



STANDARDS

EQUIPMENT / TECHNOLOGY		
1	Sustainable equipment	Decorative items, bathroom items, bins and small furniture should be chosen in sustainable designs (e.g. plastic-free, recycled or cradle-to-cradle). If this is not currently the case, it should be taken into account when making new purchases.
2	Laundry	When purchasing new items, eco-friendly home textiles such as organic cotton or linen, etc. should be chosen for bed linen, towels and table linen. Rental laundry: the external service provider must meet the biological and sustainability requirements. If eco-friendly home textiles are not available, it is recommended that the service be made climate-neutral.
3	Energy	100% renewable electricity must be used.
4	Heating & hot water	The heating and hot water supply for the business is based on renewable raw materials (biomass), heat pumps or similar. If this is not the case, it should be taken into account when making new purchases.
5	Water usage	Water-saving systems are installed or are taken into account with every new purchase.
6	E-mobility/ parking lot	The hotel has at least one charging station for electric cars if it has its own car park.
7	Renovation / new construction	During conversion, renovation or new construction, care is taken to use ecological and natural materials. The hotel is guided by the ecological standards of the construction industry, using local materials wherever possible.
8	Mattresses	The rooms are equipped with non-toxic mattresses made from natural raw materials or recycled materials. If this is not currently the case, it must be taken into account when making new purchases.

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MUST₂ – In case of not keeping this standard, a contractual penalty in the amount of € 500,- plus tax will be charged annually.

MUST₃ – In the case of not keeping this standard, an escalation process will be initiated. The possible consequence at escalation level 3 is a contractual penalty of € 2,000 plus tax and terminating the contract at escalation level 4.

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DIGITISATION

9	Bookability	The hotel can be booked directly on biohotels.info. If a connection is not technically possible, enquiries made via the BIO HOTELS platforms will be charged at 10 EUR per enquiry.
10	Communication tools	The main communication channel (currently hotelkit) of BIO HOTELS is used weekly by hotel managers to obtain important information such as the CD manual on the correct use of the logo, etc.

LAND, GARDEN

11	Garden	The hotel gardens must be maintained in an environmentally friendly manner. For example: • Preservation and promotion of biodiversity • Attention is paid to water consumption, e.g. through rain barrels or drip irrigation • Composting • Chemical pesticides, insecticides and fertilisers are not used • Selected areas are deliberately left in their natural state • Peat is not used Organic certification by the inspection body is recommended.
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FOOD & BEVERAGES

12	Purchase	The hotel uses only organic products.
13	Beverages	All drinks are organic.
14	Wine	The wine list consists entirely of organic wines.
15	Beer	The assortment of beers is organic.
16	Spirits	All spirits are organic.
17	Exceptions	If certain products cannot be replaced with organic products, the hotel can apply for up to three exceptions using the form provided by the BIO HOTELS headquarters. Exceptions are approved annually after individual review by the Executive Board and Advisory Board. The exception request is then forwarded to the inspection body. A penalty of €100.00 per year is charged for each exception. Exceptions must be made clear to guests (e.g. on the food and drink menu).

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FOOD & BEVERAGES

18	Fish, seafood, game	If fish, seafood or game are not sourced from organic farming, this is indicated to the guest with the note „not sourced from organic farming“ or a similar text. The products are verifiably sourced from the following origins: • Game: not from breeding or enclosure farming (with proof of origin, game accompanying document) • Fish: from certified farms and wild catches • Deep-sea fish: certified origin (ASC, MSC; Icelandic, Alaskan or equivalent fisheries legislation) • Seafood: certified origin (MSC, ASC or equivalent)
19	Wild herbs, mushrooms, berries and food from our own garden	Wild herbs, mushrooms and berries must come from your own or certified organic wild collection. Precise specifications must be clarified with the respective inspection body. If you use your own plants and seeds, they must have organic certification unless they are not available in organic quality.
20	Food from our own agricultural production	If the products originate from our own farms, organic quality standards also apply. If the producer is in the process of converting to organic farming and has already submitted an application for certification, the products may already be used. Guests must be made aware of the conversion (e.g. at the buffet).

BRAND AT THE POINT OF SALE

16	BIO HOTELS sign	The BIO HOTELS sign must be displayed in the hotel entrance area where it is visible to guests.
17	Band image	For a consistent brand image, the hotel selects three of the following BIO HOTELS items (the range is constantly being expanded) for use in the hotel: • BIO HOTELS pens • BIO HOTELS notepads • BIO HOTELS displays • BIO HOTELS flags • BIO HOTELS roll-ups • BIO HOTELS napkins • BIO HOTELS aprons The BIO HOTELS logo is used on in-house products.
18	Print media from BIO HOTELS	Current BIO HOTELS print media must be placed in a visible location in the hotel for guests to see.

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MARKETING

24	BIO HOTELS Logo	The BIO HOTELS logo is used on the hotel's own website and on all printed materials (flyers, letterhead, brochures, etc.). Care is taken to ensure that it is used in accordance with the CD.
25	Social Media	When posting on social media channels, attention is paid to the use of common hashtags and keywords. Guidelines can be found on hotelkit.
26	Newsletter	The BIO HOTELS logo will be included in the hotel's newsletter.
27	Portal	Presentation on other portals is only possible if the portals are not damaging to the brand (list provided by the system headquarters). Prior consultation with the system headquarters is required if direct offers are made to the partner company.

NON-FOOD

28	Consumables	Use of recycled consumables (paper).
29	Cleaning agent	Ecological, biodegradable cleaning agents are used in all areas (including laundry detergent).
30	Cosmetics	100% certified organic cosmetics are used in the rooms and public areas. Certified natural cosmetics may be used in the spa area if organic products are not available. The COSMOS standard is recommended for natural cosmetics.
31	Waste separation	Waste separation is clearly visible to guests, who are encouraged to separate their waste as well. A waste separation concept must be in place.
32	CO ₂ accounting	The hotel conducts a carbon footprint assessment every two years. It is recommended that compensation be made. The hotel can decide for itself which projects to support.
33	Responsible corporate governance	A BIO HOTEL actively promotes the common good and is not solely focused on economic results.

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EMPLOYER BRANDING

34	Catering for staff	The meals provided to employees also consist of high-quality, organic and fresh products.
35	Discount	BIO HOTELS partners, hoteliers and employees of partner establishments (with one accompanying person) receive a 50% discount on accommodation/ breakfast or half board at other BIO HOTELS. Requests for this must be sent by email to the respective hotel using the form provided by the person responsible at the partner establishment.
36	Annual and regional meetings	Attendance at the annual meeting and regional meeting is mandatory for those in positions of responsibility.
37	Training	Training content for employees is continuously updated and made available in hotelkit.
38	Fair wages & social benefits	BIO HOTELS employees are not paid below the industry standard. The hotel complies with the current statutory minimum wage requirements and provides additional social benefits that guarantee the protection and relief of employees. In accordance with „minimum wage requirements“, employees are paid above-average wages depending on their training, teamwork skills and commitment.
39	Flexible working hours	Where possible, BIO HOTELS employees have the option of arranging flexible working hours to suit their own and their family's needs.
40	Advanced training	The hotel offers training opportunities so that skilled workers can gain qualifications and employees can improve their career prospects.
41	Healthy working environment	The hotel strives to maintain a healthy working environment, characterised by ergonomic workstations, good ventilation and natural light.
42	Equality	BIO HOTELS employees are treated fairly and equally, regardless of gender, origin, religion or sexual orientation.

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