



CRITERIA FOR SUSTAINABILITY ASSESSMENT OF HOTELS AND LODGING PLACES

ABOUT US

Phoenix 2002 Circular Economy Association is a Bulgarian non-profit organization for public benefit, with the main goal of cooperating with local authorities and the government on issues affecting the environment. The Association is a member of the Global Sustainable Tourism Council (GSTC).

The BSGP sustainability certification standard was created in 2022 in implementation of a Project¹, financed under Operational Program "Environment 2014-2020"/ Bulgaria and co-financed by the European Union, through the European Fund for Regional development.

Currently certification is available in Bulgaria as well as at the international level. For up-to-date information on coverage for your country, please contact us via the contact form on our website - bsgp.bg.

CRITERIA FOR SUSTAINABILITY ASSESSMENT OF HOTELS AND LODGING PLACES is the current edition of the original criteria. This edition is more thorough and extensive as it reflects the experience throughout the past three years of work.

There are four BSGP levels of sustainability certification- Bronze, Silver, Gold, and Platinum. To achieve a level of progression, the candidate must comply with all relevant requirements. The level of progression is subject to yearly reassessment.

The criteria do not restrict certified establishments to apply other sustainability measures. Successful individual practices shall be considered for inclusion into a future revision of the BSGP Assessment Criteria.

¹ "Demonstration Project for the introduction of a model for preventing the generation of waste in hotels and lodging places"



Environmental
Stewardship

Legal

Energy and
Carbon

Customer Care

Employee Care

Destination and
Community

Biodiversity and
Ecosystems

Sustainability Measures

Responsible
procurement

Waste

Criteria for assessment

1. Sustainability management system

Bronze	Silver	Gold	Platinum
<p>1. Establishment has implemented a sustainability management system that is suitable to its size and scope, addresses environmental, social, cultural, economic, quality, human rights, health, safety and risk management issues and drives continuous improvement. The sustainability system is clearly documented and available to all staff.</p>			
MEASURE: ENVIRONMENTAL STEWARDSHIP			

2. Legal compliance

Bronze	Silver	Gold	Platinum
<p>1. Establishment is in compliance with all applicable local, national and international legislation and regulations including, among others, environmental, labour, health and safety aspects.</p>			
MEASURE: LEGAL			

3. Energy and carbon sustainability in design and construction

Bronze	Silver	Gold	Platinum
<p>1. Establishment uses low carbon materials for sustainable building and/or rebuilding</p> <p>2. Green spaces such as gardens/rooftop gardens are incorporated into the space</p>	<p>In addition to previous level,</p> <p>3. Establishment has installed insulation in its outer wall and roof structure</p> <p>4. All hotel windows are double glazed</p>	<p>In addition to previous level,</p> <p>5. Property offers electric car charging stations</p> <p>6. Establishment has installed smart lift software²</p>	<p>In addition to previous level,</p> <p>7. Establishment has installed dynamic/automatic sun shading for its guest room and common area windows</p> <p>8. Electricity is 100% renewable</p>
MEASURE: ENERGY AND CARBON			

² software that introduces 'stand-by' mode which automatically turns off lighting and fan consumption in lifts

4. Energy saving

Bronze	Silver	Gold	Platinum
		In addition to previous level,	In addition to previous level
<ol style="list-style-type: none"> 1. Establishment has installed energy efficient appliances in its guest rooms, kitchen, laundry room and reception/offices 2. Establishment chooses LED lighting as much as possible in lighting interior/ exterior spaces. 		<ol style="list-style-type: none"> 2. LED lighting makes up for at least 80% of the Establishment's guest and public room lighting 3. Guest rooms have energy saving switches (e.g. keycard-controlled electricity) 	<ol style="list-style-type: none"> 4. Establishment has installed energy-saving thermostats that conserve energy when rooms or areas are not in use 5. Establishment has installed cooling systems that do not use hydrofluorocarbons (HFCs) but rely on hydrocarbons or natural refrigerants as ammonium or CO2
MEASURE: ENERGY AND CARBON			

5. Energy saving- hot water use

Bronze	Silver	Gold	Platinum
		In addition to previous level,	
<ol style="list-style-type: none"> 1. Establishment has installed a pool cover to reduce evaporation and condensation, reducing the energy required to heat the swimming pool 		<ol style="list-style-type: none"> 2. Establishment has installed a variable speed heat pump for its pool that allows the Establishment to select a lower speed setting, saving energy in the process 3. Establishment has reduced laundry temperature to 60°C for its towel & linen laundry 	
MEASURE: ENERGY AND CARBON			

6. Staff engagement

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment has a designated person responsible for implementing the sustainability management system. 2. Staff are engaged with development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery. 			
MEASURE: ENVIRONMENTAL STEWARDSHIP			

7. Customer satisfaction and sustainability

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. The Customer satisfaction, including aspects of sustainability, is monitored 2. Steps are taken to prevent a problem reoccurring to preserve and increase the level of customer experience 			
MEASURE: CUSTOMER CARE			

8. Customer health, safety and security

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment provides its visitors with a safe environment for stay and recreation, taking adequate steps to ensure maintenance and cleanliness, as well as the preparedness of the personnel and the prevention of potential risk situations 2. Establishment provides training to employees to identify, report and stop child sex tourism and sex trafficking 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 3. Establishment is manned 24 hours and has 24/7 surveillance 	
MEASURE: CUSTOMER CARE			

9. Wellbeing and sustainable products

Bronze	Silver	Gold	Platinum
1. All cosmetic and cleaning products that are used when performing services and activities within the professional scope of the establishment are consistent with the current regulations		In addition to previous level, 2. Establishment offers only eco-friendly toiletries in guest rooms 3. Establishment uses only eco-friendly cleaning products	
MEASURE: CUSTOMER CARE			

10. Accessibility

Bronze	Silver	Gold	Platinum
1. Establishment was built according to the requirements of the current legislation for an accessible environment for the population, including the disabled		In addition to previous level, 2. The staff is specifically trained to work with people with special needs, in order to provide quality and accessible service to people with disabilities	
MEASURE: CUSTOMER CARE			

11. Sustainable visitor etiquette- natural, cultural and historical sights

Bronze	Silver	Gold	Platinum
1. Establishment is aware of the local environment, cultural and historical heritage, as well as visitor etiquette in general and provides relevant information to guests	2. Establishment provides guests with sustainable ways of exploring the surroundings (bicycle rental/ parking is offered, appropriate pedestrian routes are suggested) 3. Guests are offered tours and activities organised by local guides and businesses		
MEASURE: DESTINATION AND COMMUNITY			

12. Employee health, safety and wellbeing

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment provides its employees with safe and healthy working conditions and 2. Provides its employees with health & safety training and keeps record of this 3. Establishment monitors and reviews its employees' wages and implements them against national living wage norms 4. Records of employee ages are kept and show absence of any form of child labour 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 5. At least 80% of the staff is recruited among local residents 	
MEASURE: EMPLOYEE CARE			

13. Equal rights and inclusiveness

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment provides its employees with a working environment with equal rights, responsibilities and opportunities for women and men, people of different ethnic origins, nationalities and age. Local residents are given equal opportunities for career advancement, including in management positions 2. Establishment encourages a working environment where employees can raise concerns 			
MEASURE: EMPLOYEE CARE			

14. Positioning within the community

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment's positioning within the community does not inhibit access to basic needs: food, water, health care, sanitation. 	<p>In addition to previous level,</p> <ol style="list-style-type: none"> 2. The Establishment uses local, small and medium-sized enterprises to meet 80% of its maintenance, service, marketing & non-F&B supply needs 	<p>In addition to previous level,</p> <ol style="list-style-type: none"> 3. Establishment invests a % of its revenue back into the community or in local sustainability projects 4. Local artists are offered a platform to display their talents 	
MEASURE: DESTINATION AND COMMUNITY			

15. Food Sustainability

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment educates staff on food sustainability 2. Vegetarian menu options are offered 3. Vegan menu options are offered 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 4. 80% of the food products offered by the Establishment is organic 5. At least 80% of food is sourced from Establishment's local region (e.g. within 50km from Establishment location) 6. Establishment sources sustainable seafood, avoiding species on the "Avoid" list of the Marine Conservation Society Good Fish Guide 	
MEASURE: RESPONSIBLE PROCUREMENT			

16. Impact on surrounding ecosystems

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. The daily activities avoid direct or indirect introduction into the air, water or soil, of substances or heat that may cause material damage, deteriorate or impede the legally established use of the environment, be harmful to human health or the quality of water ecosystems, as well as the terrestrial ecosystems directly dependent on them 2. The location and activities of the establishment does not disturb protected areas and habitats of plant, animal, mushroom and microorganism species 3. Establishment takes measures to avoid the introduction of invasive species, and prioritises the use of native species for landscaping. 			<p>In addition to previous level,</p> <ol style="list-style-type: none"> 4. The facility invests an adequate % of the annual operating budget to integrate or maintain Green measures and infrastructure (e.g. Solar PV panels, electric car charging stations, Green Roofs, Water tanks for irrigation purposes, etc.)
MEASURE: BIODIVERSITY AND ECOSYSTEMS			

17. Animal welfare

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. The services and activities within the professional scope of the establishment do not violate the national Animal Protection Act and the principles of animal welfare 2. Wild (non-domesticated) animals are not displayed/interacted with while captive on the Establishment or harvested, consumed, or sold 			

Bronze	Silver	Gold	Platinum
MEASURE: BIODIVERSITY AND ECOSYSTEMS			

18. Access to water and water use

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment regulates the access and use of water/mineral water for its activities, according to the requirements of the current legislation and the issued individual permits for use and commissioning 2. Establishment implements measures to reduce water consumption (e.g. through water-saving faucets, shower heads and/or toilet cisterns, a non-daily towel and bed linen change policy in guest rooms, except when expressly requested by the client, etc.) 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 3. Establishment only uses water-saving faucets, shower heads and/or toilet cisterns 4. Establishment collects rainwater to use for irrigation purposes in periods of limited rainfall 5. Establishment has drought-tolerant landscaping with reduces irrigation needs and water use 	
MEASURE: BIODIVERSITY AND ECOSYSTEMS			

19. Wastewater

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment regulates the use of water bodies for the discharge of waste water, according to the requirements of the current legislation and the issued individual permits for use and commissioning 			
MEASURE: BIODIVERSITY AND ECOSYSTEMS			

20. Paper and cardboard, metal, plastic, and glass waste

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects paper and cardboard, metal, plastic, and glass waste separately 2. Establishment discards waste by separate collection or drop off at civic amenity sites or bring points 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 4. Single-use plastic amenities are replaced by a bulk dispenser 	<p>In addition to previous level,</p> <ol style="list-style-type: none"> 7. Establishment has installed water refill stations and encourages guests to use these instead of single-use plastic water bottles 8. Establishment participates in a soap donation

Bronze	Silver	Gold	Platinum
3. Establishment implements measures to reduce waste quantities (e.g. incorporating bulk dispensers in place of single-use cosmetics bottles, water/ soda dispensers, avoid single use- plastic, reduce paper use in hotel administration etc.)		5. Establishment has paperless procedures in place, both at the front desk and in the back office 5. Single-use plastic water and soda bottles are not offered 6. Establishment does not use styrofoam food containers and single-use plastic tableware, cups, straws and stirrers	programme for which it collects and recycles soap and donates it to regions in need 9. Establishment preferentially buys supplies made of eco materials (carboard combs, recycled carton packaging, bamboo toothbrushes etc)
MEASURE: WASTE			

21. Textile waste

Bronze	Silver	Gold	Platinum
1. Establishment collects textile waste separately and discards it by separate collection or drop off at bring points		In addition to previous level, 1. Establishment finds an individual solution in case separate collection or drop off are not available and 2. Applies measures for waste prevention and preparation for reuse for textile waste (repair of uniforms, repurposing of partially worn out hotel textiles etc)	
MEASURE: WASTE			

22. Biodegradable waste from gardens and parks

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects biodegradable waste separately and ensures that biodegradable waste is collected in appropriate waste bins ³ 2. Establishment discards biodegradable waste from gardens and parks by separate collection or drop off at civic amenity sites or bring points. Alternatively green waste is composted on site. 			
MEASURE: WASTE			

23. Food and kitchen waste

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects food and kitchen waste separately (in appropriate containers⁴) and discards food waste by separate collection or drop off at civic amenity sites or bring points. 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 2. Establishment finds an individual solution if collection or drop off are not available 3. As well as implements measures to prevent and reduce food waste 	<p>In addition to previous level,</p> <ol style="list-style-type: none"> 4. Food and kitchen waste is composted on site
MEASURE: WASTE			

24. Hazardous Waste

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects hazardous waste in appropriate leak proof waste bins and 2. Discards hazardous waste by separate collection or drop off at civic amenity sites or bring points 			<p>In addition to previous level,</p> <ol style="list-style-type: none"> 3. Establishment finds an individual solution in collection or drop off are not available
MEASURE: WASTE			

^{3,4} containers must be marked with a clearly visible inscription containing information about the type of bio-waste collected in them

25. Construction waste

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects construction waste separately and 2. Makes sure that the collected construction waste is discarded by a licenced service provider 			
MEASURE: WASTE			

26. Unusable batteries and accumulators

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects unusable batteries and accumulators waste at the source and 2. Discards unusable batteries and accumulators waste by separate collection or drop off at civic amenity sites or bring points 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 3. Establishment finds an individual solution in collection or drop off are not available 	
MEASURE: WASTE			

27. Out of use electrical and electronic equipment

Bronze	Silver	Gold	Platinum
<ol style="list-style-type: none"> 1. Establishment collects electrical and electronic equipment waste separately in appropriate bins and 2. Discards electrical and electronic equipment waste by separate collection or drop off at civic amenity sites or bring points 		<p>In addition to previous level,</p> <ol style="list-style-type: none"> 2. Establishment finds an individual solution in case collection or drop off are not available and 3. Applies waste reduction measures i.e. product reuse and lifecycle extension 	
MEASURE: WASTE			

28. Bulky waste

Bronze	Silver	Gold	Platinum
1. Establishment discards bulky waste by separate collection or drop off at civic amenity sites or bring points		In addition to previous level, 3. Establishment finds an individual solution in case collection or drop off are not available and 4. Applies maintenance measures by which the products or components of products can be reused or for a longer period of time	
MEASURE: WASTE			

29. Remaining waste (for landfill)

Bronze	Silver	Gold	Platinum
Not applicable	With application of all waste reduction measures (separate collection, recycling, preparation for reuse and prevention), the Establishment must divert 25% of the waste it generates away from landfill	With application of all waste reduction measures (separate collection, recycling, preparation for reuse and prevention), the Establishment must divert 45% of the waste it generates away from landfill	With application of all waste reduction measures (separate collection, recycling, preparation for reuse and prevention), the Establishment must divert 90% of the waste it generates away from landfill
MEASURE: WASTE			

30. Carbon footprint

Bronze	Silver	Gold	Platinum
1. Establishment provides information on electricity consumption, fuel and other relevant information in order to track carbon emissions on an annual basis ⁱ 2. Implements measures to reduce the carbon footprint.		In addition to previous level, 3. Establishment has reduced energy consumption this year with at least 5% compared to previous year 4. Establishment compensates for at least 10% of total annual carbon emissions by purchasing certified carbon offsets	
MEASURE: ENERGY AND CARBON			

ⁱ According to the HCMI calculator