

འབྲུག་-----ཁྱི་གནས་ཚད།

**BHUTAN STANDARD**

**Green Hotel**



ICS 03.080.30

© Copyright 2023

**BHUTAN STANDARDS BUREAU**

**The National Standards Body of Bhutan**

**Thimphu 11001**



འབྲུག་-----ཁྱི་གནས་ཚད།

**BHUTAN STANDARD**

**Green Hotel**

## **PDF disclaimer**

This PDF may contain embedded typefaces. In accordance with Adobe's Licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The Bhutan Standards Bureau accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

## **COPYRIGHT PROTECTED DOCUMENT**

© BSB 2023

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from BSB at the address below in the country of the requester.

Director General  
Bhutan Standards Bureau  
Rijug Lam  
Thimphu-11001  
Tel: 00975-2-325104/325401  
Fax: 00975-2-323712/328298  
Web: [www.bsb.gov.bt](http://www.bsb.gov.bt)

Published in Thimphu, Bhutan

## Table of Contents

<b><i>FOREWORD</i></b>	<b><i>v</i></b>
<b><i>INTRODUCTION</i></b>	<b><i>vi</i></b>
<b><i>1 Scope</i></b>	<b><i>1</i></b>
<b><i>2 Normative References</i></b>	<b><i>1</i></b>
<b><i>3 Terms and Definition</i></b>	<b><i>1</i></b>
<b>3.1 Catchment</b>	<b>1</b>
<b>3.2 Cultural Heritage</b>	<b>1</b>
<b>3.3 Energy Efficiency</b>	<b>1</b>
<b>3.4 Environment Management</b>	<b>1</b>
<b>3.5 Management Plan</b>	<b>1</b>
<b>3.6 Exotic Species</b>	<b>1</b>
<b>3.7 Waste Water</b>	<b>1</b>
<b>3.8 Local Product</b>	<b>1</b>
<b>3.9 Green Procurement</b>	<b>1</b>
<b>3.10 Guest</b>	<b>2</b>
<b>3.11 Greenhouse Gas</b>	<b>2</b>
<b>3.12 Harmful/Toxic Chemicals</b>	<b>2</b>
<b>3.13 Invasive Species</b>	<b>2</b>
<b>3.14 Local Community</b>	<b>2</b>
<b>3.15 Material Safety Data Sheet (MSDS)</b>	<b>2</b>
<b>3.16 Native Species</b>	<b>2</b>
<b>3.17 Natural Site/Area</b>	<b>2</b>
<b>3.18 Run Off Water</b>	<b>2</b>
<b>3.19 Reuse</b>	<b>2</b>
<b>3.20 Recycle</b>	<b>2</b>
<b>3.21 Returnable</b>	<b>2</b>
<b>3.22 Single Used Plastic</b>	<b>2</b>
<b>3.23 Waste</b>	<b>2</b>
<b>3.24 Water Conservation</b>	<b>2</b>

## **FDBTS XXX: 2023**

3.25	Water Quality	3
3.26	Wetland	3
<b>4.</b>	<b>Requirement</b>	<b>3</b>
<b>4.1</b>	<b>Sustainability Management System</b>	<b>3</b>
4.1.1	Management Plan	3
4.1.2	Legal Compliance	3
<b>4.2</b>	<b>Sustainable and Respectful Design</b>	<b>3</b>
4.2.1	Respect Heritage	3
4.2.2	Sustainable Practices and Materials	3
<b>4.3</b>	<b>Staff Management System</b>	<b>4</b>
4.3.1	Decent Work	4
4.3.2	Local Employment and Livelihood	4
<b>4.4</b>	<b>Maximise Social and Economic Benefits to the Local Community and Minimise Negative Impacts</b>	<b>4</b>
4.4.1	Community Support and Services	4
4.4.2	Green Procurement	4
4.4.3	Protecting and Preserving Cultural Heritage and Minimise Negative Impacts	5
<b>4.5</b>	<b>Conserving Resources and Minimise Negative Impacts</b>	<b>5</b>
4.5.1	Energy Conservation	5
4.5.2	Water Conservation	5
<b>4.6</b>	<b>Reducing Pollution and Minimise Negative Impact</b>	<b>5</b>
<b>4.7</b>	<b>Conserving Biodiversity, Ecosystems, Landscapes and Minimise Negative Impacts</b>	<b>6</b>
<b>4.8</b>	<b>Guest Management</b>	<b>6</b>
<b>Bibliography</b>		<b>7</b>

## **NATIONAL FOREWORD**

Bhutan Standards Bureau (BSB) is a National Standards Body (NSB) of Bhutan. This standard for Green Hotel was developed by the Task Force for Green Hotel Standard after the draft finalization by the Basic and Management Technical Committee, TC 03 and approved by the Bhutan Standards Bureau Board (BSB Board) on Day Month 2023.

This standard specifies requirements for Green Hotel. This standard is drafted in accordance with the BSB Rule for Structure and Drafting of Bhutan Standards, 2018, initiated by Department of Tourism (DoT) with financial and technical support from BIOFIN Project under the United Nation Development Program (UNDP), Bhutan. The standard development on green hotel is a part of ongoing SUSTOUR Project under Association of Bhutanese Tour Operator (ABTO). Some of the elements of this standard may be the subject of copyrights.

This standard is subject to systematic review in five years to keep pace with the market trends, industrial and technological advancements. Amendments are issued to standards as the need arises on the basis of comments.

## **INTRODUCTION**

The development of the Green Hotel Standard stands as a pivotal undertaking within the SUSUTOUR PROJECT at ABTO (Association of Bhutanese Tour Operators). Initiated by TCB and financially supported by the BIOFIN program under UNDP, this initiative receives facilitation from BSB, providing essential secretarial support for meeting conduct.

The Green Hotel Standard, aimed at fostering sustainable tourism practices through the adoption of environmentally friendly and energy-conserving measures, saw the creation of its draft by task force members under ABTO. This task force, comprising members from TCB, ABTO, HRAB, BSB, TCB Assessor, Hotelier, Consultant, and Bio Fin, referenced the ASEAN green hotel standard and GSTC (Global Sustainable Tourism) criteria for hotels during the development process.

Encompassing aspects such as sustainable management systems, local community engagement, staff management, sustainable and respectful design, resource conservation, pollution reduction, environmental preservation, and client management, the Green Hotel Standard aligns with international benchmarks.

Once published, the certification assessor for green hotels will undergo training, marking a crucial step in ensuring the adherence to and successful implementation of the Green Hotel Standard.



འབྲུག་-----གྱི་གནས་ཚད།

## BHUTAN STANDARD

### Green Hotel

#### 1 Scope

This standard deals with requirements and practices of green hotel operations such as management plan/system, environment management, socio-economic benefits, cultural heritage and guest engagement.

A Green hotel as defined by this standard is an establishment for the promotion of an environment friendly hotel operation and to minimise negative impact on the environment and biodiversity. The management consists of Human Resource Department, Engineering Department, Accounts & Procurement Department, Food & Beverage Department, Kitchen Department, Housekeeping Department, Front Office Department and Sales & Marketing Department.

#### 2 Normative References

There are no normative references.

#### 3 Terms and Definition

For the purposes of this document, the following terms and definitions shall apply;

##### 3.1 Catchment

A geographical area draining into a given waterway, lake or reservoir.

##### 3.2 Cultural Heritage

An artefacts, monuments, a group of buildings and sites, museums that have a diversity of values including symbolic, historic, artistic, aesthetic, ethnological or anthropological, scientific and social significance.

##### 3.3 Energy Efficiency

Producing a high level of output or performance relative to the amount of energy consumed.

##### 3.4 Environment Management

Management of land, water, air, wild species of flora and fauna, and any interrelationship with the ecosystem.

##### 3.5 Management Plan

A plan which specifies the environment, socio economic benefits, health, safety and wellbeing.

##### 3.6 Exotic Species

Any wild flora and fauna that is introduced outside its natural past or present distribution; and includes any parts, gametes, seeds, eggs, or propagules of such species that might survive and subsequently reproduce.

##### 3.7 Waste Water

Any water that has been used and contaminated through its operations.

##### 3.8 Local Product

Products that are produced by and purchased from the local community.

##### 3.9 Green Procurement

The selection of products and services with minimal environmental impacts.

# **FDBTS XXX: 2023**

## **3.10 Guest**

A person who needs or requests to stay in an environment friendly hotel.

## **3.11 Greenhouse Gas**

Refers to gases responsible for causing global warming.

## **3.12 Harmful/Toxic Chemicals**

A substance characterised by definite molecular composition which has harmful effects on living materials or which can create hazardous changes in the environment.

## **3.13 Invasive Species**

Any exotic species that become destructive to the biodiversity and environment, including decline or elimination of native species; or some native species that proliferate and become destructive to the environment.

## **3.14 Local Community**

People living in the area influenced socially, economically, or environmentally by a hotel establishment.

## **3.15 Material Safety Data Sheet (MSDS)**

Information relating to occupational, safety and health for the use of various substances and products.

## **3.16 Native Species**

A species that is within its known natural range, and occurs naturally in a given area or habitat, as opposed to an introduced species or invasive species.

## **3.17 Natural Site/Area**

An area in which natural processes predominate, fluctuations in numbers of organisms are allowed free play and human intervention is minimal.

## **3.18 Run Off Water**

A wastewater or other liquid whether raw, partially, or completely treated that flows out of a treatment process or treatment plant, sewer, or industrial outfall, which directly or indirectly alters the quality of any segment or element of the receiving environment.

## **3.19 Reuse**

Cleaning, sanitising and refurbishing of all products to be used again.

## **3.20 Recycle**

System of collecting, sorting, and reprocessing old material into usable raw materials.

## **3.21 Returnable**

System of returning the used packaging items for repackaging purposes.

## **3.22 Single Used Plastic**

Plastic items used for one time packaging of the products.

## **3.23 Waste**

Any material or substance in whatever form, whether solid, liquid, or gaseous, hazardous or non-hazardous, organic or inorganic that has lost its primary value and is disposed off, intended to be disposed off or recycled.

## **3.24 Water Conservation**

The protection, development and efficient management of water resources for beneficial purposes.

### **3.25 Water Quality**

A physical, chemical and biological characteristics of water concerning its suitability for an intended use by humans, ecosystems or industrial processes.

### **3.26 Wetland**

A land where an excess of water is the dominant factor determining the nature of soil development and the types of animals and plant communities living at the soil surface. It spans a continuum of environments where terrestrial and aquatic systems are integrated.

## **4. Requirement**

### **4.1 Sustainability Management System**

#### **4.1.1 Management Plan**

**4.1.1** The management plan shall:

- a) be defined and documented by executive management as evidence.
- b) includes but not limited to:
  - 1) environment management training
  - 2) employee rights and working environment
  - 3) engage and support local community
  - 4) promote local tradition and culture
  - 5) guest engagement
  - 6) review management meeting
- c) be implemented.

**4.1.1.2** The hotel shall have a certified sustainable manager.

#### **4.1.2 Legal Compliance**

The hotel shall meet all the existing national and local rules & regulations such as land, water and property.

### **4.2 Sustainable and Respectful Design**

#### **4.2.1 Respect Heritage**

The Hotel shall:

- a) respect and follow the appropriate cultural norms and practices.
- b) protect and preserve the culture heritage, natural sites, water courses/catchments/wetlands and surrounding areas.

#### **4.2.2 Sustainable Practices and Materials**

**4.2.2.1** The hotel should use native plants from natural habitat for landscaping and decoration.

**4.2.2.2** The hotel shall not use invasive and exotic species for landscaping and decoration purposes.

### **4.3 Staff Management System**

#### **4.3.1 Decent Work**

##### **4.3.1.1** The hotel shall:

- a) ensure that employees are aware of their roles and responsibility with respect to environment, social, cultural, economic, health and safety.
- b) organise training and refresher course to employees with respect to the environment, social, cultural, economic, health and safety.
- c) maintain records of training.
- d) maintain wage level of the staff as per national norms.
- e) have a system and facilities in place to provide a conducive working environment necessary for the employee's safety and wellbeing.
- f) monitor employee's satisfaction.
- g) have employee grievance mechanism in place.
- h) comply with the policy against exploitation and harassment of vulnerable group.

##### **4.3.1.2** The hotel should ensure that all employees have relevant certificates as per the nature of their job.

#### **4.3.2 Local Employment and Livelihood**

##### **4.3.2.1** The hotel should provide employment opportunities to the local community including in the management positions irrespective of gender.

##### **4.3.2.2** The employment age of the employee must be as per national regulation.

##### **4.3.2.3** The hotel should provide opportunities for local enterprises and farmers.

### **4.4 Maximise Social and Economic Benefits to the Local Community and Minimise Negative Impacts**

#### **4.4.1 Community Support and Services**

##### **4.4.1.1** The hotel should:

- a) engage with the local community in identifying their needs and evaluating potential benefits.
- b) allow / facilitate access to land and aquatics resources in the vicinity of their property that has traditional rights.

##### **4.4.1.2** The hotel shall not jeopardise the security of food, water, energy, health, and sanitation in the local community.

#### **4.4.2 Green Procurement**

##### **4.4.2.1** The hotel should measure and manage the purchase of local products and services which has minimal environment impacts.

##### **4.4.2.3** The hotel shall use environmentally friendly and biodegradable products.

#### **4.4.3 Protecting and Preserving Cultural Heritage and Minimise Negative Impacts**

##### **4.4.3.1 Protecting Cultural Heritage**

- a) The Hotel should maintain a record of any donations made in cash or kind for protection and promotion of cultural heritage.
- b) The Hotel shall not obstruct access of the local community to cultural heritage sites.

##### **4.4.3.2 Presenting Culture and Heritage**

- a) The Hotel shall incorporate Bhutanese architectural design and culture into their design and furnishings.
- b) The Hotel should include cultural heritage and traditions into their products and services.

#### **4.5 Conserving Resources and Minimise Negative Impacts**

##### **4.5.1 Energy Conservation**

###### **4.5.1.1 The Hotel shall:**

- a) have a system to purchase and monitor goods that can be reused, recycled or returned.
- b) have a mechanism to record energy consumptions.
- c) have preventive maintenance records to show that all energy installations are regularly maintained and serviced.
- d) have a mechanism in place to make sure lights are switched off when not in use.
- e) introduce energy saving techniques and/or technology.

###### **4.5.1.2 The hotel should:**

- a) replace single-use plastics with the most environmentally friendly available options.
- b) avoid unnecessary packaging and promote buying in bulk.
- c) have evidence of assessment done on low energy alternatives before buying or replacing electrical equipment.

##### **4.5.2 Water Conservation**

###### **The hotel shall:**

- a) have a mechanism to record water consumption.
- b) have correct installations of efficient water fittings and machinery.
- c) maintain records of regular maintenance and services.
- d) regularly remind staff and guests to save water.
- e) have a SOP in place to reduce inefficient practices.
- f) ensure the quality of water.

#### **4.6 Reducing Pollution and Minimise Negative Impact**

##### **4.6.1 The hotel should:**

- a) manage and monitor direct/ indirect greenhouse gas emissions.
- b) implement energy efficient options for transportations.

## **FDBTS XXX: 2023**

- c) define guidelines of noise control system and apply the appropriate means to reduce noises if any.
- d) treat, reuse, and dispose off, sources of wastewater without affecting the local community and environment.
- e) manage its biodegradable waste if it is outside the municipal area.

### **4.6.2** The hotel shall:

- a) have documents on food waste management.
- b) have a solid waste management plan.
- c) have an inventory of toxic and harmful substances prepared in line with material safety data sheets (MSDS).
- d) segregate and dispose off toxic/harmful substances including used containers appropriately.
- e) have proper drainage for runoff water channelled/connected to the designated drainage system.
- f) designate smoking and non-smoking area.

## **4.7 Conserving Biodiversity, Ecosystems, Landscapes and Minimise Negative Impacts**

The hotel shall have evidence of active participation to support environmentally friendly activities to promote biodiversity conservation in the local community.

## **4.8 Guest Management**

### **4.8.1** The hotel should:

- a) provide relevant information to the guests for appropriate conduct in natural and cultural sites.
- b) provide information on facilities available for differently abled guests.

### **4.8.2** The hotel shall:

- a) have accurate information with regards to the services and facilities offered.
- b) not display and trade restricted historical and archaeological artefacts as per national regulation.
- c) have a feedback mechanism for continuous improvement of the guest experience.

### **Bibliography**

- [1] ASEAN Green Hotel Standard
- [2] GSTC criteria for Green Hotel Destination
- [3] ISO 14001 Environmental Management system
- [4] ISO 50001 Energy Management System
- [5] ISO 90001 Quality Management System

**TECHNICAL COMMITTEE ON BASIC & MANAGEMENT**

**ORGANISATION REPRESENTATIVES**

**Chairperson**

Quality Assurance Division, JDWNRH, MoH

Ms. Tshering Cheki

**Member**

Department of Tourism, MoICE

Ms. Phub Zam

Hotel & Restaurant Association of Bhutan

Ms. Jamyang Choden

Thimphu Thromde, MoIT

Mr. Karma Jamtsho

Cholay Khangzang Hotel

Mrs. Tshewang Lhamo

**Member Secretary**

Kesang Phuntsho Namgay  
Standardization Division  
Bhutan Standards Bureau



**SUBCOMMITTEE ON GREEN HOTEL STANDARD**

**ORGANISATION REPRESENTATIVES**

Department of Tourism, MoICE

**Chairperson**

Mr. Jigme Dorji

**Member**

Association of Bhutanese Tour Operators

Mrs. Thuji Pem

Hotel & Restaurant Association of Bhutan

Mr. Sangay Dorji

Department of Tourism, MoICE

Mr. Yeshey Wangchuk

Gawaling Hotel

Mr. Pema Kunzang

Consultant

Mr. Sangay Rinchen

Hotel & Restaurant Association of Bhutan

Mr. Tashi Dhendup

BIOFIN, UNDP

Mr. Rinchen Tshering

BIOFIN, UNDP

Mrs. Jamyang Selden

**Member Secretary**

Kesang Phuntsho Namgay  
Standardization Division  
Bhutan Standards Bureau