



TÜV AUSTRIA HELLAS

‘Innovation and sustainability in tourism: an integrated vision’



Vaso Anastasopoulou 

Head of Development, EU Programmes & Innovation Networks Division

Wednesday, October 29, 2025

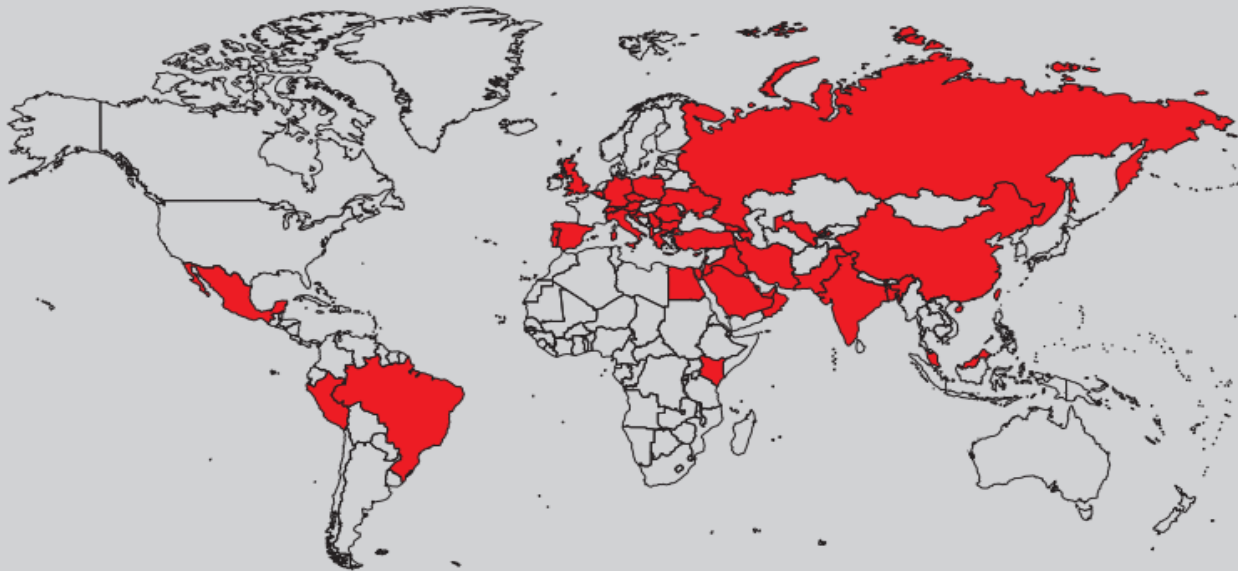


TÜV AUSTRIA GROUP: 40 Countries worldwide, 64 companies

TÜV AUSTRIA Group

Is present **worldwide** in over **40 countries** (EU, Asia, Africa)

An **international leader** offering comprehensive **testing, inspection, certification, and training services** to support **quality, safety, and sustainability in businesses**, across all industries sectors.



Simply safe.



More inside.



Romania's No. 1
Company 2023



2023: #38 | 2019: #246



95%

Kundenzufriedenheit*

Net Promoter Score
TÜV AUSTRIA | Wettbewerb

65 31



HELLAS



ACADEMY



LABS



TRUST IT



TUV AUSTRIA HELLAS: Headquarters and Branches

Head Offices is in Athens

Branches in:

1. Northern Greece (Thessaloniki)
2. Aegean islands of Mytilene, and
3. Crete (Heraklion & Rethymno)

Partnerships in:

Italy, Spain, Portugal, Romania, Serbia, Bulgaria, Albania, Turkey, Egypt, Saudi Arabia, India, Pakistan, United Arab Emirates, etc

Our Services



**Management
Systems & Products
Certification**



**Technical and
Industrial
Inspections /
Certifications**



**Environmental &
Sustainability
Services**



**Certification of
Professionals'
Qualifications**



**Legal Compliance
Services**



Training Services



**Digital Learning
Solutions**



TÜV AUSTRIA Labs



**TÜV AUSTRIA Trust
IT**



TÜV AUSTRIA HELLAS IN THE SERVICE OF TOURISM



Wednesday, October 29, 2025



Obligatory Sector



Classification of Accommodation
Facilities in Star and
Key Categories



Lifts Inspection



Pressure Equipment
Inspection



Periodical Inspection of Indoor
and Outdoor Playgrounds



Lifting Machinery
Inspection



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Added Value Services



Quality Management Systems



Occupational Health & Safety



Food Safety



Road Traffic Management Systems for Customer / Personnel Transportation Vehicles



Boutique Hotel of the Hellenic Chamber of Hotels



Organic Farming



Country Oriented Friendly Hotels



Tailor Made Mystery Guest for the Evaluation Of Your Services



Environment



Corporate Social Responsibility Verification



Event Sustainability Management Systems



Information Security



Training through TÜV AUSTRIA ACADEMY



Carbon Footprint Verification



Gap Analysis Services for Multiple Standards, Schemes and Requirements



Private Certification Schemes Development



Customers Satisfaction and Complain Handling



Privacy Seal DPO/GDPR for Personal Data Protection



Accredited Professionals Qualifications Certification for 11 Tourism Professionals Specialties



Inspection of Checking Electrical Installations And Equipment



Smoke-Free Culture



Water Parks



Swimming Pools



Sports facilities



Boutique Hotel of the Hellenic Chamber of Hotels



Organic Farming



Country Oriented Friendly Hotels



Tailor Made Mystery Guest for the Evaluation Of Your Services



"We do local" Scheme



Greek Breakfast of the Hellenic Chamber of Hotels



"Water Sports Certified Quality" Scheme for Water Sports Rental Companies



Special Assessment Mark for classifying Accommodation Facilities in Star and Key Categories



No Food Waste



Covid Shield

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Building a Sustainable Tourism Future TÜV AUSTRIA's HELLAS Role and Services



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Sustainability: an imperative responsibility

- **Environmental Legislation** is getting stringent: [EU Green Deal](#) & [Fit for 55](#)
- **Guests** are interested in the Environmental Performance & demand greater transparency
- **Third Party Verification is Becoming Obligatory**
- **Greenwashing** cases and fines are increasing rapidly



Sustainable development has become integral part of hotel operational & investment strategy

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Sustainability Services

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Green Action Service Portfolio – TÜV AUSTRIA



TÜV Austria Green Action Services






PRODUCT	MANAGEMENT SYSTEM	GREEN HOUSE GASES	EU REGULATIONS	REPORTING	DIGITAL PLATFORMS
OK recycled	ISO 20121	ISO 14064-1	EU ETS - Regulation (EU) 2018/2067	GRI Verification	Carbon Footprint by tami
EN 15343	ISO 46001	ISO 14064-2	CORSIA - Regulation (EU) 2024/622	AA 1000 Verification	lici - Sustainability module
OK compost	ISO 20400	ISO 14068	CBAM - Regulation (EU) 2023/956	SASB Verification	
OK biobased	Zero Waste to Landfill	ISO 14046	F-GAS - Regulation (EU) 2024/573		
OK biodegradable	GSTC Sustainable Tourism	Airport Carbon Accreditation	EMAS - Regulation (EU) 1221/2009		
Seedling		SURE	Copper Scrap - Regulation (EU) 715/2013		
NEN Biobased Content			Metal Scrap - Regulation (EU) 333/2011		
Real (UK) Scheme					
ISO 14067					
EPD Verification					
OK renewable carbon					


Green Action Services for
Tourism - Accommodation

Existing

Global Standard for Achieving & Demonstrating Carbon Neutrality





Key Benefits for Tourism Operations:

-  **Measure, reduce, and offset** carbon footprints
-  **Focus on cutting direct & indirect GHG emissions**
-  **Enhance carbon removals**
-  **Showcase sustainability leadership**
-  **Attract eco-conscious travelers**

Outcome:  Verified carbon neutrality strengthens **brand reputation and environmental responsibility**

Global Standard for Sustainability in Events

Key Features:




-  Establishes a Sustainability-based Event Management System
-  Addresses environmental, social, and economic impacts
-  Identifies, assesses, and manages event-related challenges
-  Promotes sustainability and minimizes negative effects on the planet, people, and economy

Tourism Advantage:

Enhances the **competitive edge of hotels** attracting **convention and event tourism**
Demonstrates **commitment to responsible and sustainable event practices**

Verification of Sustainability Reports & ESG Disclosures

Why It Matters:

-  **Demonstrates commitment** to Environmental, Social & Governance (ESG) responsibility
-  **Ensures transparency** in reporting ESG performance and practices
-  **Provides credibility** through independent verification

Guided by Recognized Frameworks:

-  **Global Reporting Initiative (GRI) Standards**
 - ◆ **AA1000 Assurance Standard**

EU **European Sustainability Reporting Standards (ESRS)**

GR **Greek Sustainability Code**




Outcome: Strengthens **trust with stakeholders** and positions tourism businesses as **responsible and sustainable**

Zero Waste to Landfill – TÜV AUSTRIA Certification





Purpose:

-  Highlights an organization's efforts to **reduce environmental impact**
-  Promotes **continuous reduction of waste sent to landfill**

Key Features:

-  **Analysis of waste streams**
-  **Calculation of mass balance**
-  **Traceability of waste**

Relevance for Hotels:

-  Manage multiple waste streams efficiently
-  Divert waste from landfill through **recycling and composting**
-  Potential exemption from **“pay-as-you-throw” fees**
-  Demonstrates **environmental responsibility** and sustainability leadership

Guidelines for Implementing & Certifying Water Efficiency Management Systems

Sustainable Water Management Benefits:

- 💧 Improve water efficiency
- 💧 Reduce consumption
- 💧 Minimize pollution
- 💧 Enhance overall water management

Critical Hospitality Applications:

- 🧑‍🌿 ♀ Wellness services & spas
- 🏊 ♂ Swimming pools & jacuzzis
- 💦 Water slides & water parks

Outcome: ✅ Sustainability, guest satisfaction, and operational efficiency

A modern digital platform to help organizations:

 **Calculate** greenhouse gas (GHG) emissions

 **Monitor** emissions over time

 **Manage** and reduce carbon impact

Covers all three main emission scopes:





 **Scope 1:** Direct emissions from owned or controlled sources

 **Scope 2:** Indirect emissions from electricity and heat consumption

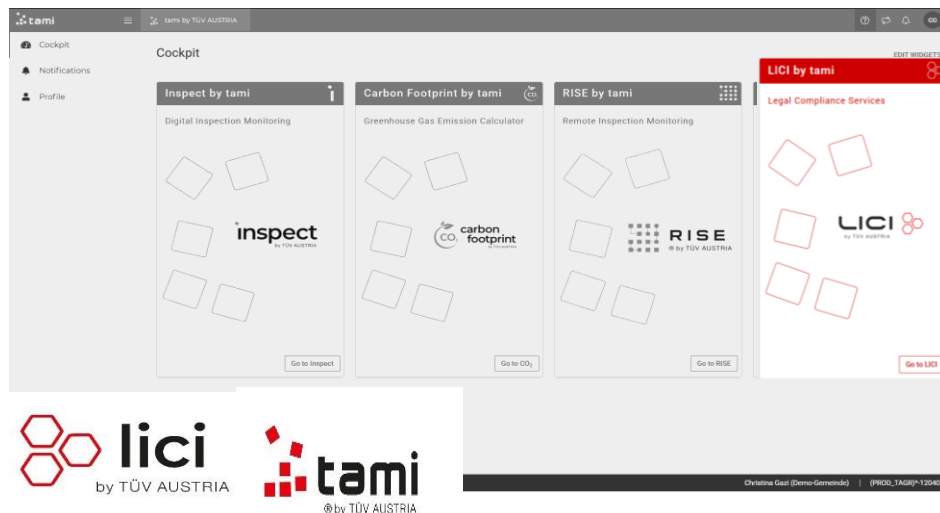
 **Scope 3:** Indirect emissions from the supply chain and other activities

Outcome:  **Enhanced sustainability, compliance, and operational efficiency**

Key Features:

-  **Platform & mobile app** for real-time updates
-  **Immediate access** to new legislative publications relevant to hospitality
-  **Sustainability Legal Compliance Registry** for the tourism industry, customizable to your organization
-  **Timely email notifications**




























Stay **legally compliant**, proactive, and sustainable in tourism operations.



Indicative Categories Covered:

-  **Waste & energy** consumption registers
-  **Sustainability & environmental management**
-  **Environmental approvals & permits**
-  **Emissions** management (ETS, CO₂, pollutants)
-  **Recycling & circular economy**

Sustainability in ESG Indicators

ESG	ENVIRONMENT	SOCIAL	GOVERNANCE
UN SDGs (Strategy Development Goals)	       	          	       
Certification services	<ul style="list-style-type: none"> • ISO 14001 • ISO 50001 • ISO 14064 • OK Compost • OK Recycled • EMAS • GHG products • etc. 	<ul style="list-style-type: none"> • SA 8000 • SMETA • ISO 45001 • ISO 26000 • etc. 	<ul style="list-style-type: none"> • ISO 9001 • ISO 37001 • ISO 37301 • ISO 22301 • etc.
Legislation Awareness – TAMI LiCi			
Training programs			

Recognition by International Booking Platforms

ISO 9001, ISO 50001 and ISO 14001 sustainability certificates by TÜV AUSTRIA Hellas are recognized by **Booking.com, Google** and the overall **Travalyst partner network**



Sustainable with Google



For info:





Training – Providing Expertise



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COMPREHENSIVE TRAINING ACROSS KEY AREAS

- ✓ Management & Quality
- ✓ Health & Safety
- ✓ Environment & Energy
- ✓ **Food & Tourism**
- ✓ Data Protection & Cybersecurity
- ✓ Information Technology
- ✓ Human Resources & Communication
- ✓ Exports & International Marketing
- ✓ Supply Chain & Finance
- ✓ Technical & Industrial Applications
- ✓ Secure Transaction Management



Training Courses in the tourism sector

Non-Verbal Communication in Hospitality

Emotional Intelligence in Business

Personal Effectiveness & Communication

Transforming Stress into Creative Power

Analytical Thinking / Creative Thinking / Decision Making / Problem Solving

Communication / Behavior

Leadership / Empathy

Handling Difficult Customers and Managing Complaints

Corporate Responsibility & Sustainable Development – ESG & Sustainability Performance Management

Internal Environmental Management System Auditors | ISO 14001:2015 (Hospitality Edition)

Internal Food Safety Management System Auditors | ISO 22000:2018

Disaster and Crisis Management (Natural and Technological Disasters)

Training Courses dedicated to the tourism sector (cont.)

Internal Occupational Health & Safety Management System Auditors | ISO 45001:2018

First Aid – Emergency Incidents

Internal Quality Management System Auditors | ISO 9001:2015

Implementation and Internal Audit of Road Traffic Safety Management Systems | ISO 39001:2012

Crisis Management

GDPR – Hospitality Edition

Basic Digital Skills – Office 2021 – Windows 11 (6 Modules)

Applying Cyber Security in Users' New Daily Reality

Tour Guiding Professionals

Culture and Tourism: Communication, Promotion, and Marketing

Modern Management of Tourism Enterprises

Contemporary Approaches to Business Organization and Management: New Technologies and Innovation

Training Courses dedicated to the tourism sector (cont.)

Strengthening Corporate Culture – Creating a Culture of Excellence

Multigenerational Management in Hotels

Upselling & Cross-Selling in Hotel Units

Self-Awareness – The Importance of Inner Leadership

Customer Complaint Management

Conflict Management

Impactful Communication – Techniques for Executives and Leaders

Vulnerability and Emotional Intelligence in Management

The Art of the Coach Leader – From Control to Empowerment

Cultural Intelligence – Managing Diversity

Talent Attraction and Retention

The Effectiveness Triad: Feedback – Performance Management – Resilience

Charismatic Leadership – From Invisibility to Influence

Stress Management

Internal Marketing – Social Media & the Power of Reviews

Kaizen – The Philosophy of Continuous Improvement in Practice

Leading in Difficult Collaborations – How to Lead When Others Undermine or Disengage

ISO 17024 – People Certifications in Tourism (cont.)

Purpose:

- ✓ Certifies **professional competence** of personnel in the tourism and hospitality sector
- 📄 Ensures **standardized, internationally recognized qualifications (Micro-credentials)**

Indicative Certified Roles:

- 🏢 Reception / Front Office / Customer Service
- ☎️ Call Center / Reservations
- 🌐 Public Relations, E-Commerce & Hospitality Sales & Marketing
- 🍳 Cooking & Pastry Making
- 🍴 Food & Beverage Manager / Restaurant Art & Management
- 🍹 Bartender / Barista
- 🧹 Professional Cleaner / Housekeeper
- 🍴 Waiter / Waitress ...and many more
- ✓ Enhances **staff professionalism, service quality, and guest satisfaction**

TÜV AUSTRIA in Greece is as a strategic Partner actively supporting the **CapsuleT Travel & Hospitality Accelerator** -created by the **Hellenic Chamber of Hotel-** in **Strengthening innovation, entrepreneurship, and sustainability** in the Greek tourism sector.



A startup accelerator dedicated exclusively for tourism, created by the **Hellenic Chamber of Hotels**



Sep 12, 2025 | [News](#)



Validating ESG Performance




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About the Initiative:

 Developed in **key cooperation with Greek Tourism Confederation (SETE)**, covering ~15,000 tourism companies

 **Common platform** for registering and validating ESG data per **CSRD & ESRS standards**

 Companies achieving successful evaluation receive the “**METRON Sustainable Certificate**” annually

 Promotes **sustainability, credibility, and ESG leadership** in tourism

Quality Areas Assessed:

 Energy consumption


 Water consumption

 Waste management

 Social issues

 Governance

Indicative Participants:

 Athens International Airport, SKY EXPRESS, AEGEAN AIRWAYS

 Mitsi Hotels

 AVIS

 Gold Air Handling, and more

METRON
Sustainable Tourism

SETE

Promoting Verified Sustainability in Tourism



Three Key Pillars:

- **Verification Protocol:** Inspection & validation of ESG data
- **Quality Assurance:** Ensures impartiality, transparency, and credibility
- **Verification Criteria:** Tailored evaluation for **Energy, Water, Waste, Social, and Governance**




SETE

How It Works:

-  All participants receive a **detailed evaluation report** with improvement guidelines
-  Businesses meeting standards earn the “**METRON Sustainable Tourism powered by SETE**” logo

Outcome:

-  Supports **credible ESG performance and sustainable growth** in the tourism sector

METRON Validation Report and Badge Awarded



VALIDATION
STATEMENT

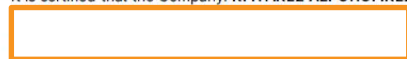
METRON
Sustainable Tourism

Powered By **SETE**

The Regulatory Authority: TÜV AUSTRIA Hellas

following the evaluation conducted on the provided data and
documentation for the Reference Year: 2023

it is certified that the Company: **ΚΡΗΤΙΚΕΣ ΑΕΡΟΠΟΡΙΚΕΣ**



complies with the requirements of the Verification Scheme
METRON Sustainable Tourism
and is authorized to use the Mark

METRON Sustainable Tourism
Powered by SETE

Audition Statement
Registration Number:

6c8e5c35

Publish Date:

18/10/2025

Auditor's Name - Signature:

Zoi Chatzopoulou

The validity of the Verification Statement
applies exclusively to the Reference Year and
can be verified from the database of the
Regulatory Authority that issued it.

Published by

TÜV AUSTRIA Hellas

Address:

Λεωφ.Μεσογείων 4



Verification
Badge

SKY EXPRESS

TÜV
AUSTRIA



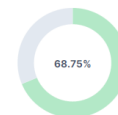
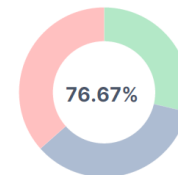
Verification check year
reference **2023**

METRON
Sustainable Tourism

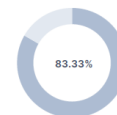
Powered By **SETE**

ESG
Results

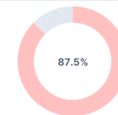
The scores of the questionnaires answers
per pillar (E, S, G) and the average score.



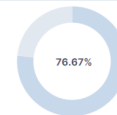
E. Environment



S. Social



G. Governance



ESG rating

Overview of the TÜV AUSTRIA lab network

At a glance

European Laboratory Network
Specialized in Food Testing & Sensory Analysis
Production unit of CRM & QuEChERS



Laboratories

5



Affiliate Labs

2



Employees

39

(17 M.Sc, 2 PhD, 7 PhD candidates)

International presence: **Greece**
Cyprus

© TÜV AUSTRIA

Activity



Austria
Romania

Albania

Clients



info@tuv-austria.com | tuv-austria.com





Innovation • Development • Environment







Thank you for your attention!



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