



# GREEN CERTIFICATE

AN EXPLANATION OF THE NATIONAL  
ECO-CERTIFICATE CRITERIA  
FOR LATVIA'S COUNTRYSIDE  
ACCOMODATIONS, FARMS AND  
DINING ESTABLISHMENTS



Baltic Country Holidays  
[www.countryholidays.lv](http://www.countryholidays.lv)



Latvijas  
vides  
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fonds

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MATERIĀLS TAPIS AR LATVIJAS  
VIDES AIZSARDZĪBAS FONDA  
FINANSIĀLU ATBALSTU.

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# INTRODUCTION

The Green Certificate  is a sign of environmental quality that is awarded to those countryside tourist accommodations, farms and dining companies in Latvia which protect their surrounding environment and landscape, make rational use of water and energy resources, organise environmentally friendly waste management, and offer to tourists environmentally friendly activities, healthy local foodstuffs, and thorough information about local destinations related to nature, culture and history.

The Green Certificate is awarded after the accommodations, farms or dining companies are examined to ensure that they are in line with the specific criteria that are outlined from Chapter 1-11 of this document.

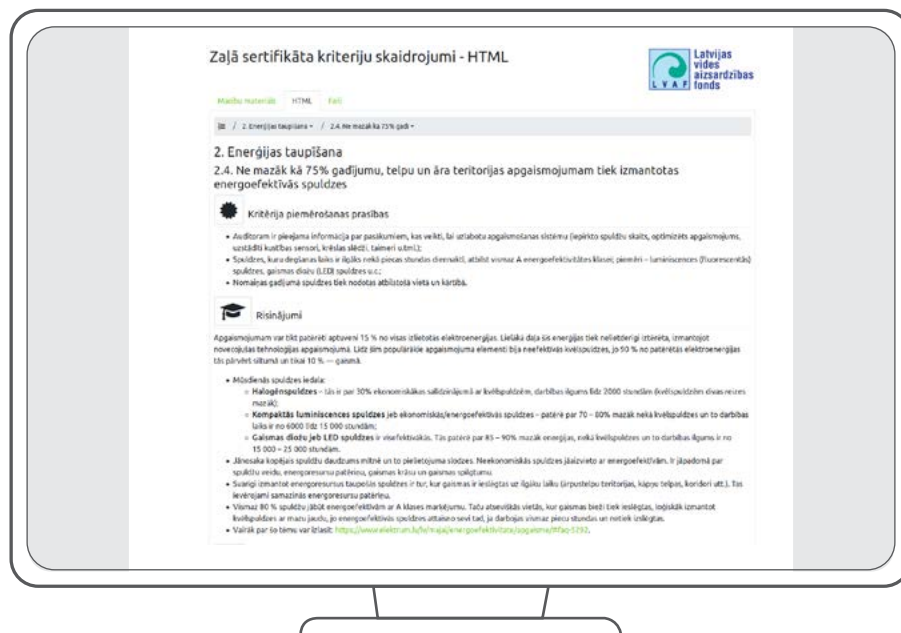
This document is meant to assist tourist accommodations, farms and dining companies and their owners, employees and others in understanding the goals of the criteria, the principles of how they are varied, and the terms under which they are achieved. The document is based on a single scheme. The criteria are grouped in thematic chapters, and each is accompanied by an explanation of the relevant requirements and of the possible ways of satisfying same.

You can find examples and explanations of Green Certificate criteria online, as well:

[www.celotajs.lv/lv/p/view/ZalaSertifikataKriteriji](http://www.celotajs.lv/lv/p/view/ZalaSertifikataKriteriji)



## AN EXPLANATION OF THE GREEN CERTIFICATE (GC) – REQUIREMENTS, SOLUTIONS AND EXAMPLES



The owners of accommodations, farms, dining companies, campsites and campaign parks can find out whether their operations satisfy Green Certificate requirements by filling out a self-evaluation certification questionnaire online:

The self-evaluation questionnaire for accommodations:

[www.celotajs.lv/lv/cert/appl/selfeval/2](http://www.celotajs.lv/lv/cert/appl/selfeval/2)

The self-evaluation questionnaire for farms:

[www.celotajs.lv/lv/cert/appl/selfeval/3](http://www.celotajs.lv/lv/cert/appl/selfeval/3)

The self-evaluation questionnaire for dining establishments:

[www.celotajs.lv/lv/cert/appl/selfeval/4](http://www.celotajs.lv/lv/cert/appl/selfeval/4)

The self-evaluation questionnaire for campsites and camping parks:

[www.celotajs.lv/lv/cert/appl/selfeval/5](http://www.celotajs.lv/lv/cert/appl/selfeval/5)

When completing the questionnaire, make note of the blue button with the letter “I” to open the requirements, recommendations and examples of each criterion.

Find out more about the Green Certificate here: [www.celotajs.lv/lv/c/prof/certificates/](http://www.celotajs.lv/lv/c/prof/certificates/)

## THE GOALS OF SATISFYING THE GREEN CERTIFICATE:



### THE PRIMARY GOALS:

- To limit the consumption of environmental resources, particularly energy and water resources;
- To reduce the amount of waste and to facilitate its recycling, repeat use or reprocessing;
- To facilitate the use of renewable energy resources and the use of substances and materials that are less dangerous to the environment and to human health;
- To facilitate the spread of information about the environment so as to ensure an environmentally friendly consciousness and behaviour.



### SUBORDINATE GOALS:

- To preserve Latvia's characteristic landscapes and cultural environment heritage;
- To ensure that tourism services and offers are in line with the idea of the Green Certificate;
- To encourage local residents and businesses to become engaged in the provision of offers to tourists in the relevant region.

1.

# A NATURAL RESOURCES PROTECTION VISION, CO-OPERATION AND GENERAL ISSUES

The criterion: The owner/manager of the company shall have a strategic vision about the place and role of the company in preserving environmental resources and natural diversity in the region and surrounding neighbourhood, also becoming a messenger for the surrounding area who educates and informs clients about the most important places and destinations in the region.



## REQUIREMENTS FOR THE CRITERION

- The vision is clearly and understandably formulated in written or oral form so that the owner/manager can explain it clearly to the auditor during inspection visits;
- The vision has to do with all areas of the Green Certificate;
- As far as possible, the owner/manager informs employees about the basic aspects of how the Green Certificate functions;
- Employees are involved in activities every day which ensure that the ideas of the Green Certificate are brought to bear.



## SOLUTIONS

- At least once a year the owner or manager of the company reviews the GC statutes and criteria, engaging in self-evaluation in all of the groups of criteria;
- The owner of the company has formulated in words or in writing that does not exceed one A4 sheet of paper the priorities and specific things that are to be done in the area of improving the environment in the short term (1-3 years) and in the long term (5-10 years).

The criterion: There is a specific person at the company who is responsible for environmental solutions. All employees are familiar with the basic principles of how the Green Certificate operates. Each employee has the information that is necessary for the work that he or she does. This ensures that the company operates everywhere and on a daily basis in accordance with green business criteria.



## REQUIREMENTS FOR THE CRITERION

- The responsible person is familiar with areas, statutes, criteria and other documentation that relate to the Green Certificate;
- During an inspection trip, the person meets with the auditor and informs the auditor about what the enterprise is doing;
- During the inspection trip, the person can be responsible for his or her work in accordance with the Green Certificate criteria.



## SOLUTIONS

- The responsible party can be the owner/manager, or the function can be delegated to a specific employee who must be informed about the philosophy and criteria of the Green Certificate, as well as about environmentally friendly work principles;
- If the company is small, it would be ideal if all of the employees kept track of the condition of their company and their surrounding environment.

**The criterion: Buildings and rooms used by clients are in line with Latvia's building requirements.**



## REQUIREMENTS FOR THE CRITERION

- This criterion applies to buildings and their infrastructure (water pipelines, heating, ventilation, electricity, etc.);
- The structures are in line with their initial design;
- The auditor can ascertain that the criterion is being followed because there is access to affirmation from the local construction institution.



## SOLUTIONS

- Norms, regulations and standards related to the building industry can be found on the homepage of the Latvian Economics Ministry:  
[https://em.gov.lv/lv/nozares\\_politika/buvnieciba/normativie\\_akti/normativo\\_aktu\\_saraksts/](https://em.gov.lv/lv/nozares_politika/buvnieciba/normativie_akti/normativo_aktu_saraksts/)

**The criterion: The company satisfies the minimal quality requirements of "Country Traveller."**



## REQUIREMENTS FOR THE CRITERION

- The minimal requirements of "Country Traveller" can be found here:  
[www.celotajs.lv/cont/prof/quality\\_lv.html](http://www.celotajs.lv/cont/prof/quality_lv.html)

**The criterion: The tourism site satisfies the minimal quality requirements for campsites, as defined by the Latvian Campsite Association.**



## SOLUTIONS

- The minimal requirements of the Latvian Campsite Association can be found here:  
[https://campaing.lv/images/dokumenti\\_pdf/Kempingu-kategoriju-un-kriteriju-sistema.pdf](https://campaing.lv/images/dokumenti_pdf/Kempingu-kategoriju-un-kriteriju-sistema.pdf).

**The criterion:** The public areas of the company do not have any pets which roam free.



## REQUIREMENTS FOR THE CRITERION

- Pets are kept in accordance with animal welfare requirements;
- Potentially dangerous pets such as dogs are kept away from clients;
- Exceptions relate to cats, goats, sheep and other animals which in no way threaten visitors to the venue and are meant to be looked at.



## SOLUTIONS

- If the venue has a dog that runs free, clients must be informed about this in advance, because there are people who are phobic about dogs and others who may have allergies;
- Modern technologies allow a dog to be limited with the so-called radio fence, as opposed to being tied up with a chain.

**The criterion:** Employees at the company are familiar with other local farms that use the Green Certificate and are environmental friendly, and they establish links and partnerships with them.



## REQUIREMENTS FOR THE CRITERION

- As much as possible, the company partners with others by exchanging information, organising joint products or offers, partnering in various projects and joint events, engaging in barter, offering products such as herbal teas to clients, etc.;
- Employees are familiar with other environmentally friendly and certified companies in the region (Green Key, European Bloom, biological farms, Blue Flag beaches, producers of eco-products, etc.).
- If the company is in a specifically protected natural territory such as a national park, it partners with the territory and does its best to inform clients in its publications, homepages and business cards that the company exists and offers its services in a national park, a nature park, etc.



## SOLUTIONS

- Information about the Green Certificate and a list of all Green Certificate farms can be found here: [https://celotajs.lv/lv/c/prof/certificates/green\\_certificate](https://celotajs.lv/lv/c/prof/certificates/green_certificate)
- We recommend that you know about and form partnerships with and visit nearby Green Certificate farms so that you can see what they are doing and so that you can exchange information about essential issues.

**The criterion:** A Green Certificate dining establishment speaks to its clients about aspects of environmental protection



## REQUIREMENTS FOR THE CRITERION

- The company has information about the origins and production circumstances of food-stuffs that are served.



## SOLUTIONS

- Choose a way to communicate about issues such as choosing local foods, sorting waste, saving resources, not ordering more than you can eat, not asking for a plastic straw, etc.

## 2.

# THE RATIONAL USE OF ENERGY RESOURCES

Energy efficiency today is one of the most important issues for many areas of manufacturing, but also in households, including country tourism companies. This chapter will provide practical ways of reducing electricity consumption, making that consumption for effective, and taking care of environmental resources while also reducing bills for electricity.

**The criterion:** Regular registration and analysis of the company's overall electricity consumption, including how much electricity is used by specific equipment or groups thereof.



## REQUIREMENTS FOR THE CRITERION

- Data about consumed electricity and other energy resources are correlated at least once every half-year and analysed as a proportion relates to the number of visitors and events (installation of separate measurement devices or meters in specific areas);
- Information is available to the auditor upon his request;
- The auditor can receive an explanation, vision or plan as to how to cut overall energy consumption, as well as the amount of energy that is used by specific equipment and at specific events.



## SOLUTIONS

The primary goal of this criterion is to make note of electricity consumption and to understand steps to be taken to reduce its level;

- We can evaluate electricity consumption via electricity meters. Look at them during various months and seasons, as well as on an annual basis so as to try to analyse overall consumption during various periods of time whilst also understanding what influences this and how. If you have several meters, you can compare the energy consumption of specific objects. You can correlate the data in a journal or an Excel file. If your electricity consumption is at a high level, but you cannot identify the areas in which the most power is utilised, there are two possible solutions. You can purchase a **wattage consumption meter** to test the energy consumption of each piece of equipment separately. Alternatively, you can conduct an energy audit at your company. Providers of such auditing services can be found on the Internet.
- **Wattage measurement meters** cost EUR 10 or more, and they can be bought at hardware stores. Plug it in between the electric equipment that is to be tested and the socket. Depending on the model, the meter will have additional functions which show consumption, "peak usage," etc. Install this meter for at least seven days to see the amount of consumed energy during a week (weekends may be most important for country tourism companies). Then do the same with other electrical equipment. The results may suggest ways in which the consumption of specific equipment can be cut. See below for specific examples of solutions.



- **Automatic switches** don't cost much, and they operate on the basis of **movement** or **sensors which measure the intensity of lighting**. This is a very effective solution, particularly in terms of seasons of the year. Such switches turn on the light when dusk has set in and turns it off when the level of light from the interior or exterior is sufficient. In internal spaces it is important to have switches that don't take too long to react – when entering a dark lavatory or going into a hall, for instance. Texts asking people to switch off the light when they leave the room should gradually be replaced with modern technological solutions.
- **Split tariffs.** Larger power companies offer a service that can be particularly essential for larger guesthouses and farms. This means that equipment such as washing machines and freezers can be operated at night with the use of a time relay.
- **Lower consumption of electricity during down time.** Many guesthouses, particularly out of season and during the middle of the week, don't have any usage and equipment has regimes that consume electricity. One of the most common examples is a hot water boiler (consult with the manufacturer or read the instructions to find out how to regulate the temperature when the boiler is not being used), which operate at full capacity. The same applies to radiators. If radiators have a thermos-regulator, they can be put into the "snowflake" regime where water continues to circulate so that the equipment does not freeze up while at the same time preserving a minimal amount of warmth in the room. The same applies to heated floors which are turned off or lowered to their minimum when they are not being used.
- **Heat pumps** are a good way to enhance energy efficiency. They are comparatively cheap, and the great advantage is that they serve as air conditioners during the summer and as heaters during the winter. This is particularly effective in rooms that are not used everyday and in which temperature, therefore, can be regulated as needed.
- **Infrared lamps** consume more electricity, but they can be used to warm large rooms quickly and efficiently, particularly during the cold season when events are organised. Infrared lamps only heat the area that is in front of them. Small infrared lightbulbs can be used in shower or lavatory rooms which tend to be damp in the morning and evening. Infrared lamps will quickly warm up the room to create a sense of comfort.
- For new buildings, think about using the principle of **heated floors in the walls**. This makes unnecessary the radiators which can create various hassles.
- Make sure that the cupolas of your lamps are clean to save on energy resources. Dusty bodies of light provide 1/3 less light than clean ones do.

**The criterion: Clients receive information about how electricity is saved in indoor and outdoor lighting.**



## **REQUIREMENTS FOR THE CRITERION**

- Lights outdoor are automated or otherwise effectively manageable. In corridors and foyers, movement sensors are used to regulate lights.
- If lights indoors and outdoors do not switch off automatically, then guests are asked to save electricity by switching them off when they leave the relevant room or area.
- This information is posted on signs in visible places and in sufficient number, making sure that they are always comprehensible.

## SOLUTIONS

- In areas which are meant for clients and in public use spaces indoors and outdoors must have easily understandable information about saving electricity. The statements can be friendly, clever or challenging, the main thing being to encourage people to “save electricity,” “turn off the lights when leaving the room,” etc.
- Information should be posted at the door of the room or next to a mirror (guests usually take a glance at the mirror before leaving the room). The information must be posted in Latvian and in the most commonly used languages if the venue is visited by foreigners.
- Larger rooms should be divided up into sections with separate switches, lamps or a chandelier with group switches. This makes it possible to regulate the use of electricity by switching on only those lightbulbs that are necessary when natural light is fading.

## GOOD EXAMPLES



The “Baldones Meža māja” weekend destination has informational signs in visible places reminding people to turn off the lights.



**Web:**

[https://www.celotajs.lv/lv/e/baldones\\_meza\\_maja](https://www.celotajs.lv/lv/e/baldones_meza_maja)



The “Klidziņa” hotel has informational signs reminding guests to save electricity in all rooms and public areas, posting these next to sockets and light switches.



**Web:**

<http://www.klidzina.lv/>

The criterion: Insulating of buildings (including windows and doors) is in line with Latvian building norms and requirements.



## REQUIREMENTS FOR THE CRITERION

- The auditor has access to steps that have been taken to improve the building's insulation;
- Energy audits of the building have been conducted or are being planned.



## SOLUTIONS

Heat insulation of a building ensures much less energy resources consumption whilst also reducing the emission of hothouse gases into the atmosphere.

The distribution of heat losses in a building is approximately this:

- 35% of heat is lost through walls;
- 37% - through windows;
- 15% - through the roof;
- 13% - through the floor of the first story of the building.
- A simple energy audit must be conducted to satisfy this criterion to determine the overall level of energy efficiency and to make note of those parts of the building where heat is lost. The recommendation is to start with the attic, roof, cellar and outer walls to think about how to insulate them;
- Various materials can be used for insulation, but you should evaluate their environmental friendliness (source, natural, renewable, recyclable, etc.);
- Latvia's building norms can be found here:  
[www.em.gov.lv/lv/jaunumi/5855-apstiprinati-visi-latvijas-buvnormativi](http://www.em.gov.lv/lv/jaunumi/5855-apstiprinati-visi-latvijas-buvnormativi)
- Heat-related issues will be found in building norm LBN 002-15, "The heat technologies of structures limiting buildings".



## GOOD EXAMPLES

The "Brūveri" guesthouse has wooden buildings that are insulated with mineral wool, thus ensuring an optimal microclimate in the building while also protecting it from the influence of unfavourable weather conditions.



Web:  
<https://hotelbruveri.lv>



**The criterion: energy efficient bulbs are used in at least 75% of lighting indoors and outdoors.**

## REQUIREMENTS FOR THE CRITERION

- The auditor has information about steps that have been taken to improve the lighting system (the number of bulbs purchased, optimised lighting, installation of movement sensors, dusk switches, timers, etc.);
- Bulbs which are on for more than five hours per 24-hour period must satisfy the A class of energy efficiency (fluorescent bulbs, LED bulbs, etc.);
- When replaced, bulbs are handed in to the appropriate place and in a proper way.

## SOLUTIONS

Lights take up around 15% of consumer electricity, and most of it is wasted by using obsolete technologies for lighting purposes. Ineffective lightbulbs used to be very popular even though they turn 90% of the electricity that they use into heat. Only 10% turns into light. Here are various types of lightbulbs that are available today:

- **Halogen bulbs**, which are 30% more economical than filament lightbulbs, lasting up to 2,000 hours (filament lightbulbs last a one-half shorter period);
- **Compact luminescence lightbulbs** or economic/energy efficient bulbs, which consume 70-80% less than filament bulbs and last for 6,000 to 15,000 hours;
- **LED bulbs** are the most effective, consuming 85-90% less energy than filament bulbs and lasting for 15,000 to 25,000 hours;
- Determine the total number of lightbulbs at your venue and how intensively they are used. Replace obsolete bulbs with energy efficient ones, also thinking about the type of lightbulb, the consumption of energy resources, and the colour and intensity of the lights;
- Use energy-saving lightbulbs in those cases where the lights are on for longer period of time (outdoor territories, stairwells, corridors, etc.) so as to cut way own on the energy resources that you use;
- At least 80% of lightbulbs must be energy efficient with A-class markings, though in some places where lights are turned on often, it is more logical to use low-capacity filament lightbulbs, because energy efficient lightbulbs pay off only if they are used for at least five hours without being switched off;
- For more, see:  
[www.elektrum.lv/lv/majai/energoefektivitate/ka-buvet-efektivi/apgaismojums/](http://www.elektrum.lv/lv/majai/energoefektivitate/ka-buvet-efektivi/apgaismojums/)

## GOOD EXAMPLES

The “Turbas” leisure complex uses LED lightbulbs both indoors and outdoors, with the owner saying that the savings of electricity are substantial.



**Web:**  
<https://www.turbas.lv>



**The criterion:** Consumption of energy resources is controlled and managed for heating of building, as well as saunas.



## REQUIREMENTS FOR THE CRITERION

- Electric saunas automatically switch off their heating system;
- The firewood used for saunas is organised in accordance with the number of clients and the time when the sauna will be used;
- Undried firewood or inappropriate fuel is not used to fire up a sauna.



## SOLUTIONS

- The owner or manager must fire up the sauna instead of clients, to avoid overheating it, which would create a fire hazard. This also makes it possible to monitor the consumption of firewood and electricity. If this is entrusted to clients, that is a waste of much more firewood, and there have been cases in which an overheated sauna has caused a fire that burns down it and other buildings.
- A sauna can be equipped with a timer or a system which automatically switches off the electricity after a certain amount of time.
- You can prepare an appropriate and limited amount of firewood for a specific number of clients and allow them to handle it.

**The criterion:** Heating equipment and air conditioners are used in accordance with the season and/or the weather. All steps are taken to save energy and to use such equipment only when it is particularly needed.



## REQUIREMENTS FOR THE CRITERION

- There must be a specific person who is in charge of the equipment and its use in accordance with the weather, also regularly inspecting the way in which the equipment is used. Artificial air conditioning should be avoided when possible, instead choosing ventilation with fans, increases in shadowed areas, etc.
- The responsible employee must track the presence of signs to say that doors and windows must be shut if heating or air conditioning equipment is being used.
- When possible monitor the use of air conditioners by clients.



## SOLUTIONS

- If the heating and/or air conditioning systems cannot be regulated automatically when windows are open, then there must be easily accessible instructions for guests to close windows if the heating or air conditioning equipment has been switched. Put this information next to each window in your local language and, if the venue is visited by foreigners, at least in English, if not in other languages which groups of guests speak.
- Ask guests to switch off heating and air conditioning system whenever a window is open. Add this reminder to the overall informative documents which guests receive. Talk to your guests. Show them where the switches for heating and air conditioning systems are found, and invite your guests to switch the equipment off when the window

is opened if it does not switch off automatically.

- Heating is more effective if the radiators are not limited from the room by curtains, furniture or internal walls. Nothing should be kept under, behind or on the radiator. Make sure that the air is circulating. If there is sufficient room between the wall and the radiator, you can use special heat insulation plates or folio that are placed between the radiator and the wall.
- The damper the room, the less the warmth therein, so try to limit all the ways in which moisture can be created.
- To ensure that the consumer can control the air temperature in the flat, the radiators must have thermoregulators.
- You can purchase **moisture** and **CO2 sensors** at shops. Moisture damages finishing in rooms and facilitates mould. An increased concentration of carbon dioxide in a room can cause discomfort. Link the sensors to the ventilation system, and you will improve the comfort and durability of the space in which it is found.

**The criterion: Refrigerators and freezers are used so as to maximally prevent any loss of energy. All kitchen equipment must be used in line with principles of best practice. When they need replacement, the replacement must be at the highest possible level (A) of energy efficiency.**



## REQUIREMENTS FOR THE CRITERION

- The rooms where this equipment is kept must not be too cold. Don't keep them too close to walls, radiators or other objects that hinder the circulation of warmth;
- Use the equipment properly – defrost, make sure that there are not too many objects inside, and choose the correct temperature (4°C for the refrigerator, -18°C for the freezer);
- Don't put any other electrical devices such as a microwave on top of a freezer.



## SOLUTIONS

Here are ways of ensuring that the refrigerator does not waste energy:

- Don't put it near radiators, stoves or other items which create heat;
- Don't open the door too often;
- Don't put hot or warm food in the fridge;
- The best temperature for the refrigerator is 4-5°C, while for the freezer it is minus 18-20°C;
- When there is a layer of ice that is 3-5 mm thick, it is time to defrost the refrigerator, because such ice also wastes energy;
- When purchasing electric equipment, study their energy efficiency markings so as to choose the one that is most appropriate for you.



**The criterion: At least 50% of motorhomes/trailers can use electricity.**



## REQUIREMENTS FOR THE CRITERION

- At least half of the motorhome locations must have electricity connections – at least one phase with 16 A.



## SOLUTIONS

- Make sure that the connections are grounded and protected against wetness and precipitation so that they are water-safe (a closeable contact, a cover above the contact, etc.);
- The connections must be above ground in special boxes, with installed poles, etc., the central aim to keep them from touching the earth and its dampness.

**The criterion: Each motorhome/trailer has a separate electricity connection.**



## REQUIREMENTS FOR THE CRITERION

- Each motorhome has its own place to contact to electricity so that extension cords are not needed, and it would not be necessary to link up more than one motorhome with one contact.



## SOLUTIONS

- Install a separate socket for each motorhome. If there is one pole with four contacts, that will do for four of them.

**The criterion: The length of the connection and cord between the connection place and the motorhome is no longer than 25 metres.**



## REQUIREMENTS FOR THE CRITERION

- The connection points for motorhomes are in a place that is no further than 25m from the car park;
- The connection points for cables are water-safe;
- The cables do not cross pathways used by hikers or any roads;
- The cables are unwound so as to make sure that they don't overheat and cause a short.



## SOLUTIONS

- Ensure that parking lots of motorhomes are no more than 25 m from the connection place also ensuring that these systems are not in the zone of roads or pedestrians, as well as that the cables do not cross roads or pathways.

**The criterion: Fossil fuels are not used for individual heating systems.**

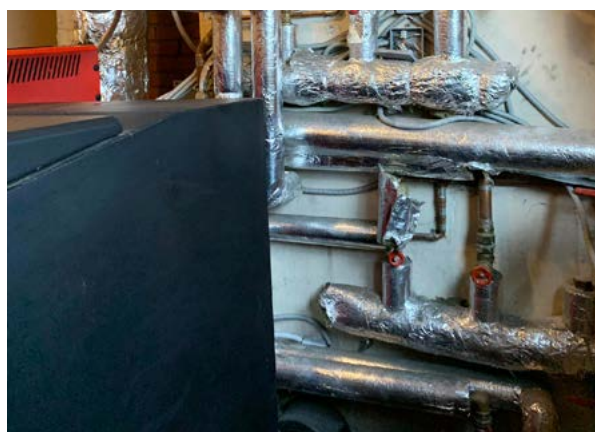
## REQUIREMENTS FOR THE CRITERION

- This criterion applies to companies which have an individual heating system;
- Fossil fuels are fuel oil, crude oil, coal, natural gas and liquefied gas.

## SOLUTIONS

- Fossil fuels are based on organic substances which have been compressed in the crust of the earth during previous geological periods. Fossil fuels include oil, various kinds of coal, natural gas, oil shale (in Estonia), etc. All of these fuels contain carbon, and when it is burned or otherwise processed, it delivers CO<sub>2</sub> into the atmosphere.
- If you use fossil fuels to produce heat, you must look for a new solution (a new furnace, central heating, a new heating system, etc.), so as to stop making use of such fuels.

## GOOD EXAMPLES



The “Ezernieki” leisure centre replaced its own furnaces with new ones, and now they burn wood to heat their buildings. One benefit is that the new furnace adapts itself to external air temperatures and consumes the necessary amount of fuel. The new furnace has a much higher burning utility co-efficient than the old one (up to 94%). During the installation of the furnace, the pipelines were insulated, which led to a substantial reduction in heat loss.



**Web:**

<https://www.mammadaba.lv/objekti/top-12/atputas-un-turisma-centrs-ezernieki>

**The criterion: Some electricity is produced without the use of fuels or by using renewable energy resources.**

## REQUIREMENTS FOR THE CRITERION

- Some of the electricity and heat is produced on site from renewable energy resources (water, wind, sun, geothermal resources, biomass, biogas, heat pumps, solar panels and batteries, etc.);
- Simpler methods such as sun-warmed barrels of water for outdoor showering are also utilised;



- If your venue does not produce its own electricity, then it has at least a partial electricity eco-certificate or EU origin confirmation that the electricity that you do use has been produced in an environmentally friendly way.



## SOLUTIONS

- Renewable energy resources are an alternative to fossil fuels:
  - Wind;
  - Solar energy;
  - Hydro-energy;
  - Biomass (biofuel, biological petrol, timber and straw);
  - The warmth of the earth and the air;
  - Tidal waves (not applicable to Latvia)
  - Peat moss (a local fossil fuel, but the advantage is that it is a local resource, and thus does not require excessive transportation costs);
  - Electricity can be seen as a source of heat, and it can be combined with solar energy (photo-volt panels, collectors).
- There are countryside tourism companies in Latvia which rely on traditional energy resources, but also alternative ones. Photo-volt panels and solar collectors are common because they relate to the warmth of the earth and the sun, as well as to solar energy. If the solar panels and collectors are merged into a single system, water can also be heated. Please remember that as solar panels heat up the amount of electricity they produce shrinks. You can cool the panels down with water which then heats up and creates a more effective energy and heating system.



## GOOD EXAMPLES

The “Senlīči” guesthouse has a solar collector that heats water during the summer for the guesthouse. Heat collected during the winter is used to heat floors and water.



**Web:**  
<http://www.senlici.lv>



The “Konu dzirnavas” guesthouse makes use of ancient crafts such as weaving wool and grinding grain with electricity that comes from the local watermill’s hydroelectric power plant.



**Web:**  
<http://konudzirnavas.lv>

## The criterion: No electric hand dryers

### REQUIREMENTS FOR THE CRITERION

- There are no hand dryers in bathrooms and other rooms.

### SOLUTIONS

- Hand dryers are seen as a major consumer of power, and so paper or textile towels are recommended instead. Textile towels raise issues of hygiene, and they leave an ecological print ([https://lv-pdf.panda.org/virzieni/klimats/ekologiskas\\_pedas\\_nospiedums](https://lv-pdf.panda.org/virzieni/klimats/ekologiskas_pedas_nospiedums)). This comes from the manufacturing and consumption of paper or textiles. Presumably hand dryers that are manufactured these days are no longer as environmentally unfriendly as they used to be, given that it takes very little time for a person to dry his or her hands. Before buying such an apparatus, read carefully about its operational parameters and energy efficiency.

## The criterion: Household and office equipment have A-class energy efficiency marking, or the venue has a justified plan to replace old equipment.

### REQUIREMENTS FOR THE CRITERION

- You must present technical documentation or other information about the energy efficiency class of your equipment;
- This applies to refrigerators, dishwashers, washing machines, office equipment, etc.

### SOLUTIONS

- The highest level of energy efficiency is the A-class, while the G-class is the lowest. As of March 1, 2021, new energy efficiency markings can be reviewed here:  
<https://pta.veikals.lv/blog/jauns-energoefektivitates>

- Before buying new equipment make sure that it has an energy efficiency mark. Products with a national or EU mark are affordable and manufacture don the basis of strict environmental standards. A list of manufacturers who have the ecological markings can be found on the homepage of the European Commission: <http://ec.europa.eu/environment/ecolabel>;

- Household equipment consumes energy even when it is switched off, so one way of saving money is to connect all proximate equipment in one socket so that when the work is done, it can all be disconnected with a single plug.

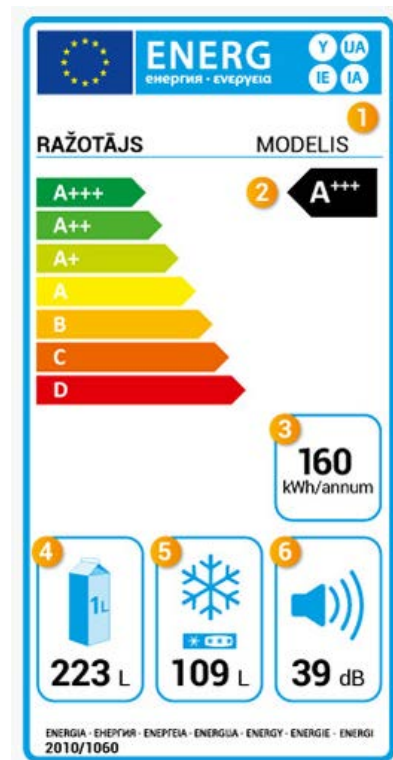


Figure 1: Classes of energy efficiency



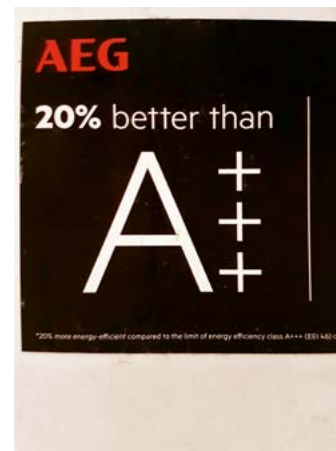
## GOOD EXAMPLES

The owners of the “Baldones Meža māja” guesthouse replaced old equipment with new, focusing on the purchase of equipment with greater energy efficiency. They say that this is a long-term investment in the future.



**Web:**

[https://www.celotajs.lv/lv/e/baldones\\_meza\\_maja](https://www.celotajs.lv/lv/e/baldones_meza_maja)



**The criterion: Heating and air conditioning equipment is regulatable so as to set the proper temperature indoors.**



## REQUIREMENTS FOR THE CRITERION

- This criterion only applies to venues that are heated or air conditioned;
- Heating and air conditioning equipment must have a mechanism to regulate it.



## SOLUTIONS

- Make sure that your heating system, including radiators, heated floors and ventilators are equipped with an automated or manually regulatable system so that the temperature indoors can be regulated in accordance with the season of the year and the outdoor temperature. This will save lots of fuel and electricity. Think about shadows created by curtains or drapes in interior rooms, particularly those that have windows that open to the South. These will heat up the most.
- Remember that fans are energy-capacious, so think about more modern solutions such as recuperation equipment which “take” fresh air for the outside and warms it with air that is being removed from the room;
- You can buy humidity and CO2 monitors and sensors. Humidity damages room finishing and encourages mould. Carbon dioxide gasses cause discomfort if there is too much of them in a room. Link these sensors to your ventilation system, and you will improve comfort, as well as the durability of your rooms;
- If your heating and/or air conditioning systems are not regulated automatically when windows are opened, post easily visible information to remind your guests to close the windows when heat or air conditioning is switched on. Post it near windows in the local language and, if foreigners visit, at least in English, as well as other languages which most guests speak. Ask your guests to switch off the heating or air conditioning system when the window is opened.
- You can include this information in the general documents which guests receive. We recommend that you talk to your guests as you are accompanying them to their room or building. Show them where the heating and air conditioning switches are found, and ask them to turn off the system when the window is opened if that does not happen automatically.

## | The criterion: Windows are washed



### REQUIREMENTS FOR THE CRITERION

- Clean windows let through more light and reduce the need for artificial lights.



### SOLUTIONS

- Dirty windows admit less light, and that may mean switching on lamps and adding to your electricity consumption. This is more typical in rooms where there is manufacturing or spiritual and creative work such as writing and reading. We recommend that you wash your windows at least twice a year – before the tourist season starts and in the autumn, or in accordance with your specific situation and needs.

## | The criterion: Equipment is switched off when it is not being used



### REQUIREMENTS FOR THE CRITERION

- This criterion applies to office equipment, microwave ovens, dishwashing machines, washing machines, media equipment, etc.;
- When a piece of equipment is not used, its plug has been pulled out of the socket, as opposed to being in a standby regime.



### SOLUTIONS

- Household equipment consumes electricity even when it is switched off, so one way to save electricity is to link all of the equipment into a single socket so that when the work is done, you can disconnect it all with one removal of a plug or put the equipment into the sleep or standby regime.

## | The criterion: A heat recovery system has been installed for freezers, ventilators, swimming pools and sewage water.



### REQUIREMENTS FOR THE CRITERION

- During an audit, a representative of the venue must present document such as technical specifications of equipment so as to let the auditor review the company's heat recovery systems.



### SOLUTIONS

- Equipment and technologies which use a lot of energy often radiate warmth. In order to reduce energy consumption and the company's environmental effects, equipment that consumes a great deal of energy such as heating systems, ventilation, air conditioners, freezers, swimming pools and sewage water purification systems must have a heat recovery system. The heat obtained that way can be used to heat ancillary rooms, etc.

3.

## THE RATIONAL USE OF WATER RESOURCES

Water is a resource that will become more and more valuable in future. Latvia is in a temperate climate zone with more precipitation than water that evaporates. Thus we only feel a shortage of water during particularly hot summers, when there is a lack of water for farming, gardens and various crops. Unlike many other countries in the world, we cannot imagine running out of drinking water, because most of ours comes from deep artesian wells, where there is plenty of water for everyone. During hot summers with little precipitation, however, water shortages are experienced by those who use regular wells or shallow groundwater. One element in sustainable management, therefore, is carefully considered use of water.

**The criterion: The venue regularly oversees the consumption of water resources.**



### REQUIREMENTS FOR THE CRITERION

- Water consumption data are registered in accordance with each bill or at least once per three months so as to record the amount of water that has been used;
- If you do not have apparatuses which keep track of water consumption or if you bill does not reflect actual consumption by guests, take steps to identify a way of knowing the amount of water that is consumed on the basis of pumped sewage water or other indicators;
- Evaluate the consumption of water resources over the course of one or more years;
- Provide the auditor with information about water consumption monitoring and your company's vision about how to save more in future;
- Make sure all of your employees know how to save on water consumption.



### SOLUTIONS

The consumption of water at an average household is approximately like this:

- |                             |   |
|-----------------------------|---|
| • Dishwashing – 4%;         | • Bathtub – 15%;  |
| • Shower – 5%;              | • Kitchen work (preparing meals, cleaning up, washing hands) that means |
| • Laundry – 12%;            | water in the kitchen sink – 15%;  |
| • Cleaning the house – 14%; | • Lavatory – 35%.   |

- You can keep track of how much water you use with a meter or, if you don't have one, on the basis of how often you have to pump out the septic tank if it is hermetically sealed. To reduce water consumption, post notifications at your country tourism venue about how to save on water. Make use of faucets which mix hot and cold water, aerators, etc.;
- Choose certified companies to install your septic tank – ones that you are sure about in terms of them not pouring your sewage into a ditch or body of water.
- Enter the words “how to cut water consumption” into an Internet search engine, and you will find plenty of practical advice.

## The criterion: Guests can regulate the frequency of changing their bed linens



### REQUIREMENTS FOR THE CRITERION

- Clients have information about changing bed linens and towels (an information sheet, a sticker, etc.);
- If a client does not want the towels to be replaced every day, thus saving on natural resources, then he must inform an employee of the venue that this is so.



### SOLUTIONS

- Many hotels have long since replaced towels only if they are dirty and left on the floor of the bathroom. This is a good idea, because that will allow you to save on water and cleaning resource consumption;
- Put up an informational sign about the issue in the relevant rooms.

## The criterion: If the company has a local sewage system, it ensures that 100% of runoff water is purified



### REQUIREMENTS FOR THE CRITERION

- If there are no local purification systems, all runoff water is collected in septic tanks;
- If there are runoff water purification systems, they operate in accordance with requirements.



### SOLUTIONS

- Depending on the situation, a country tourism company can be hooked up to the water and sewage pipes of the nearest populated area, or it can establish its own runoff sewage system. Individual or decentralised sewage systems may involve septic tanks or industrial purification systems, including biological ones;



- The installation of new sewage or runoff purification systems will require authorisation from the local government; present to it the technical aspects of your project, including designs and technical document. When setting up a new runoff purification system, make sure that it:

- Is not in a flood zone;
- Is not downhill from a drinking water well and the direction of groundwater movement;
- Does not endanger groundwater in case of an accident;
- Is downwind from residential buildings;
- Is accessible to service vehicles. Install your sewage system near the entrance road so as to make that easier.

For more on runoff water purification, see:

<https://kanalizacija.lv/kada-notekudenu-attirisanas-iekarta-ir-piemerota-tavai-dzivojama-majai-lauku-majai-vasarnicai>

**The criterion: In 75% of cases, the average flow of water from client showers does not exceed 9 litres per minute**



## REQUIREMENTS FOR THE CRITERION

- This criterion does not apply to washing machines and private rooms;
- Put an aerator on faucets to reduce the amount of water that is consumed.



## SOLUTIONS

- It has been calculated that a person uses up to 150 litres of water when taking a bath. That means that showers are much more economical. The flow of shower faucets can be regulated with special shower heads that are equipped with an aerator. It creates the sense of a powerful stream, but the amount of water used can be reduced by as much as 50%;

- Determine water consumption from faucets and showers. If the amount of flow is not indicated in the relevant technical documents, owners must take control measurements with a meter or a bucket and a watch. The bucket must show the number of litres. Open the faucet fully and fill the bucket for six seconds. Multiply the amount of water by 10, and that will tell you how much water has flowed during one minute.

- If your faucets and showers don't satisfy these requirements, think about several options:

- Reduce pressure in the network;
- Buy water-saving shower heads and faucet nozzles;
- Replace your faucet.

- The easiest option is to reduce water pressure in the network to reduce the flow. If water is used by a large number of guests, there might be insufficient water. The solution then is to reduce pressure in each tank and showerhead.

- Flow reduction apparatuses reduce the flow of water in the faucet and showerhead to the necessarily level. Such apparatuses are manufactured by various firms, and the will limit flow to a specific number of litres per minute. They are not always easy to install and may not be appropriate for older faucets.

- You can regulate water flow with several techniques:

- A special membrane in the aerator which ensures that no matter how the water pressure in the network changes, the faucet will release no more than 7.2 litres per minute;
- An eco-button is a small button at the back of the faucet. When it is pushed, the lever of the faucet is returned to a specific situation, thus ensuring that the lever cannot open more than is necessary;
- You can remove the nozzle of the faucet and turn its core to the necessary place. Manufacturers often offer a special measuring cup with tiny holes that make it easy to determine how may litres flow through your faucet per minute and the level of water flow that you wish to regulate.
- Faucets which provide both cold and hot water require more regular maintenance, because their structure was more complex. As a specialist to examine the details of technical maintenance.
- If the replacement of faucets is not possible in the near term, there is a simpler way of saving water. But aerators with membranes that regulate the flow of water and attach them to the faucet or showerhead. No more than 6-10 litres of water will flow per minute. Just make sure that your faucet has a thread onto which the aerator can be screwed. Aerators are made of materials that do not rust, get deformed or get clogged up. A special mechanism keeps the interior from calcium to be present.
- You can also save water by replacing your old showerhead with one that has a flow of water that consumes approximately one-half of the energy and water. This showerhead will need two more time to fill the bucket. This means a double saving of water and energy or a two times longer shower that is enjoyed at the same level of consumption.
- A turbulence chamber in specialised showerheads operates similarly to the aerators on faucets. The water is scattered into millions of small drops and then put together into a stream which makes the skin far wetter than is the case with traditional showers.

**The criterion: In 75% of cases, the average flow of water from faucets in sinks used by clients does not exceed 8 litres per minute**



## REQUIREMENTS FOR THE CRITERION

- This criterion does not apply to bathtub faucets, laundry rooms and private rooms.



## SOLUTIONS

- The solutions are described in the previous criterion.



**The criterion: Toilets are equipped with an economic water consumption mechanism**



## REQUIREMENTS FOR THE CRITERION

- Toilets have divided water consumption or some other mechanism that saves water.



## SOLUTIONS

- Toilets consume a great deal of drinking water, and so water saving mechanisms are obligatory. Most commonly this has to do with a divided water flushing system or a button that is pushed and held as needed. If you introduce water saving mechanisms in faucets, showers and toilets, you can reduce water consumption by 50% and more.
- Above the toilet tank, you should post an understandable and informative explanation: "Let's save drinking water. If you pee, use the smaller button for a lesser flush, and use the big button only if you need to. Thank you!"
- An effective way of dealing with large-capacity flushing boxes can be a special way of blocking the water. It is very easy to install the apparatus. Just open the tank and install it next to the bobbin-system water access pipeline. Then the use depends on the need. The button is pressed down for a little while to flush urine, while the button is held longer to ensure a greater flow when flushing faeces. This dosage can help you save up to 50% of the water that is used for this purpose.

**The criterion: Pools, hot-tubs and similar systems are used in accordance with water quality, health and safety requirements**



## REQUIREMENTS FOR THE CRITERION

- The auditor has access to documentation which prove that this criterion is being observed.



## SOLUTIONS

- Cabinet of Ministers Regulation No 470, "Hygienic Requirements for Pool and Sauna Services" can be found here:  
<https://likumi.lv/ta/id/316403-higienas-prasibas-baseina-un-pirts-pakalpojumiem>.

**The criterion: Pools, saunas and their filters, pumps and other elements are regularly cleaned**



## REQUIREMENTS FOR THE CRITERION

- The company's pools and saunas are regularly cleaned in accordance with national laws about hygienic requirements.
- During an audit, a representative of the company must present documentation about the substances that have been used to clean the pools or saunas.

## SOLUTIONS

- Primary disinfection of a public pool and a spa recreation services involves chemical disinfection, using chlorine or bromine disinfectants. Secondary methods are also recommended, including UV lights and ozonation. These do not leave behind traces of disinfectants and can be used only together with the aforementioned chlorine or bromine substances. If both the primary and secondary methods are brought to bear, microorganisms are better destroyed, there is less chlorine in the water, and the quality of the water improves.

Cabinet of Ministers Regulation No 470, "Hygienic Requirements for Pool and Sauna Services" can be found here:

<https://likumi.lv/ta/id/316403-higienas-prasibas-baseina-un-pirts-pakalpojumiem>.

### International rules:

- Guidelines for safe recreational water environments. Vol 2, Swimming pools and similar environments, WHO (2006). See <https://apps.who.int/iris/handle/10665/43336>;
- Ultraviolet disinfection – specification maintenance and validation (TN31), PWAG (2020). <https://www.pwttag.org/ultraviolet-disinfection-specification-maintenance-validation-january-2016/>

**The criterion: Jacuzzis, massage baths and others that have their water replaced after each use are regularly cleaned**

## REQUIREMENTS FOR THE CRITERION

- The jacuzzi/bath is washed, rinsed and disinfected after each use, and the water is completely replaced;
- Use disinfectants that are meant for such surfaces.

## SOLUTIONS

- Cabinet of Ministers Regulation No 470, "Hygienic Requirements for Pool and Sauna Services" can be found here:  
<https://likumi.lv/ta/id/316403-higienas-prasibas-baseina-un-pirts-pakalpojumiem>

- Jacuzzi manufacturers say that pool disinfectants can be used there as well.  
<https://kokakublins.lv/padomi-koka-kubla-lietosanai>

**The criterion: Pool and sauna areas are cleaned**

## REQUIREMENTS FOR THE CRITERION

- The use and maintenance of pools and saunas are done in accordance with hygienic requirements that are stated by law:
  - The rooms and all that is in them;
  - Cleaning and disinfection;
  - Ensuring the quality of water.
- Things used to clean the rooms are meant only for cleaning the swimming pool room.

## SOLUTIONS

- Cabinet of Ministers Regulation No 470, "Hygienic Requirements for Pool and Sauna Services" can be found here:

<https://likumi.lv/ta/id/316403-higienas-prasibas-baseina-un-pirts-pakalpojumiem>.

**The criterion: The swimming pool is covered or other things are done to reduce the consumption of water**

### REQUIREMENTS FOR THE CRITERION

- When the swimming pool is not used and is heated, there must be a cover so as to save on energy resources;
- The cover or the anti-evaporation system must be used at a time when the pool is not being used by visitors and/or during times when it is closed to visitors altogether. If the swimming pool is only utilised on weekends, reduce its temperature to the point where its next heating will be energy-effective (if you turn the heating system off completely, warming up the water anew will require more energy). You can also use systems which recycle the water that is used in the pool.

## SOLUTIONS

- When it is hot outside, swimming pools consume more water and create greater costs because much of the water evaporates. That's why you need a cover when the pool is not in use, or use a different system to prevent evaporation (e.g. a layer of gel);
- When it is cooler outside, outdoor swimming pools are sometimes heated. In that case the cover or other system is strictly recommended so as to save on energy resources.

**The criterion: Employees regularly make sure that there are no leaks in the swimming pool**

### REQUIREMENTS FOR THE CRITERION

- When auditors visit, a representative of the company must discuss standard practices related to examining a swimming pool and what to do if any leakage is found;
- During the audit, there is a check to make sure that there is no such leakage.

## SOLUTIONS

- Leakage of water means a waste of water and higher costs.
- Indoor and outdoor swimming pools have a significant environmental impact in that they use a lot of water and create additional expenditures. That is why your company needs a specific procedure for regularly checking the pool to make sure that it is not leaking. You can simply inspect it visually, or you can install a separate water monitoring system or a set of leakage detectors. We very much recommend that you do this inspection each and every day.

**The criterion: The quality of swimming pool water is monitored**



## REQUIREMENTS FOR THE CRITERION

- Water quality requires environmentally friendly sanitary steps and things done to prevent the appearance of bacteria such as Legionnaire's disease bacteria in shower areas.



## SOLUTIONS

- Cabinet of Ministers Regulation No 470, "Hygienic Requirements for Pool and Sauna Services" can be found here:

<https://likumi.lv/ta/id/316403-higienas-prasibas-baseina-un-pirts-pakalpojumiem>.

**The criterion: There are places to fill up containers of drinking water (a faucet or hose) with indicator signs being placed at the correct places**



## REQUIREMENTS FOR THE CRITERION

- There is a separate place where motorhomes can fill up containers of water – a hose or an appropriate faucet at the outdoor kitchen;
- Make sure that motorhomes can get as close as possible to the place where water is available.



## SOLUTIONS

- Designate a place where containers can be filled with water that is easy accessible for motorhomes. It can be near your sewage emptying area, an outdoor kitchen or elsewhere where water is available and there is a place to park a motorhome.

**The criterion: There is a place where chemical toilets can be emptied – a separate and closed area in which people with motorhomes and trailers can empty their WC cassettes**



## REQUIREMENTS FOR THE CRITERION

- The contents of chemical toilets are not dumped into the overall sewage system or biological purification systems; they must be kept separate;
- The content of chemical toilets is carried away separately.



## SOLUTIONS

- Install a separate place to empty chemical WC with an opportunity to rinse the container;

See: [www.campingandcaravanningclub.co.uk/advice/equipment/toilets](http://www.campingandcaravanningclub.co.uk/advice/equipment/toilets).

**The criterion:** There is a separate and clearly marked provider of water (a hose) by the place where chemical toilets are emptied so that the cassettes of the toilets can be washed



### REQUIREMENTS FOR THE CRITERION

- There is a supply of water at the place where chemical toilets are emptied, this being a hose that is meant for washing the cassettes.



### SOLUTIONS

- The place where chemical toilets are emptied always has a hose with water to rinse them out.

**The criterion:** At least 80% of faucets deliver water with a mixer



### REQUIREMENTS FOR THE CRITERION

- At least 80% of the faucets make it possible to regulate the temperature and flow of water precisely and quickly.



### SOLUTIONS

- Modern mixing faucets save up to 50% of water that is used. Faucets with an integrated thermostat can maintain the optimal water temperature that has been set;
- Determine how many faucets you have and how many have precise regulation;
- The recommendation is that everyday faucets be replaced with ones that have precise regulation of water flow. The actual consumption of water from such faucets should be evaluated individually. We recommend that you calculate how many faucets can be replaced and how much water you would save so as to justify the costs.

**The criterion:** Washing machines are A-class



### REQUIREMENTS FOR THE CRITERION

- The auditor has access to documents which confirm that the requirement has been satisfied;
- If you have an agreement with an external laundromat, this criterion is not evaluated.



### SOLUTIONS

- The highest energy efficiency class is A-class, and the lowest is G-class;
- You can learn about energy markings, their explanation and changes since previous marking here: <https://www.elektru.lv/lv/majai/energoefektivitate/energomarkejums>
- Make sure that you do your laundry in line with a regime that will save energy and water.

**The criterion:** Wastewater (technical water) has a place to be emptying motorhome or trailer showers and kitchen sewage into the overall sewage system



## REQUIREMENTS FOR THE CRITERION

- There is a special paved area for motorhomes with a sewage pipeline.



## SOLUTIONS

- There is a hard surface that is a bit tilted so that a motorhome can arrive there and empty its dirty water by opening a faucet. Many motorhomes do not have removable cassettes for dirty water, so such a place is very convenient and necessary.

**The criterion:** There are separation or ecological dry lavatories outdoors



## REQUIREMENTS FOR THE CRITERION

- The company has dry compost or separation lavatories;
- All sanitary requirements are taken into account when the lavatories are used and managed.



## SOLUTIONS

- The design and functionality of dry lavatories have been developed to the point that these are no longer historical outhouses that were once known as “houses of the heart” in Latvian. If your country tourism territory is large and if you organise mass events, think about purchasing various types of dry lavatories or about renting them for specific events.
- The number and type of lavatories will be dependent on the size of the territory and the number of visitors.
- When installing dry lavatories, there are two primary considerations to keep in mind:
  - Have a separate system for flushing and a reservoir for the liquid (separation). The worst thing about dry lavatories tends to be the stench which comes from ammonium compounds that emerge if faeces and urine are mixed together. If the urine flushing system is kept apart, there will not be unpleasant and harsh odours;
  - Ensure proper ventilation, with the ventilation pipe coming directly from the container of the lavatory. The top must be above the roof of the lavatory as such, and the pipe must be straight, not curved. Even better air circulation can be activated by installing a ventilator in the pipe, particularly if the dry toilet is indoors.

- There are several ways of in which to separate liquids:
  - A separating toilet seat, with urine flowing into one container and faeces dropping into another.
  - The toilet seat is used as always, but it is on a special container that has a foundation with netting that ensures the filtering of liquid. The liquid then goes to a separate container from the foundation that has a small pipeline for this purpose.
- Compost toilets use organisms and natura bacteria and microorganisms, eventually turning into compost with natural phosphorous and other microelements that can be used to enrich soil around bushes and trees.

Find more information about lavatories here:

[www.biotualete.lv/lv/kompostu-biotualetes.html](http://www.biotualete.lv/lv/kompostu-biotualetes.html);

[www.biolan.lv/produkti/tualetes.html](http://www.biolan.lv/produkti/tualetes.html).

**The criterion: Rainwater is collected and used for technical purposes**



## REQUIREMENTS FOR THE CRITERION

- Rainwater is used to water the garden and greenhouses, as well as for other needs.



## SOLUTIONS

- Water shortages are not a common thing, and a more environmentally friendly thing to do would be to use collected rainwater to water gardens and flowers (if there are not too many of them), also utilising it for household needs. Look on the Internet to find advice on collecting and using rainwater;
- You can use plastic gullies and drainage channels to collect rainwater for roads, garden paths, sidewalks, eaves and other places with little traffic. The yard gully would have a bucket to collect sand, leaves and other things – one that is easy to take out and clean. A gully is easy to install and to hook up to standard plastic pipelines. Special elements make it possible to deepen the gully. Where traffic is intense, there are concrete gullies with a drain that can be as much as 1 metre underground.
- It is fairly easy to collect rainwater outdoors for garden and household needs – just put out a container. It is harder, however, to make use of such water indoors, because that requires better filters.

**The criterion: There are functioning biological purification systems**



## REQUIREMENTS FOR THE CRITERION

- The company's wastewater is purified with certified biological purification equipment;
- Auditors have access to the relevant documentation;

- Installation of biological purification equipment shows that the country tourism company has a responsible attitude toward wastewater treatment. The purification is done by bacteria, so it is important to design the equipment while taking into account the company's location and microclimatic conditions, as well as the amount of purification that will be needed. Bacteria or active sludge are sensitive to various household chemicals, foodstuffs, etc., if these make their way into the equipment;
- Conduct an Internet search to find the best biological purification system for you, as well as information about its installation;
- Look at the solutions with the criterion "The company ensures 100% treatment of wastewater".



## GOOD EXAMPLES



The "Pītagi" guesthouse treats wastewater with biological systems that have been used for more than 10 years. Maintenance of the system is conducted on a yearly basis.



**Web:**  
<https://pitagi.lv/>

**The criterion:** Trailers can link to the sewage system at the parking place so as to divert wastewater into the overall sewage system



## REQUIREMENTS FOR THE CRITERION

- Parking areas of motorhomes have sewage connections – pipes which hook the motorhome up to the overall sewage system.

**The criterion:** There is a place and equipment to wash cars, motorhomes and trailers



## REQUIREMENTS FOR THE CRITERION

- A special area with a firm ground and a sewage pipe that ensures that dirty water ends up in the sewage system and not the ground.



4.

# WASTE MANAGEMENT

The European Environmental Agency has said that the mass production of plastic goods began in the 1950s. The amount of waste has increased from 1.5 million tonnes per year to 280 million tonnes at this time. Approximately one-third of this comes from single-use packaging. Around 10 million tonnes of waste have made their way to the world's seas and oceans. This sends a serious signal for every resident of Earth to show that we must all think about what to do to reduce our individual amount of waste and thus the overall amount of waste.

**The criterion: The company has a vision as to how to reduce the amount of waste in future.**



## REQUIREMENTS FOR THE CRITERION

- The auditor is told how the company plans to reduce the overall amount of waste, including waste in specific groups, as well as to improve the recycling process.



## SOLUTIONS

- Basic business courses teach that the foundation for a successful company is a clear vision that is embodied in a single sentence which speaks to the positive changes that will be made by the intended idea, as well as the way in which the company will bring to life its formulated values.
- Every company must also have a vision as to how it will reduce waste in future. This can be in one's brain or written down. Other employees and clients should be informed about the vision and about how to reduce waste on an everyday basis.
- You also need an environmental vision in terms of how your company, its processes and its results will help to reduce the overall ecological footprint.

**The criterion: A tourist venue has an agreement with a waste management company.**



## REQUIREMENTS FOR THE CRITERION

- Present the agreement to the auditor;
- Waste must be removed regularly and in line with the amount that is produced.



## SOLUTIONS

- Conduct an audit to find where waste is created, as well as the types of waste that are produced (paper, glass, metal, biodegradable trash);
- Place containers near the places where waste is generated along with explanatory information.
- Find the waste management company that is closest to your venue and conclude an agreement on the provision of services;
- Ask whether you can submit sorted waste;
- If you don't like the services of one waste management company, find a different one if at all possible. The law on waste management states that local governments are responsible for organising waste management in their administrative territory. This means that you can contact your local government to learn how many waste management companies are in the territory. If there is a choice, consider the offers and choose the best one.

**The criterion: Company employees are familiar with waste sorting, gathering and transferring procedures.**



## REQUIREMENTS FOR THE CRITERION

- There are circumstances and conditions to sort various kinds of waste;
- If there are several employees at the company, the auditor can ask how much information they have about the company's policies and activities in this area.



## SOLUTIONS

- If the country tourism company has salaried employees, they must be informed about the waste management procedures, including gathering waste, sorting it and transferring it. Put up signs in the relevant locations about sorting waste and that will help your staff and your clients to understand the processes;
- Designate one person to be responsible for waste management at your company – someone who will regularly inspect waste containers to make sure that they are not overfilled and do not contain sortable or hazardous waste;
- Make sure that waste containers have informational signs of explanations which help or encourage guests to take part in waste sorting, thus indirectly strengthening environmentally friendly habits.

## GOOD EXAMPLES



The “Labirinti” campsite has waste containers for glass, paper and plastic, with easily understood and visible signs on each one of them.



**Web:**  
<https://www.labirinti.lv>

**The criterion:** The company sorts and transfers types of waste that relate to the requirements of this criterion.

## REQUIREMENTS FOR THE CRITERION

- As far as possible, sort plastic and paper/cardboard, metal packaging, glass, organic waste, batteries, electric and electronic waste, and biological/food waste.

## SOLUTIONS

- Visit the homepage of Latvia’s Green Point (<https://www.zalais.lv/skirot/kur-skirot>) for an interactive map that shows specific places with addresses and types of waste that can be delivered there. You will find your nearest waste sorting place where you can submit your sorted waste, used electrical equipment, large objects of waste, hazardous waste, etc. Current law says that sorted waste can also be thrown away in sorting containers that are in the yards of apartment buildings.
- The Latvian Green Point will offer advice on sorting waste in a table that has been produced. As this publication was being prepared, the table was supplemented with a section called “Know.”

Table 1

Container	MAY PUT IN	MAY NOT PUT IN
<b>GLASS</b>	<b>CLEAN PACKAGING</b> <ul style="list-style-type: none"> <li>• Glass bottles</li> <li>• Glass jars</li> </ul>	<b>EVERYTHING ELSE!</b> <ul style="list-style-type: none"> <li>✗ Clay and ceramic bottles</li> <li>✗ Glass and porcelain dishware</li> <li>✗ Mirrors</li> <li>✗ Window panes</li> <li>✗ Lightbulbs</li> </ul>

**KNOW.** You can only put clean glass bottles and jars of various forms and colours in the glass container. It is OK if they still have labels and aluminium foil. You don't have to remove them. Don't throw out dirty bottles and jars if they have remnants of foodstuffs. Also avoid perfume bottles, which usually contain lead in the glass.

<b>PAPER AND CARDBOARD</b>	<b>CLEAN AND FLATTENED PACKAGING</b> <ul style="list-style-type: none"> <li>• Paper and cardboard packaging (boxes, crates);</li> <li>• Paper, newspapers, magazines, brochures, books, etc.;</li> <li>• Cardboard beverage cartons.</li> </ul>	<b>EVERYTHING ELSE!</b> <ul style="list-style-type: none"> <li>✗ Wet or dirty paper or cardboard;</li> <li>✗ Soiled single-use paper plates and plastic glasses.</li> </ul>
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**Know:** Sometimes you need to get rid of a large amount of paper – books, magazines, sheets of paper that have writing on both sides, etc. Look on the Internet for places which will accept such deliveries and then reach agreement with the service provider. In the city of Rīga, wastepaper is collected from homes at no charge. Some companies will do so only if there is a minimal amount of wastepaper in kilograms.

<b>PLASTIC AND METAL</b>	<b>CLEAN AND FLATTENED PACKAGING</b> <ul style="list-style-type: none"> <li>• Plastic bottles</li> <li>• Membrane and plastic shopping bags</li> <li>• Hard bottles of household chemicals, shampoo, etc.</li> <li>• Cans and containers</li> <li>• Tin cans</li> <li>• Metal cans and lids</li> <li>• Yogurt, cream etc. containers</li> <li>• For particularly curious users, there is a list of types of plastic under this table.</li> </ul>	<b>EVERYTHING ELSE!</b> <ul style="list-style-type: none"> <li>✗ DIRTY plastic and metal packaging</li> <li>✗ Dirty single-use plastic plates, glasses and utensils</li> </ul>
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**Know:** Only dispose of clean and rinsed plastic containers with no remnants of foodstuffs. You cannot throw away oil bottles, toys, plastic household objects or kitchen products.

## LIGHT PACKAGING

### CLEAN AND FLATTENED PACKAGING

- Plastic bottles
- Membrane and plastic shopping bags
- Hard bottles of household chemicals, shampoo, etc.
- Cans and containers
- Tin cans
- Metal cans and lids
- Yogurt, cream etc. containers
- Paper and cardboard packaging (boxes, crates)
- Paper, newspapers, magazines, brochures, books and other types of wastepaper.

### EVERYTHING ELSE!

- ✗ DIRTY plastic and metal packaging;
- ✗ Wet or dirty paper or cardboard;
- ✗ Dirty single-use paper and plastic plates and glasses;
- ✗ Toys and other plastic objects.

**Know:** Large amounts of flattened cans can be sold for money as scrap metal.

## BIOWASTE

- Food waste
- Garden waste

### EVERYTHING ELSE!

- ✗ No biodegradable waste can be thrown away in a plastic bag;
- ✗ Thermically unprocessed food of animal origin (meat, eggs, fish)

**Know:** If the rules of your local government territory so permit, you can compost food and garden waste in a specially prepared box or compost pile. You may not use meat and dairy products, because their biodegradation leads to unpleasant aromas and the emergence of specific bacteria. Local government regulations will also tell you whether you are allowed to burn branches, dry leaves and felled bushes. If not, the leaves can be composted. If your company is in a densely populated area where composting is banned, you can hand over autumn leaves at specific places and at concrete times in various cities. This service is free of charge.

## ELECTRONIC AND ELECTRIC EQUIPMENT

- All types of electric equipment (with a cord, chip or similar technological component);
- If the equipment is broken, you can hand it in.

Handing in is available via special sorting containers at RIMI and MAXIMA stores.

### EVERYTHING ELSE!

- ✗ Lightbulbs
- ✗ Disassembled electric and electronic devices (if disassembled by a user, it will not be acceptable).

**Know:** TV sets, computers, refrigerators, audio and video equipment, air conditioners, etc., are all electric equipment. When they are transferred, they must not be disassembled. Companies which collect used electrical equipment do so at no charge and come to your place to pick it up. Find out where the nearest company of this type is. Smaller equipment such as teapots, irons, fans, etc., can be submitted to certain stores, where employees are obliged to accept it or tell you where to bring it.

## MEDICATIONS

All expired medications (pills, syrups, vitamins, syringes and other medical waste.

TRANSFER THESE TO PHARMACIES or specialised containers at sorted waste deposit areas.

**Know:** Used thermometers must be handed in to a local pharmacy or any hazardous waste collection facility.

## USED TYRES

- Automobile and motorcycle tyres
- One set of 4 tyres per year at no charge

- Lorry and bus tyres for a fee;
- Industrial tyres from specialised equipment and tractors for a fee;

Submit these to your local sorting facility.

**Know:** Some shops which sell new tyres will accept old ones. Find out before you purchase new tyres. The price charged by some company covers the collection of old tyres. There is one company in Latvia which accepts and recycles heavy equipment tyres.

## BATTERIES

- All kinds of batteries  
Bring used batteries to:
- Your nearby RIMI, MAXIMA or other grocery and household goods stores, where you will find special containers into which you can put the batteries.
- OFFICEDAY, EXPOBirojs and several other offices offer buckets to collect used batteries.

Nodošana tuvākajā šķirošanas laukumā, ja sakrājies lielākā apjomā.

### EVERYTHING ELSE!

- ✗ Lightbulbs
- ✗ Electric and electronic equipment

**Know:** Sort batteries apart from other waste. They must be submitted to any specialised battery collection container (box) at shops, petrol stations, educational institutions, offices, etc.

## LIGHTBULBS

- All lightbulbs (including daylight ones)

Bring them to your closest sorting area.

### EVERYTHING ELSE!

- ✗ Broken lightbulbs
- ✗ Batteries
- ✗ Electrical equipment

**Know:** Ordinary and halogen lightbulbs are seen as being relatively unarmful to the environment, so these can be thrown away along with other wastes. Daylight bulbs must be brought to places where electrical equipment is received or sorted. Sorting areas will always have someone who can provide consultations on what types of waste must be left in which part of the area.

## LUBRICANTS, OIL, FILTERS

- Lubricants
- Oil filters

Bring them to your nearby sorting area.

### EVERYTHING ELSE!

- ✗ Lightbulbs
- ✗ Batteries
- ✗ Other liquids and compounds

**Know:** If your company has a lot of cooking oil from preparing food, you can feed it to your own pigs or those of your neighbours. If you have a larger amount, local biogas producers will be happy to take it off your hands. Pouring it out into nature is impermissible.

## HOUSEHOLD WASTE

- Solvents;
- Luminescent bulbs and other waste containing mercury;
- Batteries;
- Cytotoxic and cytostatic medications;

Deposit these at your nearby sorting area.

### Know:

Asbestos can be deposited and nine of Latvia's 11 waste polygons. All waste containing dangerous asbestos, including slate, can be submitted to AS "BAO" and other companies which deal with waste and construction waste. If you are replacing a slate room, it will be cheaper to bring it to a slate processing company in Brocēni.

Fire-fighting apparatuses are considered to be hazardous waste. If you have one and have no plans to refill it, take it to places which accept hazardous waste. Look on the SIA "BAO" homepage to find a list of these: <http://www.bao.lv.pakalpojumi>. You can also submit the apparatuses to scrap metal collection areas or to specialised scrap metal managers. You will be paid for this.

Paints, lacquers and other household and garden chemicals are hazardous waste. The aforementioned SIA "BAO" homepage will tell you where to bring them.

Used automobile batteries can be sold for cash (look on the Internet for those who buy them).

## CONSTRUCTION DEBRIS

- Waste from manufacturing
- Windows, sills
- Doors
- Toilets, bathtubs, sinks
- Wallpaper, filler, etc.

Bring these to your closest sorting area.

### EVERYTHING ELSE!

- ✗ Large waste
- ✗ Household waste
- ✗ Electric and electronic equipment

**Know:** You can order a special container to put your construction debris in, agreeing in advance on leasing them and on taking away the container.

## LARGE WASTE

### Large waste:

- Sofas, chairs
- Closets, shelving
- Tyres

Bring these to your local sorting area.

- ✗ Windows, sills
- ✗ Doors
- ✗ Toilets, bathtubs, sinks
- ✗ Wallpaper, filler, etc.

**Advice:** When you are buying a new mattress, find out whether the retailer will take it back when you are done with it. Large waste is taken away for a fee. In Latvia's regional area, waste management companies accept large waste twice a year at no charge, but you must contact the relevant company. Don't offer your guests mattresses or beds which are saggy. If you have unnecessary furniture that can still be used, offer it to a neighbour or on Facebook or another social network so as to give the furniture a new life.

- You can bring your mobile phone to stores that sell such equipment.
- Clothing, footwear, household products, toys, dishware, textiles – first think about whether someone else might make use of them if they are in good shape. You can donate such things to charity organisations, children's homes, etc. Old blankets will be welcomed by animal shelters. Some supermarkets have boxes for used clothing. If not, dispose of it as household waste.
- Sorting areas where you can bring hazardous waste such as tyres, batteries, lightbulbs, large waste and construction debris can be found here:
  - Getliņu Street 5, Rumbula, Ropaži Administrative District ([www.ecobaltiavide.lv](http://www.ecobaltiavide.lv));
  - Kadaga, Ādaži Administrative District, "Kadagas attīrīšanas ietaises" ([www.ecobaltiavide.lv](http://www.ecobaltiavide.lv));
  - A sorted waste acceptance venue at Ezermalas Street 11, Liepāja ([www.ekokurzeme.lv](http://www.ekokurzeme.lv));
  - A sorted waste acceptance venue at "Zemdegas", Sigulda Administrative District ([www.jumis.lv](http://www.jumis.lv));
  - Information about sorting areas can be found at [www.skiroviegli.lv](http://www.skiroviegli.lv), [www.atkritumi.lv/lv/skirosana](http://www.atkritumi.lv/lv/skirosana), and the homepage of the Ministry for Environmental Protection and Regional Development and of the State Environmental Service.



The criterion: Clients are informed about sorting waste.

## REQUIREMENTS FOR THE CRITERION

- Clients are informed about opportunities to sort waste with special stickers, informational signs, pictograms and mutual communication.



## SOLUTIONS

- Clients receive information about waste sorting when they arrive at the venue;
- Information about waste sorting is posted in kitchens and other rooms with wastebaskets.
- There are easily comprehensible informative signs on containers about the kind of waste that is to be deposited there. There can be containers of various colours to represent different kinds of content. Yellow for plastic, green for glass, blue for paper and cardboard;
- One or more boxes for used batteries are needed depending on the size of your venue and the number of buildings.



## GOOD EXAMPLES

Public areas in the “Senlīči” hotel have advice about waste sorting, thus making it easier for guests to do so. There are also instructions on containers and wastebaskets as to the kind of waste that is to be deposited there.



Web:  
<http://www.senlici.lv>



The owners of the Kučuri windmill have placed clever cartoons in all public areas which call on guests to sort their waste, save on electricity and otherwise to be friendly toward their surrounding environment.



Web:  
<https://kucuri.lv/>

The criterion: Used batteries are collected separately.

## REQUIREMENTS FOR THE CRITERION

- Clients have information and boxes for used batteries;
- Employees collect the deposited batteries and bring them to centralised collection facilities.

## SOLUTIONS

There is a difference between hazardous waste and household waste. Waste that is not household waste is hazardous – batteries, medications, thermometers, chemicals, asbestos, etc. (see Table 1).

- Guests have access to information and containers for used batteries;
- Personnel pick up the deposited batteries and bring them to centralised collection facilities;
- Personnel are also aware of the specialised gathering and storage of other types of hazardous waste;
- The person who is responsible for waste at the company is information about opportunities to deliver hazardous household waste for recycling.

## GOOD EXAMPLES



The “Ezernieki” leisure and tourism centre has an easily visible little box for used batteries. When it is full, the content is brought to the closest place where hazardous waste can be deposited. Usually this means a store which has a larger container for used batteries.



**Web:**  
<http://www.ezernieki.lv/>

The criterion: Hazardous waste and utilised chemicals and products such as quicksilver, asbestos, medications, paints, lacquers household chemicals, plant protection substances, petrol, etc., that have come from the venue must be deposited in accordance with national rules, as must large waste objects and technical equipment which is no longer of use.

## REQUIREMENTS FOR THE CRITERION

- Personnel at the company are aware of how household and hazardous waste is to be collected and stored;
- The person at the company who is responsible for fathering waste is aware of the opportunities of the specific situation in terms of delivering household hazardous waste for recycling;

- This person can tell the auditor what the company has been doing in terms of waste management;
- If possible, find someone who can repair or take equipment and not need to use it as intensively as before.



## SOLUTIONS

- Personnel must ensure that hazardous waste at the tourist venue is kept separate and saved up until it is transported. Keep it in places that are inaccessible to children and animals;
- Deliver hazardous household waste to specialised collection facilities or specific companies which specialise in gathering hazardous waste;
- Leave the hazardous waste in the container or area where each type of waste is stored.
- See Table 1 for more information about sorting hazardous waste.

**The criterion: The manager of the company has knowledge and an understanding about dealing with used air conditioners, heat pumps, fire safety equipment, and electricity transmission systems.**



## REQUIREMENTS FOR THE CRITERION

- The auditor interviews the manager to make sure that used equipment is handed over to a company that has a permit to manage and use such equipment;
- The venue is familiar with waste collection and sorting places and the waste management procedure of the relevant local government (procedures for collecting separated household waste, places to deposit waste from electric equipment and electronics, etc.).



## SOLUTIONS

- See Table 1 for more information about sorting this type of waste.

**The criterion: Each bathroom and lavatory has a wastebasket.**



## REQUIREMENTS FOR THE CRITERION

- The basket is needed so as to ensure that waste such as napkins, toilet paper, hygienic products and others do not end up in the water pipeline and then the purification systems;
- Post information in each lavatory as to what is to be done with the relevant types of waste.



## SOLUTIONS

- Such waste is discarded together with overall household waste;
- If the waste is not dirty, we do the same thing as we do with paper waste.

The criterion: The venue uses biodegradable polymer bags for waste.



## REQUIREMENTS FOR THE CRITERION

- Wherever possible, use biodegradable bags to collect waste (10-60 litre capacity).



## SOLUTIONS

- Find a nearby shop that sells bags for waste that are biodegradable;
- Test how much weight they can carry;
- Pick the bag with the most appropriate volume for you.

The criterion: The company does not use single-used dishes and utensils for dining and other events, unless they are made of biodegradable materials.



## REQUIREMENTS FOR THE CRITERION

- This criterion does not apply to situations in which clients have brought their own single-use items;
- Clients are made aware of the fact that the venue as a Green Certificate which bans single-use dishes unless they are biodegradable;
- Employees at the venue cannot recommend or order clients to take away their used single-use dishware and other household waste, because there is no guarantee that they will be deposited in accordance with the procedure for transferring and sorting waste in Latvia.



## SOLUTIONS

- Try not to use single-use dishes, but if you do, choose ones that are based on renewable resources and materials which are easily biodegradable – paper, corn, starch, bamboo, sugar reeds, etc. Ask clients who are to visit your venue to take these principles into account. Search on the Internet to find where you can find these kinds of dishes;
- Seek alternatives for single-use products so as to replace them with others.

## GOOD EXAMPLES

The “Ezernieki” leisure centre uses single-use dishes that are made of paper and bamboo fibre and are thus more environmentally friendly. In order to ensure the thoughtful use of this dishware, participants at seminars, for instance, are asked to put a mark on their cup so that they can use it for all subsequent coffee breaks.



**Web:**

<https://www.mammadaba.lv/objekti/top-12/atputas-un-turisma-centrs-ezernieki>



**The criterion:** Guests are not offered personal hygiene and washing products in small packages.

## REQUIREMENTS FOR THE CRITERION

- This relates to small pieces of packaged soap, small bottles of shower gel and shampoo, etc;
- The exception is if the packaging and bottles are made of biodegradable materials.

## SOLUTIONS

- Wherever possible, buy household chemicals and other things of that type in large packages. You will save money, and that will protect the environment by reducing waste. The same applies to personal hygienic products that you give to your guests (small pieces of soap, shampoos and shower gels in small bottles), as well as to foods such as jam, butter and other things that are sometimes presented in small packages;
- Look for alternatives to single-use products;
- Put dispensers in the bathroom for soap, shampoo, gels, balsams and lotions.

**The criterion:** Organic kitchen and garden waste is sorted in BIO containers/places.

## REQUIREMENTS FOR THE CRITERION

- Personnel and clients are informed about sorting organic waste at BIO locations;
- Organic waste is sorted in accordance with the requirements of the Food and Veterinary Service (PVD).

## SOLUTIONS

- Teach your employees to sort organic waste, and provide brief information or an information sign for guests to discuss sorting of organic waste;
- PVD rules:  
[www.celotajs.lv/g/www/news/2021PVD\\_Vadlinijas\\_2021\\_saskanots.pdf](http://www.celotajs.lv/g/www/news/2021PVD_Vadlinijas_2021_saskanots.pdf)  
Look under Section 4.3., “Hygienic Requirements for Food Waste.”

**The criterion:** The company does not buy food in small packages unless the packaging is biodegradable.



## REQUIREMENTS FOR THE CRITERION

- This applies to butter, coffee creamer, jam, spreadable cheese, etc.;
- The exception is if your clients themselves arrive with packaged foodstuffs;
- Best practice is to choose foodstuffs that are not excessively packaged or are packaged in dishware or other containers that can be refilled repeatedly.



## SOLUTIONS

- Seek alternatives to small packaging. You can buy larger jars of jam or make your own before serving it on small dishes. Coffee creamer can be brought in larger volumes and filled into a coffee cup, etc.

**The criterion:** Unnecessary furniture, textiles, electronics and other objects that are still functional are sold or gifted to charitable institutions or other interested parties.



## REQUIREMENTS FOR THE CRITERION

- Objects which the company no longer uses are sold or handed over for repeat use;
- Old blankets, clothing and coats are donated to animal shelters.



## SOLUTIONS

- Collect these objects in a place where they have good storage;
- Contact your local government, churches, local charitable organisations, etc., to find out where you can bring the objects, etc.;
- Unnecessary textiles can be thrown away in textile sorting containers, while old blankets, linens, sheets, towels and other items made of natural materials can be brought to an animal shelter.

**The criterion:** Sheets of paper at the company are printed on both sides.



## REQUIREMENTS FOR THE CRITERION

- Sheets of paper that have printing or writing on one side are used on the other side;
- There is a box to collect used paper materials.

## SOLUTIONS

- Conduct an audit to find out how much paper your tourism venue uses and what kinds of paper it utilises;
- Have a cardboard box to save sheets of paper that have printing or writing on just one size;
- Use these for another writing or printing, or give the sheets of paper to small children to draw on, provided that the information that is on the paper is not confidential and does not contain any personal data;

This criterion leads to two times fewer trees being chopped down. Nature has the forest, while we have a place for active leisure, mushroom hunting, berry picking and observing plants and animals.

## A FEW OTHER SUGGESTIONS AND SOLUTIONS

- Where possible, shop at stores that do not package their wares;
- When buying household objects, household chemicals or other, similar products, partner with your neighbours to buy more for a lower price and with less packaging;
- Think carefully! A cotton bag that was manufactured in the desert somewhere else in the world (irrigation, fewer water resources and evaporation that leads to seas drying out, etc.), has less of an ecological footprint than a bag made of local materials or a material that uses fewer resources and thus has a reduced influence on the environment.

## USEFUL LINKS

A/S "BAO – an organisation for dangerous waste: [www.bao.lv](http://www.bao.lv);

Waste vortal: [www.atkritumi.lv/lv](http://www.atkritumi.lv/lv);

Nature and technology centre "Urda": [www.urda.lv](http://www.urda.lv);

European Environmental Agency: [www.eea.europa.eu](http://www.eea.europa.eu);

Latvian Green Point: [www.zalais.lv/lv](http://www.zalais.lv/lv);

Information from the Latvian Green Point: [www.zalais.lv/aktuali/uzzinu-materiali](http://www.zalais.lv/aktuali/uzzinu-materiali);

Cabinet of Ministers regulations on waste collection and sorting places:  
<https://likumi.lv/ta/id/287396-noteikumi-par-atkritumu-savaksanas-un-skirosanas-vietam>;

Ministry for Environmental Protection and Regional Development: [www.varam.gov.lv](http://www.varam.gov.lv);

Northern Vidzeme waste management organisation ZAAO: [www.zaao.lv](http://www.zaao.lv).



## ZERO-WASTE SHOPS

Burka	Rīga	<a href="https://www.facebook.com/beziepakojuma/">https://www.facebook.com/beziepakojuma/</a>
Turza	Rīga	<a href="https://www.facebook.com/veikalsTURZA/">https://www.facebook.com/veikalsTURZA/</a>
Zero Veikals	Rīga	<a href="https://www.facebook.com/zerveikals/">https://www.facebook.com/zerveikals/</a>
Zemes Draugs	Rīga	<a href="https://www.facebook.com/ZemesDraugs/">https://www.facebook.com/ZemesDraugs/</a>
ieber.lv	Cēsis	<a href="https://www.facebook.com/ieber.lv/">https://www.facebook.com/ieber.lv/</a>
Neiepakots	Sigulda	<a href="https://www.facebook.com/neiepakots/">https://www.facebook.com/neiepakots/</a>
Zaļais kalns	Rīga	<a href="https://www.facebook.com/zalaisKalnsZW/">https://www.facebook.com/zalaisKalnsZW/</a>
Balzamiko	Liepāja	<a href="https://www.facebook.com/veikalibalzamiko/">https://www.facebook.com/veikalibalzamiko/</a>
Brīvais veikals	Ikšķile	<a href="https://www.facebook.com/BRIVAISveikals/">https://www.facebook.com/BRIVAISveikals/</a>
Café M - zero waste coffee shop	Rīga	<a href="https://www.facebook.com/CafeMriga/">https://www.facebook.com/CafeMriga/</a>
SekoEko	Valmiera/ internetveikals	<a href="https://www.facebook.com/sekoeko.lv/">https://www.facebook.com/sekoeko.lv/</a>
Zaļā Vārna	Liepāja/ internetveikals	<a href="https://www.facebook.com/zero.waste.Liepaja/">https://www.facebook.com/zero.waste.Liepaja/</a>
Ecofit	Rīga/ internetveikals	
Unce Eko	Rīga	



5.

# THE RATIONAL USE OF CLEANING, WASHING AND DISINFECTION SUBSTANCES

Household chemicals have substances that are hazardous to human health and the surrounding environment. Please remember that dangerous chemicals can cause immediate health problems (irritating the eyes or the lungs) which are easily seen. There can also be, however, long-term health problems such as cancer and various organ disorders. If you use such products regularly and constantly encounter their hazardous chemicals, the risk only increases. That is why you must choose cleaning substances, detergents and disinfectants very carefully to see their ingredients, as well as the warnings that are printed on their packaging.

**The criterion: Disinfectants are used in line with the law and with manufacturer instructions**



## REQUIREMENTS FOR THE CRITERION

- The auditor is informed about where and when disinfectants are used, what kinds of substances they are and how they are used. The auditor must learn that the employee(s) who work with disinfectants and other cleaning substances are trained and strictly keep the principles of the Green Certificate in mind.
- The used packaging of such substances must be managed as products which have touched hazardous waste.



## SOLUTIONS

- It is critically important to store and use household chemicals properly. Keep them away from clients and particularly children, and don't pour them into dishes that are otherwise meant for foodstuffs;
- Before using a new substance, read the usage instructions. Make use of all protections that are indicated by the manufacturer, observe recommended dosages precisely (as opposed to "just a little more to be on the safe side"), and rinse or wash surfaces after the substance is used. There are some household chemicals which must not be used together. Those with chlorine and acids can create toxic vapours;
- Make sure that personnel use recommendations on the dosage of the substances;
- When disinfecting a room or certain equipment, remember that the active elements of the substances are usually very hazardous to the surrounding environment, and particularly to water;

- Regulations about hygienic requirements for public-use swimming pools and saunas are found here:

<https://likumi.lv/ta/id/316403-higienas-prasibas-baseina-un-pirts-pakalpojumiem>

**The criterion: Washing substances that are used are friendly toward the environment and human health.**



## REQUIREMENTS FOR THE CRITERION

- Use detergents and disinfectants with reduced amounts of phosphorous;
- Present the original packaging of detergents and disinfectants which you use and the certificate from the distributor/manufacturer to the auditor. If you use smaller containers after splitting up a large package make sure that they are marked in accordance with all safety requirements.



## SOLUTIONS

- When buying particularly strong, caustic and disinfecting substances, ask the seller to present you with the safety data document of the product. It will list dangerous properties, the hazardous substances and the way in which the product is to be used properly. Professional users can ask for such information from the supplier;
- Look at the packaging to see if there are any warning pictograms and to understand the harm that they are warning us about. See:  
<https://www.vi.gov.lv/lv/kimiskie-maisijumi-veikala-informacija-etikete>.
- If you are purchasing some more accustomed substances, be aware of the fact that not all ingredients will be listed on the packaging. You will have to look for the Internet address of the company which manufactures such substances to learn about all of the ingredients therein. To learn about this, look at the packaging to find an Internet site where the manufacturer must state all of the ingredients.
- Thinks about buying larger packages of these substances, because that will be cheaper, and it will create less waste.

Find out more about this at:

[https://issuu.com/beflatvija/docs/detergents\\_lv\\_digi](https://issuu.com/beflatvija/docs/detergents_lv_digi)

and

[www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf](http://www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf)

**The criterion: There are mats at the outer door for people to wipe their feet.**



## REQUIREMENTS FOR THE CRITERION

- Mats at all outer doors to deal with dirt, snow and water.

## SOLUTIONS

- Consider the intensity of the flow of people at your tourism venue;
- Consider the effectiveness of mats that you have placed or plan to place at the outer doors;
- Choose the best option and implement it.

**The criterion: The temperature of hot water is not below 60°C**

## REQUIREMENTS FOR THE CRITERION

- If your venue is not linked to a centralised water deliver system, the temperature of hot water must not be lower than 60°C. That is so as to avoid the appearance of Legionnaire's disease bacteria in the water pipeline, thus protecting people from getting sick.

## SOLUTIONS

- Latvia's Sickness Prevention and Control Centre recommends the following:
  - Keep the temperature of hot water at 50-60°C, but not lower;
  - Keep the temperature of cold water below 20°C;
  - At least once week, open the faucets or shower for a few minutes to bring the water up to or down to the aforementioned temperature levels;
  - Make sure that the heads of your shower and faucets are clean and without calcium deposits;
- More detailed information is available from European Centre for Disease Prevention and Control and its report "Managers of Tourist Venues About Legionnaire's Disease": [http://www.ecdc.europa.eu/sites/portal/files/documents/Legionnaires-disease-tourist-ac-commodation-owners\\_LV.pdf](http://www.ecdc.europa.eu/sites/portal/files/documents/Legionnaires-disease-tourist-ac-commodation-owners_LV.pdf)

**The criterion: At least 50% of the detergents that you use have eco markings**

## REQUIREMENTS FOR THE CRITERION

- Detergents are in their original packaging or you can show a certification (receipt or other document) of the certificate that has been given to the detergent. When you split up large packages, see the criterion "Detergents are friendly toward the environment and people."

## SOLUTIONS

- Choose household chemicals that have official eco-markings, and that will make certain that there will be fewer hazardous substances in the chemicals, thus making them safer for health and the environment. It is also true that the lifecycle of such products will be longer. There are lots of household chemicals at shops which have eco-markings. If they confuse you, take a look at this document to learn more about the markings that are most common in Latvia for this group of products: [www.bef.lv/wp-content/uploads/2018/03/Kas\\_ir\\_ekomarkejums.pdf](http://www.bef.lv/wp-content/uploads/2018/03/Kas_ir_ekomarkejums.pdf).

- Be careful, because the word “eco” does not always mean that the product has been made of raw materials that are environmentally friendly and protective of human health and will not have harmful effects on the user. There are also unscrupulous players on the scene who forge co-makings. There is particularly convenient app in Latvian called “Guide to Eco-Markings.” The Android version can be found here: <https://play.google.com/store/apps/details?id=com.ekodizains.EcoLabelIntern>).
- Study the ingredients of detergents before buying them. Avoid triclosan, phthalates, synthetic aromas and colours, and the presence of volatile organic compounds in the products that we choose. Instead of antibacterial products, choose natural alternatives such as lemon juice;
- Choose household chemicals with eco-markings. Such products have undergone independent testing and have been selected as the best environmental choice.

**The criterion: There are no air fresheners that harm the environment and human health**



## REQUIREMENTS FOR THE CRITERION

- You do not use air fresheners in lavatories or other rooms unless they have natural ingredients and are environmentally friendly (your auditor will check to see whether that is the case).



## SOLUTIONS

- Air fresheners, whether aerosol, incense or candles, contain lots of hazardous substances, including carcinogens and those that damage bodily organs. The aromas pollute the interior air, as opposed to refreshing them. Particularly sensitive people will find that this harms their health. Aromas in the air can also create dangerous compounds such as formaldehyde, which is a carcinogen.
- If you need air freshers, make them yourselves. Pour 100 ml of water into a spray bottle and then add 10 drops of etheric oils. Shake the contents thoroughly, and then you can spray them into the air.
- Nice aromas and appearances will be possible if you make a composition of dried plants or flower petals. Peppermint, sage, pine, thyme, lemongrass, laurel leaves, rosemary, citronella, rose geranium, geranium with a lemon scent, aromatic roses and lavender are aromatic plants which you can meld with cinnamon or cloves and a bit of ground iris root, which is a natural preservative. These are all natural aromas, and you can put the potpourri into a dish and occasionally stir it. Once the aroma is gone, renew it with a few droplets of etheric oils.
- A substance to wash various surfaces: 600 ml white vinegar, 300 ml water, 20-30 drops eucalyptus oil. This is a substance which will easily clean dishware and other dirt. The substance smells fresh, is cheap, and has no artificial chemicals. Use it to wash stainless steel sinks, dishwashers, tiles, wooden surfaces, as well as plastic elements. You don't have to rinse the surfaces after using this detergent.

**The criterion: Technologies used to clean rooms and surfaces use a limited amount of chemicals**



## REQUIREMENTS FOR THE CRITERION

- Use microfibre clothes and other items that protect health and are environmentally friendly.



## SOLUTIONS

- Use alternative substances such as soda, white vinegar, lemon juice, salt, ash, etc., to do certain jobs related to cleaning;
- Choose a higher quality of items for this process, including microfibre sheets that make it possible sometimes to make do without chemicals altogether.  
See: [www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf](http://www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf)
- Also consider the solutions that were listed under the previous criterion.

**The criterion: Detergents and disinfectants are bought in large packages and used repeatedly with containers that can be filled and refilled**



## REQUIREMENTS FOR THE CRITERION

- Large packages are readily available. Please show them to your auditor.



## SOLUTIONS

- Wherever possible use household chemicals and other products in large packaging. This is cheaper and more environmentally friendly because it means reducing the amount of waste.
- Research the products before you buy them.
- Partner with your neighbours in buying these products in bulk so that you can share them with the neighbours or other companies.

## GOOD EXAMPLES

The “Ezernieki” leisure and tourism centre buys large containers of household detergents and other chemicals, because that saves money and is environmentally friendlier because this does not create additional plastic waste. The leisure centre also divides the chemical substances that are necessary among smaller containers.



**Web:**  
<http://www.ezernieki.lv/>



## NOTE!

When purchasing soap, shampoo and shower gels, look for products with eco-marking. This will prove that the substances are gentler, and that is more and more important for your clients. There are lots of products on offer, and prices are comparable to those that are not marked. Take care of your clients by thinking about whether or not to buy particularly aromatic products with the aim of protecting them from the risk of allergies. Please remember that aroma says nothing about the effectiveness of the product. The best choice is to purchase larger containers of hygienic products with a dispenser, as opposed to single-use packages.

Here again the application “Eco-marking guide” will help you to recognise the official eco-markings. Find out more about the components of cosmetics here:  
<http://padomapirmsperc.lv/consumer-5/kosmetika/>.

## USEFUL LINKS

- **Baltic Environmental Forum:** [www.bef.lv/index.php?id=4#c132](http://www.bef.lv/index.php?id=4#c132); <http://padomapirmsperc.lv/>;
- **Centre for Disease Prevention and Control:** <https://spkc.gov.lv/lv/>;
- **Green Freedom:** [www.zalabriviba.lv](http://www.zalabriviba.lv).



6.

# LIMITATIONS ON THE USE OF SUBSTANCES AND MATERIALS THAT ARE HAZARDOUS FOR THE ENVIRONMENT AND FOR PEOPLE'S HEALTH

There are huge amounts of various substances and materials these days, and consumers may find it difficult to know what to do. When purchasing new materials or planning renovations or construction, be very careful in examining the components of the materials, as well as receiving instructions on how they are to be used. There are sufficient numbers of alternatives that are not hazardous to human health or the environment.

**The criterion:** Both indoors and outdoors there are understandable requirements about smoking in accordance with legal procedures and restrictions.



## REQUIREMENTS FOR THE CRITERION

- Rules about smoking are presented in writing or with stickers that have icons or pictograms on them, and these must be posted in all rooms where guests spend time, as well as outdoors;
- Designate territories/zones where smoking is permitted.



## SOLUTIONS

- Latvia's law on the circulation of tobacco products, plant smoking products, E-cigarettes and their liquids sets out various limitations and bans related to smoking.  
See:  
<https://likumi.lv/ta/id/282077-tabakas-izstradajumu-augu-smekesanas-produktu-el-ektronisko-smekesanas-iericu-un-to-skidrumu-aprites-likums>.
- A countryside tourism company must have a symbol which indicates the places or rooms that are meant for smokers or, on the contrary, where smoking is prohibited.
- Supply the smoking area with waste containers that are inflammable so that people can deposit the butts of their cigarettes without creating a fire hazard.

## GOOD EXAMPLES

The “Ezernieki” tourism and leisure centre has posted signs in public areas and outdoors which ban smoking there, thus separating places for smokers and non-smokers.



**Web:**  
<http://www.ezernieki.lv/>



**The criterion:** Chemical plant protection substances and other compounds which have a deleterious effect on the environment and human health are not used outdoors at the company.

## REQUIREMENTS FOR THE CRITERION

- This criterion applies to areas and gardens which are part of the company's territory.

## SOLUTIONS

- If you are positioning yourself as a green farm, make sure that you don't use substances which can cause harm to human and animal health, which applies among other things to chemicals that are used to protect plants.
- Learn more about protecting plants on the homepage of the State Plant Protection Service ([www.vaad.gov.lv](http://www.vaad.gov.lv)). A list of plant protection substances that are acceptable for biological farms can be found at :  
<https://eur-lex.europa.eu/legal-content/LV/TXT/PDF/?uri=CELEX:32008R0889&from=LV>.

**The criterion:** Bed linens, curtains, rugs, etc, are made of natural materials that are not hazardous to human health

## REQUIREMENTS FOR THE CRITERION

- Wherever possible, use linens, curtains and rugs that are made of natural materials;
- Inform clients about the natural materials that you are using (e.g., bird feathers in pillows). If you find that clients are allergic to such materials, you must offer an alternative.

## SOLUTIONS

- Choose interior materials on the basis of how much space they will take up. The larger the area, the more thought must be given to choosing the materials. Another suggestion is this: The less stuff in the room, the fewer potential pests there will be. Don't stuff your space with unnecessary décor. Think about indoor plants instead. Avoid plastic products wherever possible.

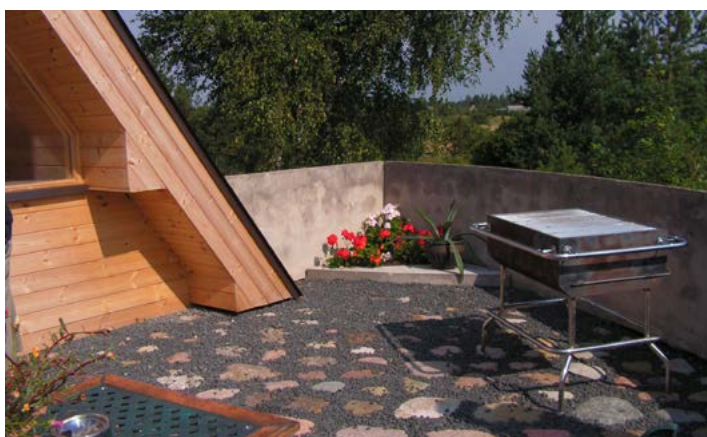
- A rug has a certain and great effect on the air in the room, so think about whether you need a rug, and if so, what type of rug you should buy. A woven rug of rags will be a much better choice than synthetic rugs which can contain literally dozens of hazardous substances.
- There are limited types of furniture, but solid timber furniture will be a much better choice than plywood or other types of furnishings. Also pay attention to upholstered furniture, making sure that the textile is not torn to the point where the stuffing (usually foam rubber) can be seen. That is where hazardous chemicals exist, particularly if the furniture is old.
- If you are planning to buy new interior design objects for several years, then take advantage of your right to ask the distributor or manufacturer whether the products contain hazardous materials. You have the right to receive such information within 45 days' time and for free;
- There is a special applications, Scan4Chem (also available in Latvian) which makes it much easier to obtain such information.

## GOOD EXAMPLES

The wooden huts at the “Laikas” campsite are particularly appropriate for coastline and dune zones. The huts were built in a pine forest that is hundreds of years old, maximally nurturing its value and making use of wood as a material that is environmentally friendly and good for human health.



**Web:**  
<http://www.laikas.lv>



The “Sīpoli” weekend house has an old Latvian granary for guests. It has stone foundations, while the walls and the interior are panelled with wood.



**Web:**  
<http://sipolihome.lv>

The “Odzienas krogusmāja” estate has an interior that has been designed in accordance with styles from the 18th and 19th centuries. Some of the historical furnishings came from auctions in the Netherlands, because such furniture can be trusted to be of good quality in that it was manufactured without glue and hazardous paints.



**Web:**  
<http://www.odzienasmuiza.lv>



**The criterion: Where possible, prevent the presence of allergens and other hazardous agents both indoors and outdoors**



## REQUIREMENTS FOR THE CRITERION

- Interior design objects in tourist venues must be made of natural materials which have nothing that would cause the most commonly found types of allergies;
- Interiors have no stuffed animals, wall coverings or rugs that contain allergens.



## SOLUTIONS

- There can be and are allergens in the air, water, soil, food, clothes, building materials, household objects, toys, pets, dust and particularly rugs, old sofas, etc. They can come from synthetic materials or natural materials. Don't get carried away with “natural” elements, because there can be allergens in pillows that are stuffed with bird feathers (a natural material), as well as in stuffed animals. People who are allergic to pollen must track a calendar of when certain plants are blooming ([www.astmaalergija.lv/?id\\_p=48](http://www.astmaalergija.lv/?id_p=48)).
- Plan repair work in a timely way and do it during the warm part of the season so that you can ventilate the related space completely;
- Use only interior materials for interior repairs, because they will have fewer hazardous materials;
- When purchasing paint and lacquer, consider their internal organic compounds, which will be listed on all product packaging (GOS g/l). The rule is less is more;
- Choose water-based products when possible and don't use renovation objects with anti-mould or other additives, because those are most often hazardous;
- Think about whether you really need vinyl (washable) wallpaper, because it can contain hazardous substances, store up dust and encourage mould;
- In some areas of renovation goods, you can find products with eco-markings, including wall paints, grounding paints, lacquers and ceiling panels;

- Find more information about all of this at <https://padomapirmsperc.lv/produkti/remontprecas/>
- You can also find useful advice in the “Green Guidebook”: [www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf](http://www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf)

**The criterion: Rooms have no polyvinylchloride (PVC) floor coverings or garden furniture made of the same materials**



## REQUIREMENTS FOR THE CRITERION

- Make sure that your auditor can ascertain that objects are not made of PVC materials.



## SOLUTIONS

- There are lots and lots of instructions and sources about PVC household objects, finishing materials, furnishing, packaging, etc., which can have a serious negative effect on human health. There are many different materials available today, so please try to use ones about which there are no doubts (also see the two previous criteria).
- Replace PVC products with those that are made of materials that are more environmentally friendly and safer for human beings.



## USEFUL LINKS

- **Information about allergies and allergens:**  
[www.mfd.lv/post\\_info.php?cPath=128&products\\_id=551](http://www.mfd.lv/post_info.php?cPath=128&products_id=551);
- **Latvian Association of Asthma and Allergies:**  
[www.astmaalergija.lv/](http://www.astmaalergija.lv/).



7.

# TRANSPORT SERVICES

Transport is an major source of environmental pollution and noise, so it is important to think about what kinds of motor vehicles we use on an everyday basis and during travel. We must have as little influence on the environment and the human environment as possible.

**The criterion: Clients have access to information about public transportation opportunities (buses, trains, local urban transport, etc.)**



## REQUIREMENTS FOR THE CRITERION

- Information folders for clients should contain information about when public transportation vehicles arrive and depart, as well as other, related information.
- Your employees can offer information about available transport and/or point to where such information can be found (homepage, other resources).



## SOLUTIONS

- There are different kinds of travellers, and not all will arrive in the countryside in their private cars. For that reason, materials that you prepare for your clients must have information about available public transportation, if there are such services in your area.
- Clients will make do with a hand-drawn map or a Google map which shows how to get to the closest bus or train stop, while also offering a schedule of transport routes.
- If the tourist venue is on the border of a town or in town, of use will be the local bus schedule or an Internet link showing same. Inter-city bus and train schedules can be found here: <https://www.1188.lv/satiksme>.
- If there is no nearby public transportation or if the vehicles arrive and depart seldom, it is worth stating in the information materials that the owner of the venue will pick up the client at the closest populated area where such services are available.

## GOOD EXAMPLES



Bus stops to Riga & Bauska  
on the main road **A7**

Coaches	
ZORĢI - RIGA	RIGA - ZORĢI
05:05 Zorģi - 06:00 Riga SAO	06:15 Riga SAO - 07:10 Zorģi
05:46 Zorģi - 06:45 Riga SAO	07:30 Riga SAO - 08:25 Zorģi
06:11 Zorģi - 07:10 Riga SAO	
*06:21 Zorģi - 07:25 Riga SAO	08:30 Riga SAO - 09:25 Zorģi
*06:46 Zorģi - 07:45 Riga SAO	09:00 Riga SAO - 09:49 Zorģi
07:01 Zorģi - 08:00 Riga SAO	09:40 Riga SAO - 10:39 Zorģi
07:31 Zorģi - 08:40 Riga SAO	10:10 Riga SAO - 11:05 Zorģi
*08:01 Zorģi - 09:00 Riga SAO	10:50 Riga SAO - 11:49 Zorģi
*08:26 Zorģi - 09:25 Riga SAO	11:30 Riga SAO - 12:29 Zorģi
08:21 Zorģi - 09:20 Riga SAO	12:20 Riga SAO - 13:19 Zorģi
09:01 Zorģi - 10:00 Riga SAO	12:50 Riga SAO - 13:39 Zorģi
09:21 Zorģi - 10:20 Riga SAO	13:30 Riga SAO - 14:29 Zorģi
10:01 Zorģi - 11:00 Riga SAO	
*10:26 Zorģi - 11:25 Riga SAO	14:30 Riga SAO - 15:29 Zorģi
11:21 Zorģi - 12:10 Riga SAO	*15:30 Riga SAO - 16:29 Zorģi
12:01 Zorģi - 12:50 Riga SAO	15:30 Riga SAO - 16:29 Zorģi
12:41 Zorģi - 13:40 Riga SAO	16:00 Riga SAO - 16:59 Zorģi
13:21 Zorģi - 14:20 Riga SAO	16:30 Riga SAO - 17:29 Zorģi
14:01 Zorģi - 15:00 Riga SAO	17:00 Riga SAO - 17:59 Zorģi
14:41 Zorģi - 15:40 Riga SAO	*17:30 Riga SAO - 18:29 Zorģi
15:31 Zorģi - 16:30 Riga SAO	17:30 Riga SAO - 18:19 Zorģi
15:41 Zorģi - 16:40 Riga SAO	
*16:06 Zorģi - 17:05 Riga SAO	18:10 Riga SAO - 19:14 Zorģi
16:40 Zorģi - 17:35 Riga SAO	18:35 Riga SAO - 19:34 Zorģi
17:10 Zorģi - 18:05 Riga SAO	19:00 Riga SAO - 19:59 Zorģi
17:50 Zorģi - 18:45 Riga SAO	19:30 Riga SAO - 20:25 Zorģi
18:20 Zorģi - 19:15 Riga SAO	20:00 Riga SAO - 20:59 Zorģi
18:50 Zorģi - 19:45 Riga SAO	21:00 Riga SAO - 21:55 Zorģi
19:41 Zorģi - 20:40 Riga SAO	22:05 Riga SAO - 23:00 Zorģi
20:20 Zorģi - 21:15 Riga SAO	23:00 Riga SAO - 23:51 Zorģi
21:50 Zorģi - 22:45 Riga SAO	

Departures from Riga - Platform Nr.6

\*ONLY WORKING DAYS (Monday - Friday)

The “Labirinti” campsite have produced an image as to how guests can walk to the nearby bus stop. This makes it easier for guests to find their way and encourage the use of more environmentally friendly transport. The owners obtained aerial photographs for this purpose, and the materials can be found in the service building of the campsite. Clients also have access to an updated list of bus departures.



Web:  
<https://www.labirinti.lv/>

The criterion: There is an appropriately large car park for the automobiles of clients or groups of clients.



## REQUIREMENTS FOR THE CRITERION

- If larger groups of tourists arrive by bus, then make sure that there is a sufficiently large car park.



## SOLUTIONS

- Sometimes car parks are nothing more than a neatly mowed lawn at the company. To avoid confusion about where cars are to be parked, put up a sign that you make yourself -- **P** or - **P**.
- If you are to receive groups of tourists that arrive by bus, you must make sure that there is a sufficiently large car park so that this large motor vehicle can freely enter and exist it, as well as turn around in it if that becomes necessary.
- We recommend appropriate ground cover for the car park (gravel/rocks, paving stones, cement or asphalt) so as to protect groundwater and nearby bodies of water against leaked oil or petrol.



## GOOD EXAMPLES



The “Laumas” guesthouse has a large car park for its guests, and large buses can use it, as well. The car park is marked with the universally known “P” symbol.



**Web:**  
<https://www.laumas.lv>

**The criterion:** The company has information about nearby places where bikes can be rented

## REQUIREMENTS FOR THE CRITERION

- Place contact information for places that rent bikes in the information folder that you prepare for clients unless you yourself have bicycles to rent out.

## SOLUTIONS

- If you don't have your own bikes to rent, contact your local Tourism Information Centre for information about where bicycles can be rented. Place the contact information in the folder which you will give to your clients.
- It would also be good to attach information about bike routes in the area. These can be found at <https://www.celotajs.lv>, the Latvian Bicycling Information Centre homepage <https://www.bicycle.lv>, as well as the webpages of regional associations and regional tourism information centres. One good example is “Greenways,” where bike routes are adapted to former and historical railroad lines. See <http://greenways.lv> for more about this.

## GOOD EXAMPLES

The “Meža Salas” guesthouse has an information stand with a list of bike routes that are nearby. Tourists also have access to some information with maps and materials about bike tourism and places to rent bicycles in the area of the Northern Vidzeme Biosphere Reserve. The guesthouse is in the reserve.



**Web:**  
<http://mezasalas.lv/index.php/lv/>

**The criterion:** Clients are offered various types of bicycles, including electric ones

## REQUIREMENTS FOR THE CRITERION

- Offer free bicycles or rent them at your tourism venue.

## SOLUTIONS

- There are lots of different types of bicycles these days, and before purchasing them, find out the purpose and/or target audience for which they are being bought. A short list of types of bicycles, of those for whom they are meant and of the way in which they can be used in the tourism industry can be found on Page 31 of the “Handbook for Bicycle Tourism Practitioners and Service Providers”. On Page 25, you will find a list of types of bike riders and their portraits. Linked chapters also speak to the needs of bicycle riders. You can find the handbook here: [http://old.vidzeme.com/materiali/mat\\_20111222172342.pdg](http://old.vidzeme.com/materiali/mat_20111222172342.pdg).
- Electric bikes are a serious financial investment, and before you buy some, think about how much it will cost to maintain them, to replace batteries and to fix the bikes. First find out where the closest E-bike rental facility is found, thus determining whether there are such offers in your surrounding area.

**The criterion:** There is information about the closest place where electric and hybrid automobiles can be charged

## REQUIREMENTS FOR THE CRITERION

- The folder of information meant for clients must have contact information or a map with places and their co-ordinates;
  - Employees know and/or can tell visitors about where the information can be found (homepage, other resources).

One example: <https://eletrumveikals.lv/lv/majai/e-auto-uzlade/par-elektrotransportu>.

## SOLUTIONS

- Fast electric automobile charging stations with 50 kW current are available at E-mobi stations along all major roads. A map of such venues can be found here, the same home-page also has comparable maps for Lithuania and Estonia:  
[www.e-transport.sorg/index.php/features-mainmenu-47/team/95-uzlades-punkti](http://www.e-transport.sorg/index.php/features-mainmenu-47/team/95-uzlades-punkti)
- Rapid charging stations facilitate the ability to drive for long distances, but in places where tourists stop – destinations, meals or accommodations, tourists are happy to use usual current – connections with up to 22 kW charging current. This is for various reasons:
  - No delays;
  - The battery can be charged to 100%;
  - This will be cheaper than at a rapid charging station.
- Information about ordinary charging points in Latvia: [www.bimab.lv](http://www.bimab.lv);
- Information about places to charge electric automobiles: [www.etransports.lv](http://www.etransports.lv).

## | The criterion: Tourist venues have a place to charge electric automobiles

## REQUIREMENTS FOR THE CRITERION

- A charging facility with at least an ordinary plug connection (230V, 16A, maintaining 10A current during the whole charging process).

## SOLUTIONS

- You can install such facilities at your company. The simplest solution is a 230V plug with a cross-section of cables at least 2.5 mm, an appropriate cable, and the ability to ensure 10A current during the entire charging process.
  - Because the battery traction capacity of electric automobiles has been increased by 20-9 kWh), tourists with electric cars are increasingly interested in connections with 3-phase, 16A or 32A standard plugs.
  - 230V and 3-phase plugs mean that the driver of an electric car must have his or her own mobile connection equipment. Stationary connection equipment costs EUR 500 or more, and one such device is found at the Lūznava Estate.
  - The “Country Traveller” map has sites with charging stations with a service filter, “Electric automobiles can be charged up.”  
See: [www.celotajs.lv/lv/geo/map?&services=R-HSV-CAR-CHARGE](http://www.celotajs.lv/lv/geo/map?&services=R-HSV-CAR-CHARGE).

## GOOD EXAMPLES

The “Tigra” hotel car park has three plugs for E-motorcycles and cars, with photographs from a German E-auto rally that was held in Latvia in 2019.



**Web:**  
[www.hoteltigra.lv](http://www.hoteltigra.lv)



The criterion: There are technically appropriate and safe bike stands

## REQUIREMENTS FOR THE CRITERION

- You must have bike stands in the inverted U format or another format in which the bike can be locked to its frame, not its front wheel. A bike parked thus cannot fall over and break the front wheel, nor can it damage other bikes;
- Safety in this context applies to the safe placement of the bike, not to leaving it for a longer period of time.

## SOLUTIONS

- Find a local craftsman to build you some bike stands, or look on the Internet for companies which supply them.
- When choosing a design for your bike stands, think about costs and practicality. If your services are used by bikers who travel longer distances with bike bags, then of no use will be the stands that are known as “dish racks.” These have a narrow and shallow place to put the front wheel, and that will often mean that it cannot hold the heavy bicycle. When it falls, the front tire is damaged.
- Guidelines for bike stands and information about bike stands can be found at:  
<http://www.divritenis.lv/box/files/91347573vadlnijasvelosipdunovietuizveidoanai.pdf>

## GOOD EXAMPLES

The “Kārļmuižas” hotel has bike stands for its clients. There are several biking routes near the hotel, and these cross various parts of the Gauja National Park. “Kārļmuiža” is easily reached by bike from Sigulda, Cēsis and Valmiera, all of which are on rail lines; it is comfortable to transport a bike on the train. The bike stand has a cover above it so that bikes and baggage do not get wet when it’s raining.



**Web:**  
<https://karlamuiza.lv/lv-lv>



**The criterion: There is a safe (lockable) bike site for bikers who are spending the night or spending a longer period of time at the venue**



## REQUIREMENTS FOR THE CRITERION

- Your tourist venue must have a lockable place to store the bicycles (barn, garage, house, etc.) of guests who are spending the night or spending at least one 24-hour period at the venue.



## SOLUTIONS

- The price of bicycles these days is often comparable to that of a used car, so your clients will feel secure only if they can put their bicycle in a space that can be locked – a garage, barn, basement, ancillary rooms in the house, etc. The claim that “well, no one ever steals anything here” will not be effective, because the peace of mind of the client is the most important thing.
- If the client so desires, let him or her keep the bike in his or her room.

**The criterion: Bicyclists have access to a minimal repair set and an air pump**



## REQUIREMENTS FOR THE CRITERION

- If your tourist venue accepts bike tourists and positions itself as a place that is friendly toward them, then make sure you have a minimal set of repair tools – glue, an air pump and items to conduct simple repairs on the bicycle.



## SOLUTIONS

- If you have clients who are bicyclists or if you lease bicycles, you must have a minimum set of items:
  - A pump with a head that is appropriate both for filling up the tyres of cars and bikes alike;
  - A set of repair tools;
  - A spare bike tube for tyres with a diameter of 26 or 28 inches;
  - Oil for bike chains.
- In an ideal situation, you will also have a high-pressure pump or hose with which to wash bicycles.



## USEFUL LINKS

- **Latvian bike route map:** <http://velokarte.divritenis.lv/>;
- **Practical advice about travelling on public transport:** [www.celotajs.lv/lv/c/tour/tours/pubtrans/info?6](http://www.celotajs.lv/lv/c/tour/tours/pubtrans/info?6).



8.

# FOOD AND DINING SERVICES

It is often said that we are what we eat. The idea is that our bodies best absorb those food-stuffs that grow in the region in which the person was born and raised and where his or her ancestors lived. Food manufacturing is a factor which has a serious effect on the ecology, particularly when foodstuffs are transported for long distances. This means that local foods help to protect the environment and also offer social and economic help which allow local residents to partner with added economic value in rural regions.

**The criterion:** Your clients are offered food that you have grown on your own farm or has been grown or manufactured in the nearby area and/or in Latvia



## REQUIREMENTS FOR THE CRITERION

- This criterion applies to vegetables, fruit, berries, mushrooms, dairy products, meat products, eggs, honey, juice and other local products. When providing them from local sources, try to make sure that you find the most environmentally friendly packaging and transport solutions;
- Try to provide such foodstuffs not just to your clients, but also to your employees;
- Receipts will allow the auditor to find out that you are observing the requirements of this criterion.



## SOLUTIONS

- Choose food grown at your farm or at nearby farms.
- Offer co-operation and include contact numbers of neighbours in the information sheets that you provide to tourists.
- An interesting and attractive way of showing your care about the preservation of natural resources is to tell diners how far the food that is on their plate has travelled. You can print that information on the menu or communicate it otherwise – the herbs travelled 50 metres, the birch juice 100 metres, the potatoes 2 kilometres, the beef 5 kilometres, etc. A banana that has travelled 10,000 or 15,000 kilometres and has a massive ecological footprint probably will not fit in with this concept.
- Get to know people at nearby farms, because they may supply various local foodstuffs such as fruit, vegetables, meat, fish, etc. You can find information about farms at the “Country Traveller” homepage: [www.celotajs.lv/lv/c/wrth/goodies](http://www.celotajs.lv/lv/c/wrth/goodies), as well as in the print materials and homepages of local tourism information centres.

- Also visit local stores and markets to see whether they are selling products from Latvia.
- If your guests are foreigners, tell them all about the great variety of foodstuffs that are produced in Latvia and sold at stores or markets.
- Offer local food to tourists, including local and seasonal fruits and vegetables.



## GOOD EXAMPLES



The “Piena Muiža Berghof” hotel has its own garden in which the staff grows vegetables, berries and herbs. In partnership with local farmers and fish farms, the restaurant of the hotel can offer a broad menu of dishes which feature local products.



**Web:**  
<https://www.pienamuiza.lv>

**The criterion:** Clients are offered biologically certified foodstuffs, most of which are grown and produced in Latvia



## REQUIREMENTS FOR THE CRITERION

- The auditor has access to the relevant documentation;
- The auditor can make sure that the venue has a plan on increasing the proportion of eco products, local products and other products that are nutritious and environmentally friendly year by year;
- The auditor has information about how the amount of such products has changed during the period between audits.



## SOLUTIONS

- Use biological food products grown in Latvia and offer them to your guests.
- Find out whether there are biological farms near your venue or in the region, providing such information in guidebooks that you provide to your guests;
- Clients are increasingly demanding foods that are not just locally produced, but also those that came from bio-farms. These products are marked with the “Eco Leaf.”



## GOOD EXAMPLES



The owners of the “Jaun-ievīņas” country home have developed biological farming for many years. They produce various ecological products such as quince candies, syrups and marmalade, as well as other healthy treats.



**Web:**  
<http://www.jaun-ievinas.lv>

**The criterion:** Clients can go to the garden/meadow by themselves or in the company of staff members to harvest products and collect goodies from the garden.

## REQUIREMENTS FOR THE CRITERION

- If you have no garden, partner with neighbours or farms which have one, and inform your clients about it;
- Make sure that the auditor is aware of such procedures.

## SOLUTIONS

- Where possible, allow clients to enter the orchard or berry field to pick the fruit themselves. Fruits and berries harvested by oneself usually have a “different taste.”
- If you have no garden, partner with neighbours who can receive payment for the fruits, berries and vegetables that the clients have harvested themselves.

**The criterion:** Clients are offered special dishes with recipes and cooking methods that are based on Latvian traditions, with most ingredients sourced from Latvia and the region

## REQUIREMENTS FOR THE CRITERION

- The dishes, their names and their description can be found on the menu, homepage or elsewhere.

## SOLUTIONS

- Place original “venue dishes” on the menu and use that as a marketing instrument to attract clients.

- Offer traditional Latvian foods and beverages to our clients, especially during traditional festivals.
- Include regional foods, as well.
- When we travel abroad, we always seek to taste as many local foods and beverages as we can – pasta and espresso in Italy, wines in France, paella or tapas in Spain. People who travel in Latvia will be happy to taste local foods. On the shores of the sea in the lake district of Latgale, there will be smoked or otherwise prepared fish. In western parts of Latvia there will be the sklandrausis, which is a traditional bun with a carrot filling. A special kind of porridge in Vidzeme, local foods of various kinds in Latgale. Traditional snacks include locally made ice cream at a plant in Skrīveri, which welcomes guests to see how that is done. For more about traditional Latvian foods and beverages, see: [www.celotajs.lv/lv/p/view/LatviesuEdieni2014](http://www.celotajs.lv/lv/p/view/LatviesuEdieni2014).
- At the same time, keep in mind that some of the foods to which Latvians may be accustomed may not be acceptable to guests from abroad. Stinky herring or cod, liquorice desserts, etc., may be historical dishes in Scandinavia and Iceland, but most people won't want more than a little taste of them.

## GOOD EXAMPLES

The “Upenīte” countryside home offers dishes from the culinary heritage of Latgale. These are prepared with local ingredients from the farm. The lady of the house bakes “Malvīna’s pancakes” and serves them with cream.



**Web:**  
<https://www.celotajs.lv/lv/e/upenite1>



**The criterion: Clients are offered vegetarian and vegan dishes**

## REQUIREMENTS FOR THE CRITERION

- If clients require a menu with no animal products, prepare the relevant dishes of vegetarians, vegans, fresh food eaters, etc.);
- Provide such foods to your employees, as well.

## SOLUTIONS

- There are country tourism companies which offer vegetarian and vegan dishes at the request of clients, as well as dishes for people with various kinds of food intolerance. Please warn your guests of possible allergens in advance, either telling them about them or including the information on the menu.
- You can find vegetarian recipes on the Internet.

## GOOD EXAMPLES



The lady of the house at the “Lantus” countryside home offers a wide range of vegetarian foods, including vegetable soup, mushroom sauce and beet salads. All of the ingredients come from local farmers and producers.



**Web:**  
<https://www.laukumaja.lv>

**The criterion:** No E-additives are permitted in ingredients that are used to prepare food, nor can there be any genetically modified organisms, because there is controversy about whether and how these affect human health and the environment.

## REQUIREMENTS FOR THE CRITERION

- This criterion applies to E-additives about which there are controversial data in various information sources as to how they influence the environment and human health, or which are declared to be hazardous;
- Clients do not receive genetically modified foodstuffs or other products (modified soybeans, plant oils made of genetically modified soybeans, soy-based or rapeseed oil margarine, baked goods and meat products with soy, canned corn, etc.;
- Information must be posted in dining areas to say that the food contains no GMOs.

## SOLUTIONS

- There have been huge fights of GMOs and whether they harm the environment and human health, so when looking for information, make sure that you evaluate the believability of the source by applying your media analysis skills.
- This has to do with the knowledge not just of you, but also your clients, keeping in mind things that they have read and what they think about this topic. Public opinion at this time is such that clients will probably appreciate dishes that do not include any GMOs or, if there are such organisms, the client is made aware of this fact.
- State on your menu or on the wall of your dining room that the dishes that are served do not contain GMOs.

**The criterion:** Clients have information to show that faucet water is potable

## REQUIREMENTS FOR THE CRITERION

- This criterion applies to venues where the quality of water is acceptable;
- The criterion encourages venues to reduce or avoid the use of plastic bottles;
- Relevant information is posted near the faucets.



## SOLUTIONS

- To cut the use of plastic packaging and to allow clients to save money, put up signs at sinks, in kitchens, in lavatories and in other common use rooms to say that water from the faucet is potable, thus gradually altering people's habits in terms of buying water.

**The criterion:** When purchasing milk or dairy products, at least 25% of the mass or value must be from biological farming methods. When purchasing grain products such as oatmeal, wheat flour or grits, no less than 25% of the mass or value must be from biological farming methods



## REQUIREMENTS FOR THE CRITERION

- There are plenty of biological dairy and grain products, so it is necessary for venues to purchase such products as much as possible. This represents a major investment in nutrition and environmental protection.



## SOLUTIONS

- The Latvian Ministry for Environmental Protection and Regional Development commissioned a study on the market for biological farm products, "Obtaining and analysing data about the readiness of the biological farming network for public procurements."



## USEFUL LINKS

- **Biological farming in Latvia:** [www.biologiski.lv/zemnieki-un-parstradataji](http://www.biologiski.lv/zemnieki-un-parstradataji); <http://www.bioinfo.lv/>;
- **GMOs:** [www.zm.gov.lv/lv/genetiski-modificetie-organismi](http://www.zm.gov.lv/lv/genetiski-modificetie-organismi);  
[www.varam.gov.lv/lv/no-gmo-brivas-teritorijas](http://www.varam.gov.lv/lv/no-gmo-brivas-teritorijas);
- **E-additives:** [www.zm.gov.lv/lv/jaunums/par-partikas-piedevam-jeb-e-vielam](http://www.zm.gov.lv/lv/jaunums/par-partikas-piedevam-jeb-e-vielam);
- **Culinary heritage in country tourism:** <https://macies.celotajs.lv/course/view.php?id=2>;
- **The "Taste of Livonia" culinary tour:** [www.celotajs.lv/lv/p/view/LivonijasGarsaKarte\\_2019](http://www.celotajs.lv/lv/p/view/LivonijasGarsaKarte_2019);
- **The Latvian Association of Biological Farming:** [www.lbla.lv/](http://www.lbla.lv/);
- **The Latvian culinary map:** [www.celotajs.lv/lv/p/view/KulinaraKarte2014](http://www.celotajs.lv/lv/p/view/KulinaraKarte2014);
- **Farm-fresh produce:** [svaigi.lv](http://svaigi.lv);
- **Direct shopping:** [www.tiesapirksana.lv](http://www.tiesapirksana.lv);
- **Nutritional supplements, guidelines:**  
[www.zm.gov.lv/lv/jaunums/kas-jazina-par-uztura-bagatinatajiem](http://www.zm.gov.lv/lv/jaunums/kas-jazina-par-uztura-bagatinatajiem);
- **"Green teaspoon" and "Bordeaux teaspoon":** <http://karotite.lv/sakums>.

9.

# ENVIRONMENTAL EDUCATION, CIRCULATION AND COMMUNICATIONS THAT ARE ENVIRONMENTALLY FRIENDLY

Biological or species diversity are one of Latvia's greatest riches and resources. If principles of sustainability and codes of ethics are kept in mind, these can be used for putting together tourism products. When tourists choose their holiday destinations, they usually select beautiful locations, so nature and cultural landscapes are also of great importance in that they are a manifestation of biological diversity. Of importance in a countryside landscape are diverse plants and animals which humanity has used since antiquity. Even today such things attract present-day tourists to places where the environment remains virginal.

| The criterion: The Green Certificate is placed where clients can see it



## REQUIREMENTS FOR THE CRITERION

- Place your certificate in common use rooms where anyone who is interested in it can see it;
- The criteria applies to these venues for which the term of the certificate has been extended.



## SOLUTIONS

- Place the Green Certificate in common use areas where it is easily visible to all who are interested in it;
- If your country tourism venue covers a broader territory with many buildings, it is worth placing copies of the certificate in other common use rooms, as well.

## GOOD EXAMPLES



The “Pilsēnieki” guesthouse has a Green Certificate in a well-seen place where clients spend time. They may ask what the certificate is, how it is awarded, and what kinds of advantages clients have if they spend the night at a venue with such a document.



**Web:**  
<http://www.usma.lv>

**The criterion:** There is a folder of information with Green Certificate materials, rules and criteria

## REQUIREMENTS FOR THE CRITERION

- The rules and other materials are printed on both sides of the paper;
- They are available to clients upon demand.

## SOLUTIONS

- The Green Certificate folder must be kept in common use rooms.
- Think about how to inform your visitors about the Green Certificate without being pushy about it:
  - Informational materials about the certificate;
  - Information about the certificate in your company’s informational materials, homepage or social network presence;
  - Outdoor signs, including the Green Certificate logo;
  - Periodical articles about the environment;
  - Booklets and books which popularize environmental education.





## GOOD EXAMPLES

The “Labirinti” campsite has a map in its service building with educational materials about the Green Certificate, its rules and criteria, and various materials about protecting important environmental resources. Clients who visit the building can learn about the Green Certificate and the types of tourism venues or farms to which it is awarded.



**Web:**  
<https://www.labirinti.lv/>



**The criterion:** Information about the fact that the company has been awarded a Green Certificate is posted on the social media and in printed materials



## REQUIREMENTS FOR THE CRITERION

- This requirement applies to your homepage, social network accounts, print and other marketing materials;
- Your environmental policies must be focused on communicating with the public and your clients to explain to them why and how you are taking Green Certificate requirements into account.



## SOLUTIONS

- Mention the fact that you have a Green Certificate and post its logo on your homepage, social network accounts, blogs, brochures, print advertising, business cards, and on outdoor stands, etc.

**The criterion:** The company offers and clients have access to information about nearby natural tourist destinations, environmentally friendly active leisure opportunities, specially protected natural territories, environmental guides, etc.



## REQUIREMENTS FOR THE CRITERION

- Post information in a place which clients can access about local environmental, cultural and historical values, environmental protection, local protected territories, ways of identifying plants and animals, etc.





## SOLUTIONS

- Information about environmental and cultural tourist destinations will be available at local tourist information centres;
- The “Environmental Tourism” (Dabas tūrisms) app can be downloaded from Google Play.

**Image 2**

The “Environmental Tourism” mobile application which allows one to quickly plan a day for hiking or a tour of Latvia’s environmental world.



**The criterion:** Clients can rent inventory that is friendly to the environment – bikes, hiking poles, boats, skis, binoculars, guides to plants and animals, etc.



## REQUIREMENTS FOR THE CRITERION

- If you don’t offer such activities, you must have information about the ability of them in your local area;
- The auditor must be able to make sure that such information is available;
- There is a partnership among various service providers.



## SOLUTIONS

- As you plan an expansion in the work of your tourism venue, think about the possibility of renting things to your clients which relate to environmentally friendly activities.
- Identify places nearby which rent such equipment and reach agreement on a partnership with your venue.

## GOOD EXAMPLES

The “Stikāni” guesthouse offers birdwatching for professionals. The services are meant for such people, including a library with books and guides, binoculars, a place to watch birds secretly, as well as information about birdwatching locations nearby. The guesthouse has a list of the birds that have been spotted in the surrounding area during the previous month.



Web:  
<https://www.celotajs.lv/lv/e/stikani>



The criterion: Clients find “Green Advice” that is posted on well-noticed places including the virtual environment

## REQUIREMENTS FOR THE CRITERION

- “Green Advice” was prepared in line with the rules of the Green Certificate, and this may involve stickers, pictograms, cartoons, print materials, etc., all of which call on people to save water, electricity and other natural resources, to sort waste, to protect environmental diversity, etc.;
- The company's Internet resources have links to other resources with “Green Advice”;
- If you offer the rental of quadricycles, water motorcycles, etc. then make sure that you have requirements as to their use (provided that that is permitted in your territory), including how and where they may be used.

## SOLUTIONS

- “Country Traveller” has prepared “Green Advice” for various tourist activities in various locations – advice on hiking, biking, boating or driving, as well as what you must keep in mind in protected environmental territories, etc. Some of the advice is accompanied by illustrations. Feel free to duplicate the advice and to adapt it to your own needs. Print the advice out, frame it and hang it on the wall of common use rooms. Find the advice here: [www.celotajs.lv/cont/wrth/greenadvice/greenadvice\\_ievads\\_lv.html](http://www.celotajs.lv/cont/wrth/greenadvice/greenadvice_ievads_lv.html).

- The “Green Freedom organisation has published the “Green Guidebook,” which contains advice on how to diminish environmental harm to yourself, your relatives and other people. See:

[www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf](http://www.zalabriviba.lv/wp-content/uploads/zalais-celvedis.pdf)

**The criterion:** Company employees and clients have information about the institutions that must be contacted if environmental violations are found nearby and about how such information should be delivered



## REQUIREMENTS FOR THE CRITERION

- The information must be in information folders that are given to clients or available in other ways;
- There must be information about the mobile app [www.videsos.lv](http://www.videsos.lv) and the principles of its use.



## SOLUTIONS

- If you spot environmental pollution or garbage in a protected natural area, ring the Environmental Protection Board on 8000-0130. You can also ring the local office or send an E-mail;
- Where there are violations of environmental protection laws, contact the **State Environmental Service** on its information line – 2633-8800;
- Violations and their consequences can also be reported to **Environment SOS**:
  - Download the “Environmental SOS” app;
  - When finding violations, submit information to the relevant environmental institution;
  - Find instructions on “Environmental SOS” at [www.videssos.lv/kaa\\_lietot](http://www.videssos.lv/kaa_lietot);
  - There is also an interactive map ([www.videssos.lv](http://www.videssos.lv)) where you can track what has happened with the complaint that you filed (not yet resolved, still being assessed, has been resolved, etc.).



**Image 3.**  
The “Environmental SOS” environmental application

## GOOD EXAMPLES

Employees at the “Usma SPA” are active participants in the “Usma Shore” project, which was organised by people from the Ventspils, Talsi and Kuldīga administrative districts to protect and restore lake fish resources, as well as to facilitate business operations by making more orderly the system of tourism and fishing on the lake and along its shores.



**Web:**  
<http://www.usma.lv>



**The criterion: Clients have information about nearby plants, biotopes and biological diversity**

## REQUIREMENTS FOR THE CRITERION

- The map of information has materials about environmental protection and ways of identifying plants and animals;
- There is a checklist of species of animals, birds, plants, etc., that have been spotted in the environs of the venue;
- Employees are competent about these subjects so that they can inform clients about them.

## SOLUTIONS

Information cannot always easily be found by using Google. There are, however, specific places where concrete information can be found about geographic locations that can be visited personally and not virtually. Here are a few possible links:

- The regional offices of the Environmental Protection Board (DAP):  
[www.daba.gov.lv/public/lat/par\\_mums](http://www.daba.gov.lv/public/lat/par_mums);
- DAP education centres where trained people offer educational events, activities and games for children and adults of all ages:  
[www.daba.gov.lv/lv/dabas-centri](http://www.daba.gov.lv/lv/dabas-centri);
- Guidebooks to plants, lichen, insects, birds, amphibians, reptiles, mammals and biotopes: <https://dabasdati.lv/lv/cat/7>;
- The Latvian Ornithology Association has game designs which, if you print them out, offer various table games and educational materials: [www.lob.lv/noderigi/materiali](http://www.lob.lv/noderigi/materiali);



- The “Country Traveller” homepage and its website: [www.macies.celotajs.lv](http://www.macies.celotajs.lv);
- The mobile app “Natural Tourism”:  
<https://play.google.com/store/apps/details?id=lv.cube.daba&hl=lv>;
- Your nearby library.



## GOOD EXAMPLES

The “Laikas” campsite has a stand about the farm, the Akmeņrags lighthouse and the Ziemeupe nature reserve. The owners also have a photo album showing photographs of species of plants which they photographed themselves. This helps guests to learn more about the surrounding environmental values.



**Web:**  
<http://www.laikas.lv>



The “Brāmaņi” weekend home has frames on the walls of the fence which explain to clients in an understandable and friendly way about local biotopes, including forests, meadows, swamps and the like. The information explains the meaning of these in nature, as well as the plants and animals that live there.



**Web:**  
<http://www.brammani.lv/>

**The criterion:** Employees of the company have contacts with the DAP so as to know what is necessary about the latest aspects of environmental protection, sustainable tourism, environmental education and other areas related to specially protected territories.



## REQUIREMENTS FOR THE CRITERION

- This criterion applies to venues that are in specially protected territories. In such cases, this criterion is mandatory;
- Auditors must be informed of the work of the venue;
- The owners and employees of tourism accommodations take part insofar as is possible in events that are organized by the DAP or by parties related to tourism in specially protected territories (tourism forum meetings, environmental education events, clean-up sessions, etc.).

## SOLUTIONS

- If your tourist venue is in an environmentally protected area or if your property is there, then it is highly recommended that you keep up close contacts with the Environmental Protection Board. Think about the cases in which you should consult with its specialists;
- If you are planning active or environmental tourism routes in the protected area, reach agreement with the DAP in advance;
- If your tourism product is in a restricted or sensitive territory such as a route through a swamp, a high swamp of caves which tourists would like to visit;
- Use your tourism product that is recommended so as to determine the plants, animals, mushrooms and other plants in that product.

If your venue is not in or adjacent to a restricted area and there are protected biotopes and species, consultations with the DAP are not mandatory.

**The criterion: Employees of the company update their knowledge about important environmental issues and are involved in environmental education and steps to protect the environment that are organized by the local government or the region**

## REQUIREMENTS FOR THE CRITERION

- The auditor is shown certificates of courses or other events that have been completed, as well as other documentation.

## SOLUTIONS

It is worth knowing the various environmental information events are regularly organized in Latvia's environmentally protected territories and others:

- **Traveller Days** are organised annually at all of Latvia's national parks: Slītere, Ķemeri, Gauja and Rāzna national parks, the Northern Vidzeme Biosphere Reserve, the Lubāna wetlands ([www.daba.gov.lv](http://www.daba.gov.lv)) and on the Facebook page of the DAP;
- **World Water Days**, days to watch birds meadow days, trips to watch bats or salmon, mushroom days and other events in national parks ([www.daba.gov.lv](http://www.daba.gov.lv), as well as the DAP Facebook page);
- The **Latvian Ornithology Association** regularly organises field trips ([www.lob.lv](http://www.lob.lv));
- The Environmental Protection Board and the Worldwide Fund for Nature have a programme **"Help the Environment"**, which organises open and closed clean-up sessions for teams who can free up large trees, combat invasive species, manage meadows and take part in other educational work ([www.darudabai.lv](http://www.darudabai.lv)).

The **"Environmental Facts"** television show is the only one on public television that focuses on professional environmental and natural protection. It is presented all year long and offers important information about the environment, natural processes, and ways of protecting, nurturing and protecting them.

## GOOD EXAMPLES

The “Caunītes” farm partners with a certified bird expert from the Environmental Protection Board who takes part in various events at which the people at the farm and its clients gain new knowledge about birds and water and soil life.



**Web:**  
<http://www.caunites.lv>



**The criterion:** The company offers and takes part in information that examines and educates about the environment.

## REQUIREMENTS FOR THE CRITERION

- The auditor can be sure of the existence of such events (camps, courses, seminars).

## SOLUTIONS

- An informative environmental event does not necessarily require a professional guide or researcher. You can organise trips and research hikes in the nearest area to look for animal tracks or for many other things. These are activities in which you can involve your clients.
- Seek the help of local forest rangers, teachers, guides (see above) or nature researchers.
- Use pre-prepared worksheets for children of various ages and for adults which can be taken to various biotopes to learn about processes and the species of plants and animals residing therein.
- Workbooks, guidebooks and other materials can be found here in various languages:  
[www.daba.gov.lv/public/lat/vides\\_izglitiba/materiali\\_nodarbibam](http://www.daba.gov.lv/public/lat/vides_izglitiba/materiali_nodarbibam);  
[www.lvm.lv/sabiedribai/skolam](http://www.lvm.lv/sabiedribai/skolam).

## GOOD EXAMPLES



The “Jaun-ievīņas” farm offers a programme called “Learn About the Unknown!” This is an informative tour in an area of wild horses. You can learn about the lives of the animals and view them up close. During the trip there will be other objects of interest, including ceremonial stones, a large oak, fox burrows, etc.



**Web:**  
<http://www.jaun-ievinas.lv>



The owner of the “Piekūni” weekend house is an environmental guide who will take you on educational hikes down local trails individually or in groups. You can learn about the environment, plants and animals. Latvia’s highest hill, Gaiziņkalns, is nearby. The lady of the house offers field trips for schoolchildren, particularly in the autumn and the spring. She offers thematic trips and hikes which can be combined or diversified in accordance with the desires and interests of her guests.



**Web:**  
<http://www.piekuni.lv>



## ADDITIONAL INFORMATION:

How can I know whether my property is located in a specially protected environmental territory (ĪADT) or a NATURA 2000 territory:

1. First look at Latvia’s ĪADT map:

[www.daba.gov.lv/lv/par-ipasi-aizsargajamam-dabas-teritorijam](http://www.daba.gov.lv/lv/par-ipasi-aizsargajamam-dabas-teritorijam).

You may also seek information at the Ministry of Environmental Protection and Regional Development,

[www.varam.gov.lv/lv/ipasi-aizsargajamas-dabas-teritorijas](http://www.varam.gov.lv/lv/ipasi-aizsargajamas-dabas-teritorijas).

2. If these maps do not allow you to understand the situation, next visit the interactive map of the nature data management system “Ozols” (<https://ozols.gov.lv/pub>). You can register in the system as a guest and find various categories of ĪADT areas, as well as a list of other environmental objects that are protected.

3. If your property is in an ĪADT, you must study the relevant usage and management rules (with boundary systems listed as appendices). If the relevant territory has an environmental protection plan, you must be aware of it. You can find such documents on the DAP homepage of each specific territory. For the Ovīši nature reserve, for instance, visit: [www.daba.gov.lv/public/lat/iadt/dabas\\_liegumi/ovisi](http://www.daba.gov.lv/public/lat/iadt/dabas_liegumi/ovisi).



## USEFUL LINKS

- **Specially protected environmental territories in Latvia, as listed by the Environmental Protection Board:** [www.daba.gov.lv/lv](http://www.daba.gov.lv/lv).

- **What are NATURA 2000 territories?:**

[www.celotajs.lv/cont/wrth/natura2000/KasirNatura2000.pdf](http://www.celotajs.lv/cont/wrth/natura2000/KasirNatura2000.pdf).

- **The NATURA 2000 network in Europe (interactive map):**

<http://natura2000.eea.europa.eu>.

10.

# THE INTERESTS OF CHILDREN AND PEOPLE WITH SPECIAL NEEDS

One of the basic ideas of sustainable tourism is to include children and people with special needs when organising various tourism projects.

**The criterion:** The products offered by the venue are child-friendly.



## REQUIREMENTS FOR THE CRITERION

- This applies to interior and exterior areas of your venue, as well as to the attitudes of your employees.



## SOLUTIONS

- See text from the next four criteria.



## GOOD EXAMPLES

The Mazmežotne Estate has a playground for children with a sandbox, swing set, trampoline, benches and other elements. The playground is in a safe and lovely place that is surrounded by the estate's historical apple orchard.



**Web:**  
<http://www.mazmezotne.lv>



**The criterion: The edges of swimming pools and the shores of ponds and other bodies of water are comparatively safe**



## REQUIREMENTS FOR THE CRITERION

- Inform the parents of children about nearby bodies of water;
- Make sure that your territory has no bodies of water with steep shores, old or unstable boats, unstable pontons and other potentially hazardous elements.



## SOLUTIONS

- Put up fences around the shores of ponds and other bodies of water that are potentially hazardous, and post information about the situation.
- Keep the parents of children aware of nearby bodies of water.

**The criterion: There are safe and environmentally friendly places for leisure and games for children**



## REQUIREMENTS FOR THE CRITERION

- There are children's playgrounds in a safe place outdoors, with leisure areas, as well;
- Sandboxes and equipment in the playground are made of natural materials that satisfy quality demands;
- The equipment works, can be used safely, and has no visible elements of damage;
- If there is a children's corner indoors, there are books, toys and games for them to enjoy.



## SOLUTIONS

- Use ecological and natural materials for playgrounds and leisure areas;
- Ecological materials are ones which:
  - Are appropriate for people during the specific season and time;
  - Are appropriate for the local climate;
  - Organically fit in with the surrounding environment;
  - Can be recycled for repeat use;
  - Are long-lasting so as to save on natural resources.
- Natural materials are made of natural raw materials that are ecologically clean and without any artificial or synthetic compounds.

## GOOD EXAMPLES

The theme park of the “Labirinti” campsite has various games for children, velo-cart rides, miniature golf and miniature bowling.



**Web:**  
<http://www.labirinti.lv>



**The criterion:** The venue (or part of it and its surrounding area) are adapted for people with special needs

## REQUIREMENTS FOR THE CRITERION

- The company ensures acceptance of people with special needs insofar as that is possible;
- At least one guestroom (bedroom, lavatory) is adapted for people in wheelchairs;
- The client zone has a lavatory with standard equipment and support handrails, a lower mirror and other equipment at an appropriate height, with one square metre of free space around the toilet.

## SOLUTIONS

- Examine your venue and the situation therein. Perhaps you have rooms with wide doors that can be adapted. Perhaps it is not complex to establish particular pathways in your yard.



## GOOD EXAMPLES

The “Jaun-ievīņas” farm has a special wheelchair with thick tyres that are meant for riding in landscapes and across natural surfaces.



**Web:**  
<http://www.jaun-ievinas.lv>



The “Indāni” farm has a pergola that is accessible to people with motor difficulties. Children with special needs from children’s homes in Latvia are always welcome here to learn about farming and the look at and feed some of the farm’s animals.



**Web:**  
<http://www.indani.lv/>



**The criterion:** Children are given an opportunity to communicate with pets and livestock

## REQUIREMENTS FOR THE CRITERION

- The venue has cows, goats, rabbits, horses and fowl to look at and observe;
- If the venue has no pets or livestock, it has information about nearby farms which allow children to learn about the countryside and its environment.

## SOLUTIONS

- If at all possible, think about how your clients, particularly children, can observe pets and livestock in a natural and safe environment.

## GOOD EXAMPLES



The “Dzirnupes” farm has a number of farm animals which children can observe, feed and cuddle with.



**Web:**  
<http://www.dzirnupes.lv>



11.

# THE YARD AND PLANTING

When managing your yard, garden and planted areas, make sure that you make use of environmentally friendly methods.

**The criterion: The company uses smart watering systems for planted areas**



## REQUIREMENTS FOR THE CRITERION

- The aim here is to reduce the amount of water that is needed to water plants, and so smart systems can be brought to bear – ones that automatically switch on in the morning and the evening, making use of a moisture monitor or drip-by-drip watering so as to reduce the amount of water that evaporates and to best ensure the moisture that is needed for the roots of plants;
- Use rainwater, grey water or other collected water for this purpose.
- Offer information to your auditor to show that you are fulfilling the requirements of this criterion.



## SOLUTIONS

- Information about smart watering systems can be found at:  
[www.laistisana.lv/](http://www.laistisana.lv/),  
[www.akvedukts.lv/lv/informacija/par-laistisanas-sistemam/pazemes-automatiska-darza-laistisana/](http://www.akvedukts.lv/lv/informacija/par-laistisanas-sistemam/pazemes-automatiska-darza-laistisana/),  
[www.jaunberzi.lv/lv/darzu-buve/automatiskas-laistisanas-sistemas](http://www.jaunberzi.lv/lv/darzu-buve/automatiskas-laistisanas-sistemas).

**The criterion: When organising gardens, local species of plants are used**



## REQUIREMENTS FOR THE CRITERION

- Biological diversity means that insofar as it can, the venue will use local plants when planning gardens, using natural biotopes such as meadows, edges of forests, unmown edges of ditches, etc., as part of the mix;
- The venue has plans to regenerate gardens with other local species. If there are weeds, the venue has a plan how to limit their spread, control them or get rid of them entirely;
- During an inspection, the owner of the venue must provide documentation about the types of plants that have been procured during the past 12 months, as well as about plans to introduce local species in planted areas and to combat invasive species.



## SOLUTIONS

- Information about invasive species in Latvia can be found at:  
[www.daba.gov.lv/public/lat/dabas\\_aizsardzibas\\_plani/dati1/invazivas\\_sugas/](http://www.daba.gov.lv/public/lat/dabas_aizsardzibas_plani/dati1/invazivas_sugas/)
- Information about historical and present-day gardens can be found at:  
[www.celotajs.lv/lv/c/brand/heritagegardens](http://www.celotajs.lv/lv/c/brand/heritagegardens),  
[www.celotajs.lv/cont/publ/Vesturiskaisunmusdienudarzs/pdf/Vesturiskaisunmusdienudarzs\\_lv.pdf](http://www.celotajs.lv/cont/publ/Vesturiskaisunmusdienudarzs/pdf/Vesturiskaisunmusdienudarzs_lv.pdf).



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