



Eco Domus

**Eco-friendly accommodation certification programme
in the Istrian County**

- Certification Criteria -

Istrian County
Administrative Department for Tourism

January 2020

Eco Domus protects the environment and health

The goal of the Eco Domus programme is to encourage private renters in the County of Istria to diversify and raise the quality of their accommodation through compliance with the principles of sustainable development and sustainable tourism.

Starting points of the Eco Domus programme:

- alignment of private accommodation with the principles of sustainable tourism, guidelines of the Croatian Tourism Development Strategy until 2020, Istrian County Master Plan of Tourism until 2025, and the Work Programme of the Istrian County Administrative Department for Tourism
- market diversification
- raising the quality of accommodation

Basic features of the Eco Domus accommodation:

- social and environmental responsibility
- overall environmental and health protection
- use of eco-certified detergents and cleaners
- use of eco-certified toiletries
- use of natural materials
- water saving
- saving energy and using renewable energy sources
- waste sorting and recycling

The Eco Domus programme is aimed at small tourist accommodation facilities in the Istrian County:

- private properties classified as holiday homes or apartments (only if the whole property is run by the same person)
- total capacity of up to 30 beds
- which have been rented for at least 2 years and are registered for year-round operation

Eco Domus criteria

The Eco Domus criteria have been developed in accordance with the global sustainability guidelines in tourism and adapted to the characteristics of the tourism sector in Istria. The criteria are divided into 12 categories and there are 75 in total, **50** of which are **mandatory** and 25 additional criteria are optional.

By meeting the criteria it is possible to obtain the following:

- **Eco Domus** basic label: mandatory criteria must be met
- **Eco Domus Premium** label: you must meet the required criteria and earn at least 20 points from the additional criteria (out of possible 53 points)

The mandatory criteria are written in **bold** letters.

The requirements for joining the Eco Domus programme are as follows:

- compliance of the facility with national regulations and possession of a categorization certificate
- facility is situated in an environment which in no way represents a source of pollution or any other hazard
- high quality of the facility in accordance with the EU standards
- adoption of the Eco Domus principles

All facilities that have been awarded the certificate are subject to regular annual compliance checks, while the rights and obligations under the Eco Domus programme are contractually defined.

The decision on awarding the certificate is made by the Administrative Department for Tourism of the County of Istria, taking into account the criteria listed herein, but also the overall impression or the context of the facility's surroundings, as well as whether the facility contributes to achieving the general objectives of the department, such as improving the quality of private accommodation, development of year-round tourism and balanced development of the region as a whole.

CATEGORY 1: Management and communication

Criteria	Indicators	Explanation
1.1. Facility manager appointment and training	<ul style="list-style-type: none">• Manager appointed• Manager familiar with the Eco Domus programme rules	<ul style="list-style-type: none">• Manager will be trained by the Eco Domus Advisor
1.2. Staff training on the Eco Domus programme rules	<ul style="list-style-type: none">• Trained staff	<ul style="list-style-type: none">• Staff will be trained by the manager
1.3. Reporting on the implementation of the Eco Domus programme	<ul style="list-style-type: none">• Keeping annual records of programme implementation	<ul style="list-style-type: none">• Standard forms for monitoring implementation are provided by the Eco Domus programme• Records are deposited in the Eco Domus facility registry• Records analysis is conducted by the facility manager and the Eco Domus Advisor
1.4. Informing guests on the involvement in the Eco Domus programme	<ul style="list-style-type: none">• Eco Domus label indicated at the entrance to the facility• Eco Domus brochure is placed in a visible spot in the facility	<ul style="list-style-type: none">• The label and the brochure are provided by the Eco Domus programme
1.5. Creating a sustainability policy	<ul style="list-style-type: none">• Sustainability policy is developed• Sustainability policy is placed in a visible spot in the facility	<ul style="list-style-type: none">• Support in creating the sustainability policy is provided by Eco Domus Advisor
1.6. Monitoring customer satisfaction	<ul style="list-style-type: none">• Guest questionnaire is placed in a visible spot in the facility• Completed questionnaires are archived	<ul style="list-style-type: none">• Questionnaires are provided by the Eco Domus programme• Analysis of completed questionnaires is carried out by the facility manager and the Eco Domus Advisor• Questionnaires are deposited in the Eco Domus facility registry

CATEGORY 2: Local values

Criteria	Indicators	Explanation
2.1. Informing guests about local cultural and historical heritage	<ul style="list-style-type: none">• Information provided to guests through information material and orally	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies and such• Drawing interesting places nearby on the map of the area
2.2. Informing guests about local natural values, amenities and events	<ul style="list-style-type: none">• Information provided to guests through information material and orally	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies and such• Drawing interesting places nearby on the map of the area
2.3. Landscaping with autochthonous plants	<ul style="list-style-type: none">• The surroundings of the facility include at least three autochthonous plants	
2.4. Promoting traditional products and souvenirs	<ul style="list-style-type: none">• Information provided to guests through information material and orally	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies and such• Drawing interesting places nearby on the map of the area
2.5. Informing guests about opportunities to learn and/or participate in our customs and traditions	<ul style="list-style-type: none">• Information provided to guests through information material and orally	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies and such• Drawing interesting places nearby on the map of the area

CATEGORY 3: Food and drink

Criteria	Indicators	Explanation
3.1. Informing guests about local and eco-certified food and drink producers	<ul style="list-style-type: none">• Information provided to guests through information material and orally	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies, family farms, farming households, local restaurants, taverns, etc.• Drawing interesting places nearby on the map of the area
3.2. Promotion of local cuisine and typical food products	<ul style="list-style-type: none">• Guests are provided information about:<ul style="list-style-type: none">- typical local dishes- current fairs, festivals, etc.- local restaurants and taverns- roads of olive oil, honey, wine, etc.	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies, family farms, farming households, local restaurants, taverns, etc.• Drawing interesting places nearby on the map of the area
3.3. Informing guests about the health safety of tap water and advising them to avoid buying drinks in plastic packaging	<ul style="list-style-type: none">• Information provided to guests through the Eco Domus brochure	<ul style="list-style-type: none">• The brochure is provided by the Eco Domus programme

CATEGORY 4: Water

Criteria	Indicators	Explanation
4.1. Water consumption monitoring	<ul style="list-style-type: none">• Regularly completing a monthly report	<ul style="list-style-type: none">• Standard reporting form is provided by the Eco Domus programme• Documents are deposited in the Eco Domus facility registry
4.2. Informing guests about the desirability of saving water	<ul style="list-style-type: none">• Information provided to guests through the Eco Domus brochure	<ul style="list-style-type: none">• The brochure is provided by the Eco Domus programme
4.3. Using water-saving taps and showers and regular maintenance	<ul style="list-style-type: none">• Installed flow restrictors on taps (maximum 4 l/min) and showers (maximum 7 l/min)• Compiled list of all taps and showers	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry
4.4. Limiting the volume of toilet cisterns and their regular maintenance	<ul style="list-style-type: none">• Toilet cisterns adjusted to a maximum volume of 6 l• Compiled list of all toilet cisterns	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry
4.5. System control and water loss prevention	<ul style="list-style-type: none">• Staff trained on the importance of regular system maintenance	<ul style="list-style-type: none">• Staff will be trained by the manager
4.6. Watering plants early in the morning or late at night in the summer	<ul style="list-style-type: none">• Trained staff• If irrigation system is installed, proof of irrigation dynamics regulation available for inspection	<ul style="list-style-type: none">• Staff will be trained by the manager• Documents are deposited in the Eco Domus facility registry
4.7. Wastewater management in accordance with regulations	<ul style="list-style-type: none">• Documents and invoices available for inspection	<ul style="list-style-type: none">• Documents are deposited in the Eco Domus facility registry
4.8. Rainwater collection and use in the facility (2 points)	<ul style="list-style-type: none">• Technical documentation available for inspection• Proof of using mosquito-preventing methods available for inspection	<ul style="list-style-type: none">• Documents and proof are deposited in the Eco Domus facility registry

4.9. Own wastewater treatment
(3 points)

Documents available for inspection

CATEGORY 5: Hygiene

Criteria	Indicators	Explanation
5.1. Procurement of eco-labelled personal hygiene products or those made of natural ingredients	<ul style="list-style-type: none">• Compiled list of eco-certified products used• Compiled list of non-certified products used with information on composition• Invoices for purchased products available for inspection	<ul style="list-style-type: none">• When necessary, information on locally available products is provided by the Eco Domus Advisor• Lists and invoices are deposited in the Eco Domus facility registry
5.2. Procurement of eco-labelled toiletries	<ul style="list-style-type: none">• Compiled list of eco-certified products used• Invoices for purchased products available for inspection	<ul style="list-style-type: none">• When necessary, information on locally available products is provided by the Eco Domus Advisor• Lists and invoices are deposited in the Eco Domus facility registry
5.3. Procurement of 100% recycled toiletries (1 point)	<ul style="list-style-type: none">• Compiled list of eco-certified products used• Invoices for purchased products available for inspection	<ul style="list-style-type: none">• When necessary, information on locally available products is provided by the Eco Domus Advisor• Lists and invoices are deposited in the Eco Domus facility registry

CATEGORY 6: Washing, cleaning and disinfection

Criteria	Indicators	Explanation
6.1. Rational use of detergents and disinfectants	<ul style="list-style-type: none">• Trained staff	<ul style="list-style-type: none">• Staff will be trained by the manager
6.2. Using eco-certified detergents or those made from natural ingredients	<ul style="list-style-type: none">• Compiled list of used eco-certified detergents for dishwashing, laundry washing and surface cleaning• Compiled list of used non-certified products with information on composition• Invoices for purchased products and laundry services available for inspection	<ul style="list-style-type: none">• When necessary, information on locally available products is provided by the Eco Domus Advisor• Lists and invoices are deposited in the Eco Domus facility registry
6.3. Using reusable cloths and microfiber cloths	<ul style="list-style-type: none">• Trained staff	<ul style="list-style-type: none">• Staff will be trained by the manager
6.4. Using an electrolysis system to disinfect the pool water (3 points)	<ul style="list-style-type: none">• Technical documentation available for inspection	<ul style="list-style-type: none">• Documents are deposited in the Eco Domus facility registry
6.5. Automated dosing of swimming pool water disinfectants (2 points)	<ul style="list-style-type: none">• Automatic dispenser set to a minimum amount of disinfectant needed to meet hygiene requirements• Technical documentation with information on the regulation of the amount of disinfectant available for inspection	<ul style="list-style-type: none">• Documents are deposited in the Eco Domus facility registry
6.6. Guests can measure pH and chlorine levels in the pool (1 point)	<ul style="list-style-type: none">• Provided devices for measuring pH and chlorine in the pool• Documents available for inspection	<ul style="list-style-type: none">• Documents are deposited in the Eco Domus facility registry

CATEGORY 7: Waste

Criteria	Indicators	Explanation
7.1. Monitoring quantities of generated waste	<ul style="list-style-type: none">• Regularly completing a monthly report	<ul style="list-style-type: none">• Standard reporting form is provided by the Eco Domus programme• Documents are deposited in the Eco Domus facility registry
7.2. Separate collection of recyclable waste	<ul style="list-style-type: none">• There are at least 3 separate containers for collecting recyclable waste: glass, metal, plastic packaging, cartons, paper and cardboard• Containers are labelled with appropriate information labels• Staff are trained on the types of waste that can be separated and the locations for proper disposal thereof	<ul style="list-style-type: none">• Procurement of separate containers is carried out by the owner of the facility• Container information labels are provided by the Eco Domus programme• Staff will be trained by the manager
7.3. Separate collection of hazardous waste	<ul style="list-style-type: none">• There are at least two separate containers for hazardous waste collection in the facility: for batteries and energy-saving light bulbs• Containers are labelled with appropriate information labels• Staff are trained on the types of hazardous waste and proper disposal thereof	<ul style="list-style-type: none">• Procurement of separate containers is carried out by the owner of the facility• Container information labels are provided by the Eco Domus programme• Staff will be trained by the manager
7.4. Informing guests about ways to reduce the build-up and proper separation of waste	<ul style="list-style-type: none">• Information provided to guests through the Eco Domus brochure• Guests are offered canvas bags or baskets for shopping purposes	<ul style="list-style-type: none">• The brochure is provided by the Eco Domus programme
7.5. Reusing or donating used furniture, textiles and other useful items	<ul style="list-style-type: none">• Compiled list of reused or donated furniture, textiles and other useful items	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry

7.6. Avoiding small packaging	<ul style="list-style-type: none"> • When using small packaging, the packaging must be paper, cardboard or bio-degradable • Compiled list of products where small packaging could not be avoided • Invoices for purchased products available for inspection 	<ul style="list-style-type: none"> • The list and invoices are deposited in the Eco Domus facility registry
7.7. Use of 100% recycled and bio-degradable materials for promotional purposes (3 points)	<ul style="list-style-type: none"> • Promotional materials available for inspection 	<ul style="list-style-type: none"> • Copies of promotional materials are deposited in the Eco Domus facility registry
7.8. Organic waste composting (2 points)	<ul style="list-style-type: none"> • There is a separate organic waste container in the facility • Staff are trained in organic waste management 	<ul style="list-style-type: none"> • Procurement of a separate organic waste container is carried out by the owner of the facility • Staff will be trained by the manager
7.9. Separate collection of waste edible oil (1 point)	<ul style="list-style-type: none"> • There is a separate container for waste edible oil in the facility • Staff are trained in waste edible oil management 	<ul style="list-style-type: none"> • Procurement of a separate container for waste edible oil is carried out by the owner of the facility • Staff will be trained by the manager

CATEGORY 8: Energy

Criteria	Indicators	Explanation
8.1. Monitoring energy consumption	<ul style="list-style-type: none">• Regularly completing a monthly report	<ul style="list-style-type: none">• Standard reporting form is provided by the Eco Domus programme• Documents are deposited in the Eco Domus facility registry
8.2. Informing guests about the desirability of saving energy	<ul style="list-style-type: none">• Information provided to guests through the Eco Domus brochure	<ul style="list-style-type: none">• The brochure is provided by the Eco Domus programme
8.3. Windows and doors must be well sealed	<ul style="list-style-type: none">• All windows and doors must be properly sealed	
8.4. Regulation of air conditioning at maximum 22°C in the winter and minimum 26°C in the summer and lighting regulation	<ul style="list-style-type: none">• Compiled list of sensors, timers and thermostats (preferably)• In case of absence of sensors, timers and thermostats, informing guests about proper regulation through information labels• Trained staff	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry• Information labels are provided by the Eco Domus programme• Staff will be trained by the manager
8.5. Proper maintenance of electrical appliances	<ul style="list-style-type: none">• Compiled list of electrical appliances and maintenance methods	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry
8.6. Complete disconnection of all devices from power sources off tourist season	<ul style="list-style-type: none">• Trained staff	<ul style="list-style-type: none">• Staff will be trained by the manager
8.7. Use of energy-saving light bulbs in at least 80% of luminaires	<ul style="list-style-type: none">• Compiled list of luminaires and types of light bulbs	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry

8.8. Switching to "A" or higher energy class devices	<ul style="list-style-type: none"> • Compiled list of electrical appliances with energy class documentation • At least 1 device in the facility must be "A" or higher energy class • Within 3 years of joining the Eco Domus programme, at least 30% of the devices must be "A" or higher energy class 	<ul style="list-style-type: none"> • The list is deposited in the Eco Domus facility registry
8.9. Use of energy-saving light bulbs in 100% luminaires (2 points)	<ul style="list-style-type: none"> • Compiled list of luminaires and types of light bulbs 	<ul style="list-style-type: none"> • The list is deposited in the Eco Domus facility registry
8.10. Using at least 80% of "A" or higher energy class devices (2 points)	<ul style="list-style-type: none"> • Compiled list of electrical appliances with energy class documentation 	<ul style="list-style-type: none"> • The list is deposited in the Eco Domus facility registry
8.11. Energy class of the facility "A" (3 points)	<ul style="list-style-type: none"> • Energy Performance Certificate of the facility available for inspection 	<ul style="list-style-type: none"> • The Certificate is deposited in the Eco Domus facility registry
8.12. Energy class of the facility "B" (2 points)	<ul style="list-style-type: none"> • Energy Performance Certificate of the facility available for inspection 	<ul style="list-style-type: none"> • The Certificate is deposited in the Eco Domus facility registry
8.13. Energy class of the facility "C" (1 point)	<ul style="list-style-type: none"> • Energy Performance Certificate of the facility available for inspection 	<ul style="list-style-type: none"> • The Certificate is deposited in the Eco Domus facility registry
8.14. Obtaining at least 10% of electricity from renewable sources (2 points)	<ul style="list-style-type: none"> • Compiled list of renewable energy sources used and the amount of energy produced • Technical documentation available for inspection • Measured ratio of renewable and non-renewable energy consumption annually 	<ul style="list-style-type: none"> • The list and the documentation are deposited in the Eco Domus facility registry

8.15. Obtaining at least 50% of electricity from renewable sources (3 points)

- Compiled list of renewable energy sources used and the amount of energy produced
- Technical documentation available for inspection
- Measured ratio of renewable and non-renewable energy consumption annually

- The list and the documentation are deposited in the Eco Domus facility registry

8.16. Hot water preparation using a renewable energy system (3 points)

- Compiled list of renewable sources in use
- Description of the system with the information on produced thermal energy available for inspection

- The list and the documentation are deposited in the Eco Domus facility registry

8.17. Solar charging station for electric bicycles and other appliances (2 points)

- Documents available for inspection

- The documents are deposited in the Eco Domus facility registry

8.18. Passive energy saving (1 point)

- Proven implementation of additional measures that contribute to energy saving in cooling, heating, ventilation and lighting (e.g. blinds/awnings on balconies, skylights, etc.)

- Proof of additional measures is deposited in the Eco Domus facility registry

CATEGORY 9: Mobility

Criteria	Indicators	Explanation
9.1. Encouraging guests to use public transport	<ul style="list-style-type: none">• Information provided to guests on public transport lines, schedules and fares through information material	<ul style="list-style-type: none">• Using information available on the websites of the public transport service provider
9.2. Informing guests about bike rental options	<ul style="list-style-type: none">• Information provided to guests on bike rental options in the area through information material	<ul style="list-style-type: none">• Using existing information material available at tourist offices, travel agencies and such• Drawing local bike rental points on the map of the area
9.3. Encouraging guests to shop locally by bike or on foot	<ul style="list-style-type: none">• Information provided to guests on local shops and stores through information material	<ul style="list-style-type: none">• Drawing locations of local shops and stores on the map of the area
9.4. Offering your own bikes for guests to use (2 points)	<ul style="list-style-type: none">• Guests have the opportunity to use bikes from the facility free of charge	

CATEGORY 10: Interior and exterior

Criteria	Indicators	Explanation
10.1. Switching from conventional to eco-certified interior paints and varnishes	<ul style="list-style-type: none">• Compiled list of paints and varnishes• Product specification available for inspection	<ul style="list-style-type: none">• The list and the specification are deposited in the Eco Domus facility registry
10.2. Switching from mixed textiles, materials and equipment to those made from natural materials	<ul style="list-style-type: none">• Compiled list of textiles, materials and equipment• Product specification available for inspection	<ul style="list-style-type: none">• The list and the specification are deposited in the Eco Domus facility registry
10.3. Avoiding using plastic wherever possible	<ul style="list-style-type: none">• Compiled list of situations in which plastic could not be avoided	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry
10.4. Avoiding conventional horticultural protective products wherever possible	<ul style="list-style-type: none">• Compiled list of protective products used• Trained staff	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry• Staff will be trained by the manager
10.5. Procurement of certified furniture from responsible sources (2 points)	<ul style="list-style-type: none">• Compiled list of furniture• Product specification available for inspection	<ul style="list-style-type: none">• The list and the specification are deposited in the Eco Domus facility registry
10.6. Procurement of eco-certified textiles (1 point)	<ul style="list-style-type: none">• Compiled list of textiles• Product specification available for inspection	<ul style="list-style-type: none">• The list and the specification are deposited in the Eco Domus facility registry

CATEGORY 11: Noise and light pollution

Criteria	Indicators	Explanation
11.1. Informing guests and staff on the importance of maintaining peace and quiet in the facility	<ul style="list-style-type: none">• Information provided to guests on respecting the environment and preventing noise through the Eco Domus brochure• Staff trained on the measures of respecting the environment and preventing noise	<ul style="list-style-type: none">• The brochure is provided by the Eco Domus programme• Staff will be trained by the manager
11.2. Active approach to limiting all noise sources	<ul style="list-style-type: none">• Compiled list of measures for limiting noise sources in the facility	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry
11.3. Prevention of light pollution when using outdoor and ambient lighting	<ul style="list-style-type: none">• Compiled list of outdoor lighting fixtures with a description of the measures implemented to reduce light pollution• Directing the beam of light towards the ground using light of less than 3000K wherever possible• Outdoor lighting sensor system installed (preferably)	<ul style="list-style-type: none">• The list is deposited in the Eco Domus facility registry

CATEGORY 12: Social involvement

Criteria	Indicators	Explanation
12.1. Supporting local initiatives to increase social co-operation and integration (3 points)	<ul style="list-style-type: none">• Proof of support to local initiatives available for inspection	<ul style="list-style-type: none">• Proof is deposited in the Eco Domus facility registry
12.2. Active advocacy for sustainable development in the wider community (3 points)	<ul style="list-style-type: none">• Proof of activities available for inspection	<ul style="list-style-type: none">• Proof is deposited in the Eco Domus facility registry
12.3. Implementing additional measures for nature conservation and environmental protection (3 points)	<ul style="list-style-type: none">• Proof of implementing additional measures and associated positive effects	<ul style="list-style-type: none">• Proof is deposited in the Eco Domus facility registry