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Tourism and related services — Sustainability management system for accommodation establishments — Requirements



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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Tourism is one of the world's major economic segments and is a target of increasing attention due to its potential to contribute to sustainable development and the impacts that it may have in environmental, social and economic areas.

Organizations of all types in the tourism sector are increasingly recognizing the need to address sustainability issues in their practices. This document provides requirements for a sustainability management system for accommodation establishments that wish to develop and implement sustainable policies and objectives in the management of their activities, products and services.

This document has been drafted to help accommodation establishments of all sizes, from different geographical, cultural and social backgrounds, to improve sustainability in their related activities.

This document has four annexes. [Annexes A, B and C](#) are normative and refer to each of the three dimensions of sustainability (environmental, social and economic). [Annex D](#) is informative and provides examples of sustainability practices.

This document can also be used as a reference for accommodation establishments, in order to consistently implement and maintain practices that contribute to a major goal in sustainable tourism.