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Tourism and related services — Sustainability management system for accommodation establishments — Requirements

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Tourism is one of the world's major economic segments and is a target of increasing attention due to its potential to contribute to sustainable development and the impacts that it may have in environmental, social and economic areas.

Organizations of all types in the tourism sector are increasingly recognizing the need to address sustainability issues in their practices. This document provides requirements for a sustainability management system for accommodation establishments that wish to develop and implement sustainable policies and objectives in the management of their activities, products and services.

This document has been drafted to help accommodation establishments of all sizes, from different geographical, cultural and social backgrounds, to improve sustainability in their related activities.

This document has four annexes. Annexes A, B and C are normative and refer to each of the three dimensions of sustainability (environmental, social and economic). Annex D is informative and provides examples of sustainability practices.

This document can also be used as a reference for accommodation establishments, in order to consistently implement and maintain practices that contribute to a major goal in sustainable tourism.

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Tourism and related services — Sustainability management system for accommodation establishments — Requirements

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1 Scope

This document specifies environmental, social and economic requirements to implement a sustainability management system in accommodation establishments in the tourism sector.

This document applies to the aspects that can be controlled by the accommodation establishments and over which they can exert influence.

This document is applicable to any accommodation establishment, regardless of its type, size or location, that wishes to:

a) implement, maintain and improve sustainable practices in their operations;

b) ensure conformance with its defined sustainability policy.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
accommodation
provision of at least sleeping and sanitary facilities

[SOURCE: ISO 18513:2003, 2.1.1]

3.2
accommodation establishment
establishment providing tourist accommodation

3.3
artificial feeding
provision of food or bait to attract animals deliberately for the purpose of tourism

3.4
audit
systematic, independent and documented *process* (3.32) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

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