in the comment section (in this case you can choose "N/A" for this question).</li> </ul>
s088	Are at least 20% of the lights energy saving?		<ul style="list-style-type: none"> <li>• How many % of your lights are energy saving?</li> <li>• Energy saving lights can be LED or installed motion detectors.</li> <li>• Take photos that document the use of LED-lights or motion detectors and upload them to the system.</li> </ul>