

## Eco Mark Product Category No. 503

### “Hotels and Inns Version 2.3” Certification Criteria

**- Applicable Scope-**

Lodging facilities that provide accommodation service as a hotel or an inn (ryokan) subject to the Hotel Business Law.

**Established:** March 1, 2019  
**Revised** August 1, 2024  
**Expiration date:** February 28, 2031

**Japan Environment Association  
Eco Mark Office**

NOTE: This document is a translation of the criteria written in Japanese. In the event of dispute, the original document should be taken as authoritative.

## Eco Mark Product Category No.503 “Hotels and Inns Version2.3” Certification Criteria

Japan Environment Association  
Eco Mark Office

### 1. Purpose of Establishing Criteria

Omitted.

### 2. Applicable scope

Lodging facilities that provide accommodation service as a hotel or an inn (ryokan) subject to the Hotel Business Law.

Note that tenants etc. of the applicant facility that are not under the control of the facility by the lease agreement, etc. are excluded from the scope of certification

### 3. Terminology

For the terms used herein, their concepts, etc. are provided in footnotes and the Interpretation.

### 4. Certification Criteria and Certification Procedure

The certification criteria consist of **mandatory items** that must be met and **optional items** that may be selected according to the facility's actions, for each of the 6 evaluation categories specified in Table 1. The requirements for certification are listed in Table 1. For each evaluation category, “Other” may be selected up to three to apply unique environmental initiatives. The examination committee decides whether the initiative applied under “Other” is equivalent to or better than other items.

Table 1 Evaluation categories and points (p)

No.	Evaluation category	Mandatory item	Optional item (max. points)
1	Eco-friendly hospitality	2 item	10 items (12p)
2	Eco-friendly fixtures and equipment in guestrooms	0 item	11 items (15p)
3	Waste reduction / recycling	2 items	9 items (12p)
4	Energy saving	2 items	11 items (14p)
5	Water saving	2 items	6 items ( 9p)
6	General environmental consideration on facility operation	1 item	9 items (12p)
Total		9 items	56 items (74p)
Requirement for certification	facility providing meals	Mandatory 9p + Optional 25p (at minimum)	
	facility not providing meals (tenants only providing them)	Mandatory 8p + Optional 21p (at minimum)	

[Certification Procedure common to each item]

- The conformance status to the criteria and details of the initiatives being carried out should be described in the “attached certificate” and the necessary documents indicated in the “attached certificate” should be attached.
- If multiple sites with common operation methods are applied at one time, in principle, it is verified whether all of the sites under application have met the criteria. However, if there is a special reason why the common operation methods do not apply to some sites, information or documents explaining the reason thereof should be submitted.
- The implementation status will be verified on site (including online). On-site inspection in the case of application of multiple sites at one time, the inspection will be conducted on the administrative section that leads the common operation methods (headquarters, etc.), as well as a representative site among those listed in the application.
- Conformity to the criteria shall be evaluated based on the performance unless otherwise specified in the criteria. However, conformance is based on the fact that, for implementation of equipment, the implementation rate should be 50% or more and that one-off environmental activity should be conducted continually at least once a year or more frequently.
- In principle, conformity to the criteria shall be evaluated based on the performance. If it is impossible to grasp the performance because the facility is newly opened, a specific plan (materials, documents, etc. that support effectiveness) shall be submitted and an evaluation shall be made on the condition that the achievement of the plan is reported on a later date.



### 4-1. Eco friendly hospitality

[mandatory item]

- (1) Information on environmental-friendly initiatives the facility carries out is available at the facility or on a website.
- (65) [added on July 1, 2022] Either effort of “Ingenious ways to provide” or “Product ingenuity” of “Rational Use of Products using specified plastics” shall be conducted when providing a plastic product that falls under products using specified plastics (12 items) stipulated in the Act on Promotion of Resource Recycling Related to Plastics.

[optional item]

- (2) Information on environmental-friendly tourism (eco tours to learn about nature or historical culture while considering their protection, notes for tours in a facility or a national park, etc.) is provided. [1p]
- (3) Information on environmental-friendly transportation devices (bicycle rentals, car sharing, plug-in stations for electric vehicles, etc.) is provided. [1p]\*
- (4) Environment-themed events and site visit tours are conducted. [1p]\*
- (5) Environmental-friendly food materials as shown in the following examples are provided and consciousness to these food materials is explained and communicated to users. [1p]

(Examples)

- Organic agricultural products, pesticide-reduced or pesticide-free agricultural products, chemical-reduced or chemical-free agricultural products or their processed products
  - Food materials grown with food recycled feedstuff (eco feed) and fertilizers
  - Food materials cultured or fed in environmental-friendly ways
  - Eco label certified food materials
  - Agricultural and livestock products produced with GAP (Good Agricultural Practice) certificate
  - Food materials transported in environmental-friendly ways (local production for local consumption, etc.)
- (6) In order to reduce food leftovers, plates are of proper shape and size, small-size menu is provided, or stickers and posters promoting users to cooperate in finishing their food are posted. [1p]
  - (7) For disposable amenities, both efforts of “Ingenious ways to provide” and “Product ingenuity” of “Rational Use of Products using specified plastics” defined in “the Act on Promotion of Resource Recycling Related to Plastics” shall be conducted. [1p]
  - (8) Guests are informed that the power to the refrigerator or electric pot in the guest room is turned off after checking out and that the guest is asked to turn on power when necessary. [1p]
  - (9) There is a display or message promoting the users to save energy or save water. (It is effective to add a statement like “Thank you for helping us protect XXX of this area”.) [1p]
  - (10) Smoking is prohibited in common areas and back areas (a smoking room may be provided), and 80% or more of the guestrooms are non-smoking rooms. [1p]

(11) Other<sup>1</sup> (1 point per 1 activity, maximum 3 points)

[1-3p]

\*For application of multiple sites with common operation methods, points are given if conducted as a company.

---

<sup>1</sup> Sales of environmental-friendly products and encouragement of simplified packaging at shops on the site, provision of books and brochures educating the importance of the environment and nature, reduction of food leftovers by providing meals that respond to the users' requests such as food preferences, conducting of a survey on the site's environmental activities, etc.



## Fixtures and equipment

### 4-2. Eco-friendly fixtures and equipment in guestrooms

[optional item]

- |   |             |
|---|-------------|
| (12) Dispensers that can be refilled are used for soaps, shampoos, etc.   | [1p]        |
| (13) Guest room slippers are not disposable.  | [1p]        |
| (14) Trash boxes allowing for waste sorting in the guestroom are used.  | [1p]        |
| (15) Air-conditioners in the guest rooms can be individually controlled.  | [1p]        |
| (16) The guestroom has a system that turns power off by pulling out the key when leaving the guestroom.   | [1p]        |
| (17) The TV, refrigerator or individual air conditioner in guestrooms are of energy-saving type <sup>2</sup> .  | [1~<br>2p]  |
| • One energy-saving appliance has been introduced or there is a specific introduction plan (timing, quantity, type, etc.) [1p]  |             |
| • Two or more energy-saving appliance have been introduced [2p]   |             |
| (18) The energy saving function of the heated toilet seat or warm water shower toilet seat is utilized. Alternatively, the temperature of hot water is adjusted according to seasons, and the heating function of toilet seat is turned off when unnecessary including the summer season. | [1p]        |
| (19) Water saving equipment <sup>3</sup> is introduced for the faucet, shower, toilet, etc. in the guest rooms.   | [1p~<br>2p] |
| • One energy-saving equipment has been introduced or there is a specific introduction plan (timing, quantity, type, etc.) [1p]  |             |
| • Two or more energy-saving equipment have been introduced [2p]   |             |
| (20) The optimum water level that contributes to water saving is indicated in the guestroom bath tub.   | [1p]        |
| (21) The supplies and fixtures (toilet papers, stationery, dishes, linen, etc.) used in the guestrooms are eco-friendly products <sup>4</sup> such as Eco Mark certified products.  | [1p]        |
| (22) Other <sup>5</sup> (1 point per 1 activity, maximum 3 points)  | [1-3p]      |

<sup>2</sup> Products that have cleared the energy-saving standard specified under the “Energy Saving Law.”

<sup>3</sup> Water saving disc, constant flow regulating valve, aerator cap, flow control valve, shower head with the water stopping function at hand, shower head with small flow rate water discharging function, timer faucet, regulating flow faucet, automatic faucet, hot-water saving faucet, toilet bowl with 6.5L or less of flushing water, urinal with 2L or less of flushing water, etc.

<sup>4</sup> Examples of eco-friendly products: Products using recycled materials, plant-based plastics, thinned wood, and/or organic cotton and products that have obtained environmental label certification such as forest certification, etc.

<sup>5</sup> Initiatives to use guestroom supplies and equipment for a long time.



Waste  
reduction

#### 4-3. Waste reduction / recycling

[mandatory item]

<food waste> \*apply to lodging facilities that provide meal service

- (23) To reduce the generation of food waste, stock of foodstuffs and amount of order are controlled and the amount of cooking is adjusted according to the number of lodging reservations, etc.

<other than food waste>

- (24) Four types of paper (copy paper, newspapers, magazines, cardboard), PET bottles, beverage cans and glass bottles are sorted and recycled.

[optional item]

<food waste>

- (25) Grasp the content and amount of food wastes such as cooking waste, leftovers, etc. [1p]
- (26) Not more than 0.570 kg<sup>6</sup> of food waste is generated per guest. [1p]\*
- (27) Food waste is recycled<sup>7</sup> or heat-recovered<sup>8</sup>. (This may be done by outsourcing it to a third party.) [2p]
- (28) Food waste is reduced in weight by drying and dewatering, or the use of a garbage disposer. [1p]

<other than food waste>

- (29) Chopsticks, cups, wet towels and napkins are not disposable. Or, though disposable, they are made of environmental-friendly materials such as thinned wood, collected after use and recycled. [1p]
- (30) The containers and packages of food are reduced by purchasing beverages in returnable bottles, or butter, jam and sugar not being individually packaged, etc. [1p]
- (31) Returnable boxes, reusable containers / palettes, etc. are used in delivery of foodstuffs. [1p]
- (32) Used amenity, consumables and supplies in guest rooms are reused or recycled outside guest rooms. [1p]
- (33) Other<sup>9</sup> (1 point per 1 activity, maximum 3 points) [1-3p]

\*For application of multiple sites with common operation methods, points are given if conducted as a company.

<sup>6</sup> Cite the value in the hotel business of the food waste control goals defined by the government.

<sup>7</sup> Recycled as feed, fertilizer, fat and fat products, methane, carbonized products (use as fuel or reducing agent) and raw material of ethanol.

<sup>8</sup> If it is difficult to recycle due to the site conditions and acceptance status, heat is recovered (use of waste food oil as fuel) at a level of efficiency equivalent to or more than methane.

<sup>9</sup> Paperless initiatives, etc.



## Energy saving

### 4-4. Energy saving

[mandatory item]

- (34) Energy (electricity, gas, etc.) consumption is grasped and compared with the previous year, and an effort is being made to reduce it.

Also, annual energy consumption in the total floor area of the building (excluding the tenants not included in the scope of control of energy consumption but including indoor parking space) shall be 2.8GJ/m<sup>2</sup> or less, or the applicant shall achieve A class of the benchmark system of energy saving law. If the value above is not met, total annual consumption shall be reduced 10% or more of the annual energy consumption in the year of 2010 (occupancy may be taken into account<sup>10</sup>).

- (35) The rule for turning off air conditioners and lights in unused rooms of the site (guestrooms, public areas, back areas, etc.) is communicated in an understandable manner to the relevant employees in the form of a poster and/or a manual, and put into practice.

[optional item]

- (36) The equipment concerning heat source, lighting, and air conditioning have been periodically maintained with developing a manual and record to ensure efficient operation (Attached Table 1). [1p]

- (37) Temperature in the facility is set appropriately. Also, the temperature of guestrooms is reset to the preset value after checkout. In the case of centralized air conditioning, the cold water outlet temperature setting tends to be high in summer and the hot water outlet temperature setting tends to be low in winter, in as far as an optimum room temperature can be maintained. [1p]

- (38) In the benchmark system by the government or local government for energy consumption, the site is placed in the upper class above the average. [1p]

<Heat source, heat supply>

- (39) Operation is being improved that would lead to energy-savings of heat source and heat supply (Attached Table 2). [1p]

- (40) Heat source equipment with high energy efficiency has been introduced (Attached Table 3). Or, there is a specific introduction plan (timing, quantity, type, etc.) [1p]

- (41) Renewable energy or unused energy is used or those equipment is being implemented (Attached Table 4). Or, there is a specific introduction plan (timing, quantity, type, etc.) [2p]

< air conditioners and ventilators>

- (42) The buildings are being heat-insulated (Attached Table 5). Or, there is a specific introduction plan (timing, quantity, type, etc.) [1p]

- (43) Operation is being improved to conserve energy with air conditioning and ventilation equipment. (Attached Table 6). [1p]

- (44) Air conditioners and ventilators with high energy efficiency have been introduced (Attached Table 7). Or, there is a specific introduction plan (timing, quantity, type, etc.) [1p]

<sup>10</sup> If the occupancy is taken into account, the applicant shall show an appropriate reason and calculation method.



<lighting>

(45) LED ramps or LED lighting equipment have been introduced. Or, there is a specific introduction plan (timing, quantity, type, etc.) [1p]

(46) Other (Attached Table 8). (1 point per 1 activity, maximum 3 points) [1-3p]



## Water saving

### 4-5. Water saving

[mandatory item]

- (47) Water consumption is grasped and compared with the previous year, and an effort is being made to reduce it.
- (48) Water conservation in washing and cleaning is communicated in an understandable manner to the relevant employees in the form of a poster and/or manual or other ways, and put into practice.

[optional item]

- (49) A system is adopted that guests staying two or more consecutive nights can choose the exchange of bedding goods, towels, etc. or not. [1p]
- (50) The plumbing equipment is maintained with developing manual and record to ensure efficient operation. (Readjustment / optimization of the water pressure / water amount, check on water leakage, check on johkasou (waste water treatment tank), etc.) [1p]
- (51) In the common areas (big common bath, toilet in common areas, etc.) or back areas (kitchens, etc.), water saving equipment<sup>11</sup> has been introduced for water faucets, showers, toilets, dish washers, etc. [1-2p]
- One water saving equipment has been introduced or there is a specific introduction plan (timing, quantity, type, etc.) [1p]
  - Two or more water saving equipment have been introduced [2p]
- (52) Waste water is cleaned and reused (use of recycled water) [1p]
- (53) Rain water is used. (Rain water tank, toilet cleaning by rain water, etc.) [1p]
- (54) Other<sup>12</sup> (1 point per 1 activity, maximum 3 points) [1-3p]

<sup>11</sup> water saving disc, constant flow regulating valve, aerator cap, flow control valve, shower head with the water stopping function at hand, shower head with small flow rate water discharging function, timer faucet, regulating flow faucet, automatic faucet, hot-water saving faucet, toilet bowl with 6.5L or less of flushing water, urinal with 2L or less of flushing water, Automatic washing apparatus with flow control for urinal, dish washer whose instruction manual clearly states that it is a water saving type, etc.

<sup>12</sup> Installation of onomatopoetic devices in common toilets, etc.



#### 4-6. General environmental consideration on facility operation

[mandatory item]

(55) The facility shall comply<sup>13</sup> with the applicable environmental laws and regulations, etc. (including municipal ordinances)

[optional item]

(56) An environmental policy has been established, and a system has been put in place to verify the implementation status of environmental objectives and plans for achieving the policy and continually make improvements. [2p]\*

(57) The environmental activities being conducted at the site are communicated to employees and guidance is provided if any work needs improvement. [1p]

(58) Cleanup activities are being carried out in the surrounding area. [1p]

(59) On the site or in the surrounding area, development of greenery area and habitats for living creatures and nature conservation activities are being carried out. [1p]\*

(60) Cooperation is provided or contributions (donations) are made to environmental activities (including campaigns and events) conducted by the local government or regional groups, NGOs and nature conservation groups. [1p]\*

(61) Environmental-friendly products and services<sup>14</sup> are used such as Eco Mark products either for the supplies used in the office and back areas or durable goods and services. [1p]  
(example) -office supply, -toilet paper, tissue paper -building material, interior material, -furniture -uniform -courtesy car, office car -services (outsourcing printing, insect pest control, cleaning, automobile repair, etc.) -other

(62) Low VOC (volatile organic compound) products<sup>15</sup> or products made of environmental-friendly raw materials<sup>16</sup> are used for insect repellents and insecticide, aerosol products such as insect repellents and insecticide, deodorant refreshers, paints, adhesives and detergents. Employees use these chemicals in an appropriate amount. [1p]

(63) Non-CFC products or low global warming potential<sup>17</sup> CFC products are [1p]

<sup>13</sup> Compliance refers to the absence of violations such as administrative measures or administrative directives in the last five years. If there is a violation, appropriate improvements should be made, preventive action should be taken and the related environmental laws and regulations should be properly complied with thereafter.

<sup>14</sup> Examples of eco-friendly products: Products using recycled materials, plant-based plastics, thinned wood, products that have obtained environmental label certification such as forest certification, etc., building materials, interior materials and furniture with low VOC such as formaldehyde, electric vehicles, hybrid vehicles and low emission vehicles, services that meet the standard of Green purchasing law, services that have obtained environmental label certification and services offered with eco-friendly products, etc.

<sup>15</sup> Aerosol products: Atomizer type, pump type, metered-dose valve type, compressed air use  
Paints and adhesives: Non-toluene/xylene products, product without use of formaldehyde, F☆☆☆☆ products, aqueous products, products conforming to the 4VOC standard by the Japan Adhesive Industry Association, etc.

<sup>16</sup> Products using sustainability-conscious plant oils, products using waste food oil, etc.

<sup>17</sup> At the time of implementation, the lower end of the global warming potential has been confirmed compared with the conventional product.

used for freezing/refrigerating equipment and air conditioning equipment.  
Or, there is a specific introduction plan (timing, quantity, type, etc.)

(64) Other<sup>18</sup> (1 point per 1 activity, maximum 3 points) [1-3p]

\*For application of multiple sites with common operation methods, points are given if conducted as a company.

---

<sup>18</sup> Use of carbon offset, purchase of green power certificate, participation in RE100, establishment of Initiative policy for the UN's "Sustainable Development Goals (SDGs)", efforts leading to education of environmental awareness of employees, etc.

#### 4-4. Example of efforts on criteria items for energy saving

Points are earned when examples in each table below or those related efforts are conducted.

Attached Table 1  
Maintenance leading to energy-savings

Cleaning lamps and filters
Periodic inspection of central heat source equipment, etc.
Adjusting boiler air ratio
Inspection for steam leakage in the steam piping system and insulating materials and their repair

Attached Table 2  
Operational improvements of heat source and supply

Heat insulation of piping
Seasonal temperature adjustment with cold or hot water
Adjustment of the flow rate and pressure of pumps and fans
Review of temperature settings of the water heater being suitable for the season

Attached Table 3  
Energy efficient heat source equipment

Equipment for boiler waste heat utilization
Micro gas turbine
Cogeneration (combined heat and power) system
Fuel cell
Heat-pump-type water heater

Attached Table 4  
Renewable energy or unused energy

Solar power, wind power, small hydraulic power generation
Attached Table Utilization of solar heat, geothermal energy, hot-spring heat, or hot-spring waste heat
Utilization of biomass, energy recovered from waste
Utilization of exhaust heat energy, river, ocean, groundwater heat

Attached Table 5  
Heat insulation of buildings

Installation of double-entry doors or a pivoted door
Use of insulation sash
Use of light shielding film
Installation of double-glazed glass, heat absorbing glass, heat reflection glass,
Greening of the rooftop or wall surface
Prevention of solar radiation of the roof using heat reflective paint, etc.

Attached Table 6  
Operational improvements on air conditioners and ventilators equipment

Appropriate fresh air intake (control)
Intermittent operation of 24-hour operation
For 4-pipe type, turn off the hot water pump in the cooling period and the cold water pump in the heating period
Night purge (summertime), cooling with outside air (wintertime)
Optimal arrangement of exterior units, removal of screens, installation of a board for shielding wind / sunlight, spraying water

Attached Table 7  
Energy efficient air conditioners and ventilators

Attached Table 8  
Other efforts










Inverter control of pumps, fans, etc.
Total heat exchanger (Lossnay etc.)
Local cooling and/or local ventilation equipment
Ventilation control unit in indoor parking space

Illuminance sensors, timer function, and/or human sensing sensors for less frequently used lighting
Control of exterior illumination by the timer or luminous intensity sensor.
Automatic control of lighting areas and illuminance
Proper control of illuminance according to JIS Z 9110 "General Rules of Recommended Lighting Levels."
Turning off lights on vending machines, extension of the cooling shut-down time or adoption of an energy-saving unit
Reduce the operation of elevators and escalators, or adoption of energy saving equipment such as inverter control, human sensing sensor, etc.
Adoption of low-loss / high efficient type transformer, capacitor, reactor

## 5. Application unit, indication, etc.

- (1) The application unit shall be each lodging facility or multiple sites with common operation methods.
- (2) The Eco Mark shall be displayed in the facility (front desk, guestrooms, etc.) and on the website (not applicable if no website has been opened), in principle. For the indication specifications, "Guide to Eco Mark Usage for Hotels and Inns" shall be followed. Examples are as follows. The facilities certified under Product Category No. 503 "Hotels and Inns Version1" may display the conventional certification number and Eco Mark.

[Display example]

Patters	Example
Eco Mark basic logo + pictogram	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>ECOMARK CERTIFIED HOTEL エコマーク認定ホテル</p> </div> <div style="text-align: center;">  <p>ECOMARK CERTIFIED RYOKAN エコマーク認定旅館</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  お客様との エコ活動         </div> <div style="text-align: center;">  省エネ         </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div style="text-align: center;">  エコな備品・ 設備をつかう         </div> <div style="text-align: center;">  節水         </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div style="text-align: center;">  ごみを減らす         </div> <div style="text-align: center;">  エコな 施設運営         </div> </div> <p style="margin-top: 20px; font-size: small;">*It is acceptable to indicate only pictograms (figures / characters representing the purpose according to each evaluation category) for which at least 2 points are acquired in the corresponding evaluation category.</p>
Eco Mark basic logo alone	<div style="text-align: center;">  <p>エコマーク認定ホテル</p> </div>

March 1, 2019	Established (Version2.0)
September 1, 2020	Revised, (26) (Version2.1)
July 1, 2022	Revised, addition of (65), revision of (7) (Version2.2)
March 15, 2024	Extension of Expiration date
August 2024	Revised, 5(3) deleted (Version2.3)
February 28, 2031	Expiration date

Certification Criteria of this Product Category shall be revised as needed.