Criteria Catalog for Accommodations

February 2026

1. – 3. Management		Indicator	Evidence
1.1. **M**	Mission Statement The company has a mission statement that addresses sustainability.		Mission Statement Document
1.2.	Publication of the Mission Statement The mission statement is published on the company website.		Link to www.
1.3. **M**	**Sustainability Manager** Management appoints a responsible person as Sustainability Manager, equipped with sufficient authority and time resources.		Job Description
1.4. **M**	Legal Compliance The company ensures compliance with all relevant laws and all applicable local, national, and international obligations.		
1.5. **M**	Risk Management The company has a crisis and risk management plan to protect tourists in emergencies and, if necessary, to take consequences for tourism services and offers.		Crisis Management Plan
1.6.	Risk Management Training Responsible employees receive training from relevant authorities or institutions on acute safety and health risks for tourists.		Training Plan
1.7. **M**	Stakeholder Analysis The company has identified and assessed its internal and external stakeholders as well as their mutual interactions.		Stakeholder Map and Stakeholder Relationships
1.8 **M**	Stakeholder-Dialogue The company maintains an active dialogue with its stakeholders.		Surveys or Other Dialogue Instruments
1.9 **M**	Materiality Analysis Based on the assessment, the company identifies its material sustainability topics,		

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	the fields of action through which the company can improve its sustainability performance.		
1.10 **M**	Improvement Management The company develops an improvement program with concrete goals and measures for sustainable development.		Improvement-programe
1.11. **M**	Updating the Improvement Program The improvement program is systematically monitored, updated annually, and submitted to TourCert for review.		
1.12 **M**	Sustainability Report For each certification and recertification, the company prepares and publishes a standardized sustainability report with current data and indicators.		Sustainability report
2. Products and Services			
2.1. **M**	Product and Service Development The company regularly assesses and evaluates the level of sustainability of its own products and services.		Product / Service Description
2.2. **M**	Marketing Activities The messages and images used in marketing activities present the company and/or destination respectfully and provide an authentic and realistic representation.		Catalogues, Website, Brochures, etc
2.3.	Accessibility The company provides barrier-free access and records the share of accessible beds. Appropriate information for people with special needs is provided (e.g. on the website).	Share of Accessible Beds	Information on the Website
2.4. **M**	Hospitality Industry	1.2.4.1. Number of Rooms 1.2.4.2. Number of Beds 1.2.4.3. Number of Guests 1.2.4.4. Number of Overnight Stays 1.2.4.1. Number of Rooms	
2.5. **M**	Restaurant The company regularly collects data on restaurant operations.	1.2.4.1. Number of Restaurant Guests 1.2.4.2. Number of Restaurant Service Staff 1.2.4.3. Number of Kitchen Staff 1.2.4.4. Number of Guests per Service Staff Member	

		1.2.4.5. Share of Vegetarian Dishes on the Menu 1.2.4.6. Share of Regional Dishes on the Menu	
2.6.	Events The company regularly collects data on events held at its own premises.	1.2.5.1. Number of Event Rooms 1.2.5.3. Number of Booked Events 1.2.5.4. Number of Participants 1.2.5.5. Occupancy Rate (%) 1.2.5.1. Number of Event Rooms 1.2.5.3. Number of Booked Events	

3. Guests			
3.1. **M**	Guest Communication The company actively promotes sustainable travel among its guests through transparent communication (e.g. environmentally friendly travel options and environmentally responsible behavior at the accommodation).	1.3.1.1. Guest Information Survey Index	Catalogue, Website
3.2. **M**	Guest Satisfaction The company regularly measures guest satisfaction, including the perception of sustainability aspects of the travel experience.	1.3.2.1. Guest Satisfaction Index 1.3.2.2. Response Rate (%) of Guest Surveys 1.3.2.4. Share (%) of Returning Guests / Regular Customers	Survey Results
3.3.	Complaint Management A feedback and complaint management system is implemented.		

4. - 5. Economy			
4. Economic Data			
4.1. **M**	Economic Stability The company regularly collects data on its economic stability.	2.1.1.1. Total Revenue 2.1.1.2. Revenue Development over the Past 3 Years 2.1.1.3. Profit Margin 2.1.1.4. Revenue per Employee 2.1.1.5. Revenue per Guest 2.1.1.6. Revenue per Available Room 2.1.1.7. Restaurant Revenue 2.1.1.8. Revenue per Restaurant Guest 2.1.1.9. Revenue per Service Staff Member 2.1.1.10. Average Room Occupancy Rate 2.1.1.6. Average Length of Stay	Annual Financial Statement
5. Value Chain			
5.1	Supplier Code The company ensures, for example through contractual clauses or a Supplier Code of Conduct, that its service providers and suppliers comply with fundamental sustainability principles.		Contracts with Suppliers
5.2. **M**	Supplier Survey The company regularly conducts supplier surveys and assesses the level of sustainability of its suppliers.	2.2.2.1. Total Number of Suppliers 2.2.2.2. Share (%) of Surveyed Suppliers 2.2.2.3. Share (%) of Suppliers with Sustainability Labels	Conducted Surveys
5.3. **M**	Business Partner Satisfaction The company regularly measures the satisfaction of its business partners.	2.2.3.1. Business Partner Satisfaction Index	Satisfaction Survey and Results

6. - 8. Socio-Cultural			
6. Human Rights			
6.1. **M**	Human Rights and Business Practices The company guarantees compliance with human rights in its business practices and follows internationally and nationally recognized best practices as well as locally agreed guidelines.		Excerpt from the Mission Statement or Similar Documents
6.2.	Protection and Preservation of Cultural Heritage The company integrates authentic elements of traditional local culture into its activities, gastronomic offers, or other services while respecting the intellectual property rights of local communities.		
6.3. **M**	Protection of Vulnerable Groups The company ensures the protection of all people (children, adolescents, women, minorities, and other vulnerable groups) within the company itself and throughout the value chain, in line with the ILO Declaration on Fundamental Principles and Rights at Work.		
6.4. **M**	Child Protection Das The company ensures the protection of children from sexual exploitation throughout the value chain and follows the recommendations of the child protection code “The Code.”.		Proof of Compliance with The Code or ECPAT
6.5. **M**	Exploitative Labor Das The company does not employ illegal child labor. Contractual partners do not tolerate any commercial or other forms of exploitation or harassment.		

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7. Employees			
7.1. M	Safety The company ensures a safe working environment for its employees.		Photographic Material
7.2. M	Training (on Sustainability) The company provides regular training and further education opportunities for employees on sustainability topics.		Training Plan
7.3.	Working Conditions The company provides socially responsible working conditions (work-life balance, family-friendly working conditions, fair wages, etc.) and implements measures to increase the attractiveness of employment beyond legal requirements.		Contracts / Agreements / Employee Survey Results
7.4. M	Compensation The company commits to complying with minimum wage regulations and collective bargaining agreements. Wages must be at least sufficient to ensure a living income and cover local living costs.		
7.5. M	Overtime Policy The company has a policy regulating overtime.		Agreements / Employee Survey Results
7.6.	Employee Representation The company supports the establishment of employee representation bodies or works councils.		
7.7. M	Tolerance and Inclusion The company provides fair and equal opportunities for education, training, and employment regardless of origin, ethnicity, age, religion, gender, sexual orientation, or disability.		Employee Survey Results
7.8. M	Equal Opportunities The local population is given equal opportunities for employment, promotion, and recruitment into management positions.		
7.9. M	Employee Structure The company regularly collects data on its workforce structure.	3.2.9.1. Number of Employees (Full-Time Equivalents) 3.2.9.2. Number of Management Positions, Skilled Workers, Trainees, and Other Employees 3.2.9.3. Share (%) of Women in Management Positions	

7.10. **M**	Employee Satisfaction The company regularly measures the level of employee satisfaction.	3.2.10.1. Zufriedenheitsindex (%) Mitarbeitende 3.2.10.2. Anteil (%) der Teilnehmenden an der Befragung 3.2.10.3. Durchschnittliche Betriebszugehörigkeit (Jahre	MA-Befragung Ergebnisse
8. Local Communities			
8.1.	Support for Sustainability Projects The company supports sustainable initiatives or projects at its location.		
8.2. **M**	Protection of Essential Community Resources and Livelihoods Through its activities, the company ensures the general availability of local services and does not endanger the provision of basic food supplies, water resources, access rights, transportation, local housing, or other essential services for local communities.		
8.3. **M**	Public Access for Local Residents The company ensures that its activities do not impair local residents' access to land, sites, and traditions of historical, archaeological, cultural, or spiritual significance.		
8.4.	Rights of Local Communities The acquisition of land, water rights, and property by the company complies with local and indigenous rights.		
8.5.	Historical Artifacts Historical and archaeological artifacts are sold, traded, or exhibited by the company only when permitted under local and international law.		

9. - 12. Environment			
9. Climate Protection			
9.1. **M**	Green Electricity The company sources 100% green electricity.		Electricity Bill
9.2. **M**	CO_2 Emissions at the Location The company regularly measures CO_2 emissions at its location.	4.1.3.1. Total CO_2 Emissions (t) and by Source (Electricity, Heating, Business Travel) 4.1.3.2. CO_2 Emissions (t) per Guest 4.1.3.3. CO_2 Emissions (t) per Overnight Stay	

9.3.	Business Travel The company continuously evaluates resource-efficient alternatives for transportation and actively promotes the use of clean and resource-efficient alternatives.	4.1.4.1. CO_2 Emissions (t) from Business Travel	Data Entry
9.4.	CO_2 Compensation The company offsets at least 50% of the emissions generated by business travel.	4.1.4.2. Share (%) of Compensated Business Travel Emissions	Compensation Certificate

10. Resource Management at the Company Site			
10.1. **M**	Energy The company regularly records energy consumption at the company site.	4.2.1.1. Total Energy Consumption (kWh), per Guest 4.2.1.2. Total Energy Consumption (kWh), per Overnight Stay 4.2.1.2. 4.2.1.3. Total Electricity Consumption (kWh), per Guest	Data Entry
10.2.	Paper The company regularly records paper consumption at the office site.	4.2.2.1. Total Paper Weight (kg) and per Guest 4.2.2.2. Share (%) of 100% Recycled Paper in Total Paper Consumption	
10.3. **M**	Waste Generation The company regularly records waste generation at the company site (including food waste and single-use items or disposable products).	4.2.3.1. 4.2.3.1. Total Waste Generation (l) 4.2.3.2. Waste Generation (l) per Guest 4.2.3.3. Share (%) of Residual Waste 4.2.3.4. Residual Waste Generation (l) per Guest 4.2.3.5. Share (%) of Plastic Waste 4.2.3.6. Plastic Waste Generation per Guest (l) 4.2.3.7. Share (%) of Recycled or Reused Waste 4.2.3.1. Total Waste Generation (l) 4.2.3.2. Waste Generation (l) per Guest	Data Entry
10.4.	Low-Waste Procurement The company aims to minimize waste in procurement and promotes the circular economy through reuse and recycling of waste materials.		Procurement Policy
10.5.	Waste Disposal The company ensures that waste disposal does not have negative impacts on the local population or the environment.		Waste Separation

10.6.	Water The company regularly records water consumption at the site and identifies the sources of water supply..	4.2.6.1. 4.2.6.1. Total Water Consumption (m^3) 4.2.6.2. 4.2.6.2. Water Consumption (m^3) per Guest 4.2.6.3. 4.2.6.3. Water Consumption (m^3) per Overnight Stay	Data Entry

10.7.	Chemicals The company regularly records the consumption of chemicals at its own site.	4.2.7.1. Total Solid Cleaning Agents (kg) 4.2.7.2. Solid Cleaning Agents per Overnight Stay 4.2.7.3. Total Liquid Cleaning Agents (l) 4.2.7.4. Liquid Cleaning Agents (l) per Overnight Stay 4.2.7.5. Total Hazardous Substances 4.2.7.6. Share of Biodegradable Chemicals	Data Entry
10.8.	Procurement Management When purchasing goods and services, the company gives preference to sustainable options (regionally produced, ecological, fairly traded, and environmentally friendly products, services, capital goods, and construction materials).		Procurement Policy
10.9.	Hazardous Substances Register The company maintains and regularly updates a hazardous substances register.		Hazardous Substances Register

11. Environmental Protection and Conservation			
11.1.	Environmental Pollution The company identifies and minimizes sources of environmental pollution caused by wastewater discharge, erosion, ozone-depleting substances, and air, water, noise, light, and soil pollution.		
11.2. **M**	Biodiversity The company contributes to the conservation of natural protected areas and areas of high biodiversity value, including through the management of its own properties. Any disturbance of natural ecosystems is minimized, rehabilitated, and compensated through appropriate .		

11.3. **M**	Information on Biodiversity The company informs its guests about the biodiversity of the region and possible protected areas. It provides guidance on appropriate behavior in ecologically or culturally sensitive areas, as well as recommendations on how guests can contribute to the protection of biodiversity and cultural heritage.		
11.4.	Invasive Species The company ensures that invasive animal and plant species are neither introduced nor kept in company-owned facilities or in facilities under its direct influence.		
11.5.	Native Plants Wherever possible, the company uses native species for landscaping and ecological restoration.		

12. Company-Owned Buildings and Infrastructure			
12.1.	Land Use / Land Consumption The company collects data on its land use and land consumption.	4.4.1. Total Area (m²) 4.4.2. Sealed Surface Area (m²) 4.4.3. Share (%) of Sealed Surface Area	
12.2.	Land Use Planning Land use planning (including planning, site selection, construction, renovation, operation, and demolition) takes natural and cultural conditions into account and complies with the requirements of local land-use planning as well as laws relating to protected and sensitive areas and cultural heritage concerns.		
12.3.	Local and Sustainable Construction Methods and Materials Planning, design, and construction are based on locally appropriate and sustainable construction methods and materials.		

Overview of the Number and Types of Criteria

Field of Action / Criteria	Total	Mandatory
Management	21	
Economy	4	
Socio-Cultural	20	
Environment	21	
TOTAL	**66**	

Assessment Guidelines for the External Audit and Degree of Criteria Fulfillment

The following five assessment levels apply to the evaluation of the criteria. These levels also include a scoring system, enabling the calculation of the degree of criteria fulfillment:

Score	Meaning	Bewertung der Einstufung	Certification Decision
0	**Criterion Not Fulfilled**	No efforts or interest are demonstrated in fulfilling the criterion; there is no evidence of compliance.	For certification, a maximum of three non-fulfilled criteria is permitted. Mandatory criteria must be fulfilled without exception. If conditions are imposed, certification can only be granted positively after these conditions have been implemented.
1	**Initial Approaches**	Only limited efforts are made to fulfill the criterion; there is initial evidence of compliance.	**Conditions** may only be imposed for mandatory criteria; audit **recommendations** should be issued without restriction.
2	**Partially Fulfilled**	Some measures to fulfill the criterion are presented; there is physical and/or digital evidence of compliance.	**Condition**s may only be imposed for mandatory criteria; audit **recommendations** should be issued without restriction**.**
3	**Criterion Fulfilled**	Various measures and general compliance with the criterion are demonstrated. Sufficient evidence of compliance is available.	Audit recommendations may be issued without restriction.
4	**Excellence**	Fulfillment of the criterion is comprehensive and exemplary (best practice); this rating is awarded only in exceptional cases.	
No Impact on the Scoring Evaluation	Criterion Not Applicable		