ECONOMY · D1 GOVERNANCE · ATTRIBUTE ECO-10

Certifications & credentials

The sustainability certificates and labels the hotel holds, what they cover, and when they run out.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
When it changes	Certificates	The property	In place or not

Why it matters

A certificate is independent proof that the hotel does what it says, which is what guests, booking sites and business customers look for. It only helps while it is valid and displayed correctly.

How to do better

- Keep a list of every certificate with its expiry date.
- Start renewal well before the certificate lapses.
- Display the certificate where guests see it, including online.
- Remove the logo if the certificate is no longer valid.

How to record it in Canoprise

1. List each certification with its scope and expiry date.
2. Record where it is displayed, including booking platforms.
3. Attach the certificates.

What you enter

Ref	What to enter	How it is entered
ECO-10.1	**Certification held**	Yes / no
ECO-10.2	Certification record (scheme, level, issued, expires)	Short text
ECO-10.3	Certificate	Document
ECO-10.4	Displayed on site / website	Yes / no
ECO-10.5	Shown on OTAs	Yes / no

Items marked “calculated for you” need no entry.

How it is scored

In place or not. It scores 100 when the practice is in place with evidence attached, and 0 when it is not.

COMMON MISTAKE

Displaying a logo after the certificate has lapsed.

WHAT GOOD LOOKS LIKE

A current list with renewal dates in the calendar.

Where it counts

Certification

- Green Key 2.1: Certificate and information displayed
- Green Key 2.2: Information on the website

Part of topic guide D1 Governance, which covers the whole topic and lists the certification criteria it supports.