



SPECIFICATION CRITERIA for ' WE DO LOCAL ' CERTIFICATION FOR RESORT HOTELS

| | | | |
|--|--------------------|------------------|----------------------|
| Operator | Trade name: | | Code: |
| Contact Details | Surname: | Name: | Middle Name: |
| Operator's Address | Location: | District: | Municipality: |
| Authorisation to take audiovisual/photographic/electronic material by an authorized inspector of COSMOCERT solely for the use of inspection documentation: YES <input type="checkbox"/> NO <input type="checkbox"/> | | | |
| Name/ Surname of Inspector: | | | Date: |

| CRITERIA | s/n | CONDITIONS | YES | NO | COMMENTS/ REPORT | POINTS |
|---|-----|--|--------------------------|--------------------------|------------------|--------|
| LICENSES/ CERTIFICATIONS/ AWARDS | 1. | Existence of legal operation license (MITE number) for the operation (restaurants, environmental licenses, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | | 50 |
| | 2. | Accommodation and/or consumption point has received award or distinction on any of its products or for some activity or his property, about the service it provides? (Biokouzina, Green-key, TUI Umwelt, Best Hotel of TUI 's of current year) | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| | 3. | Accommodation and/or consumption point has average positive ratings over 80% according to a formal and/or informal documented ranking system (e.g. TripAdvisor, Holiday-check, Top-Hotels, Booking etc.)? | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| | 4. | The operator has a certified quality management system ISO 9001? | <input type="checkbox"/> | <input type="checkbox"/> | | 25 |





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|-----------------------|---|--|--------------------------|--------------------------|-----------------------------|-----------------------------|
| SOCIAL/ LABOUR | 5. | Compliance with all requirements which govern the working conditions (Insurance, employees' working time, age, etc.)? | <input type="checkbox"/> | <input type="checkbox"/> | | 60 |
| | 6. | Is there first-aid equipment which is directly accessible to all of the staff? | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| | 7. | The operator takes care of the training of its personnel in: a) security issues, first aid, fire protection & emergency (10 points) b) in energy saving and sustainability issues (10 points) c) vocational training (10 points) | <input type="checkbox"/> | <input type="checkbox"/> | | 10 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 10 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 10 <input type="checkbox"/> |
| | 8. | The operator informs about the activities organized for promotion and support of local production, local environment and its people a) permanent & temporary staff (20 points), b) the local community (15 points), c) partners (vendors & TO) (15 points), d) clients (20 points) | <input type="checkbox"/> | <input type="checkbox"/> | | 20 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 15 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 15 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 20 <input type="checkbox"/> |
| | 9. | 70% of the staff of operator is resident in the region? * Excluding areas that do not have sufficient population (e.g., Santorini, Naxos etc.) | <input type="checkbox"/> | <input type="checkbox"/> | | 60 |
| | 10. | Does the operator organizes voluntary blood donations, donations, fund-raising for the personnel? | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| | 11. | Has the operator certification for social responsibility and sustainability, e.g. Travelife or other? | <input type="checkbox"/> | <input type="checkbox"/> | | 25 |
| 12. | Is there any provision for benefits to DISABLED people in business? a) AMK (15 points) b) hearing (5 points) c) vision (5 points) d) allergies (5 points) | <input type="checkbox"/> | <input type="checkbox"/> | | 15 <input type="checkbox"/> | |
| | | <input type="checkbox"/> | <input type="checkbox"/> | | 5 <input type="checkbox"/> | |
| | | <input type="checkbox"/> | <input type="checkbox"/> | | 5 <input type="checkbox"/> | |
| | | <input type="checkbox"/> | <input type="checkbox"/> | | 5 <input type="checkbox"/> | |





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|--|---|---|--------------------------|--------------------------|------------------|-----------------------------|
| ARCHITECTURE/ INFRASTRUCTURE/ SURROUND AREA | 13. | Has the operator a traditional architecture? | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| SOCIAL EVENTS/ LOCAL CULTURE | 14. | The operator organizes activities so that the customer, visitor to the site, to get to know the local products, the local culture/customs, occupations and the traditional way of life through: a) regular activities such as traditional music evenings, courses of traditional prescriptions, décor (30 points) | <input type="checkbox"/> | <input type="checkbox"/> | | 30 <input type="checkbox"/> |
| | | b) extraordinary activities such as harvesting, threshing, animal-clipped (40 points) (Mandatory for certification is one of the above) | <input type="checkbox"/> | <input type="checkbox"/> | | 40 <input type="checkbox"/> |
| | 15. | Is there a selling point of traditional local products? | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| | 16. | The clothing of operator's staff has elements of local clothing tradition? | <input type="checkbox"/> | <input type="checkbox"/> | | 10 |
| ENVIRONMENT | 17. | Has the operator at least one of the following certified environmental management systems: a) ISO 14001 b) EMAS c) EWS | <input type="checkbox"/> | <input type="checkbox"/> | | 25 |
| | 18. | The operator organizes or participates in environmental actions: a) 1-3 actions = 20 points | <input type="checkbox"/> | <input type="checkbox"/> | | 20 <input type="checkbox"/> |
| | | b) Additional 4 + actions = 40 points | <input type="checkbox"/> | <input type="checkbox"/> | | 20 <input type="checkbox"/> |
| | 19. | The operator uses environmental friendly cleansers? | <input type="checkbox"/> | <input type="checkbox"/> | | 10 |
| 20. | Use of renewable energy sources (RES) on the premises of the unit (thermal-solar, photovoltaic-solar, wind-energy; If, Yes: What is the energy equivalent to KWh per year; | <input type="checkbox"/> | <input type="checkbox"/> | | 20 | |





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| ENVIRONMENT | 21. | a) Has the operator farm within an area of up to 100m ² and/or off-site of at least 500m ² , in ownership or possession and occupation, which can be visited or use of its products in the operation? (25 points) | <input type="checkbox"/> | <input type="checkbox"/> | | 25 <input type="checkbox"/> |
| | | b) The farm is certified under Reg. (EC) 834/2007 on organic production (10 points) (Mandatory for certification is the first question) | <input type="checkbox"/> | <input type="checkbox"/> | | 10 <input type="checkbox"/> |
| | 22. | The company has an energy performance certificate of the building (P.E.A.) category A, A+, B, B+, B-. | <input type="checkbox"/> | <input type="checkbox"/> | | 10 |
| | 23. | The company uses certified biological wastewater treatment? | <input type="checkbox"/> | <input type="checkbox"/> | | 10 |
| | 24. | Implementation of a programme of controls for safety and hygiene matters of staff and customers. In particular: <ul style="list-style-type: none"> ▪ Compliance with water quality controls. ▪ Keeping a record of controls and actions against Legionella Spp bacteria (e.g. thermal shock file) ▪ Compliance with water quality for swimming and hydrotherapy (SPA) ▪ Check of central air conditioning systems. Compliance with air quality audits. ▪ Water tank control and boiler storage Z.N.X | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| 25. | Is there concern for recycling plastic, glass, batteries, paper, etc.? | <input type="checkbox"/> | <input type="checkbox"/> | | 20 | |





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| CATERING VENUES | 26. | <p>a) The company shall implement and comply with the principles of HACCP; (15 points)</p> <p>b) The company has a certified system for hygiene and food safety (e.g. HACCP, ISO 22000); (25 points)</p> <p>(Mandatory for certification is one of the two)</p> | <input type="checkbox"/> | <input type="checkbox"/> | | 15 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 25 <input type="checkbox"/> |
| | 27. | <p>The food raw materials come from at least 30% of producers and/or companies that produce and offer <u>local products</u> * * (by applying the principles of the present Specifications).</p> <p>The food raw materials come from at least 30% of producers and/or companies that produce and offer <u>national products</u> (by applying the principles of the present Specifications).</p> <p>NOTE: The company will not exceed 40% * product markets (raw materials) from the <u>international market</u>.</p> <p>* Rates are paid on the total purchase cost of raw materials for food.</p> <p>** If an operator increases the percentage of local products over 70%, then and only then can reduce the rate of national products (raw materials).</p> | <input type="checkbox"/> | <input type="checkbox"/> | | 100 |
| | 28. | Has the operator a system for recycling organic waste? | <input type="checkbox"/> | <input type="checkbox"/> | | 10 |
| | 29. | At least 25% of local dishes in the whole menu of the restaurants offer lunch and dinner. | <input type="checkbox"/> | <input type="checkbox"/> | | 20 |
| | 30. | <p>Is there a sweet treat for offer and/or drink upon departure and/or arrival:</p> <p>a) in restaurants?</p> <p>b) in reception?</p> <p>(Mandatory for certification is one of the two)</p> | <input type="checkbox"/> | <input type="checkbox"/> | | 15 <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | | 15 <input type="checkbox"/> |
| 31. | Has the operator been included in the program of "Greek Breakfast" of Hellenic Chamber of Hotels? | <input type="checkbox"/> | <input type="checkbox"/> | | 30 | |
| 32. | Is there a restaurant that offers 100% local dishes? | <input type="checkbox"/> | <input type="checkbox"/> | | 30 | |
| TOTAL SCORE | | | | | | 1.000 |







I, the undersigned operator, declare that:

- I have read and take note of all the fields of this form
- All the information provided in this form are accurate and truthful
- I have full control of all the management units that inspected in the current document

| | | |
|---------------|---|----------------|
| The operator: | The Inspector: (To be completed in case of on-site inspection) | The Evaluator: |
|---------------|---|----------------|

- **The criteria in red are mandatory. Non-compliance means failure to fulfil the conditions of the Specification**
- Where necessary, to be indicated in field comments/reports, the evidence of the required document (i.e. ref # Protocol, no Certificate & certification body. Registry No., etc.).
- The basis of 600 degrees reflected with 1  and onwards for every 50 points added half until  the maximum of 1000 degrees which returns 5 in certificate.

